

Report

Report to:	Social Work Resources Committee
Date of Meeting:	9 February 2022
Report by:	Director, Health and Social Care

Subject:	Social Work Resource Plan: Quarter 2 Progress Report 2021-22
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1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Social Work Resource Plan Quarter 2 Progress Report 2021-22, for the period 1 July 2021 to 30 September 2021

2. Recommendations

2.1. The Committee is asked to note the following recommendations:-

- (1) that the Social Work Resource Plan Quarter 2 Progress Report 2021-22 as summarised in paragraph 5.2. and attached as Appendix 2 of this report, be noted;
- (2) that the key achievements made by the Resource to date, as detailed in paragraph 5.3. of this report, be noted; and
- (3) that the areas for improvement and associated management actions as detailed in paragraph 5.4. of this report, be noted.

3. Background

- 3.1. The Social Work Resource Plan 2021-22 was approved by the Social Work Resources Committee on 2 June 2021 and sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2021-22.
- 3.2. The Resource Plan follows the agreed corporate structure and style. The Plan is a key element of the council's performance management arrangements and provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the Priorities set out in the Council Plan Connect 2017-22.
- 3.3. As Elected Members are aware, due to the Covid 19 pandemic, the council was forced to suspend or reduce a number of services that could not be continued in full due to government advice, including adhering to physical distancing requirements for residents and for staff. The council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. There has been an inevitable impact on performance in some areas.

4. Resource Objectives 2021-22

- 4.1. The Resource has established a number of objectives to support the delivery of the Connect Priorities in 2021-22. These are detailed at Appendix 1.

5. Quarter 2 Progress Report 2021-22

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 2 Progress Report 2021-22, attached as Appendix 2. This report has been produced from the council's performance management reporting system IMPROVe, and uses a traffic light format with the following definitions to give a status report on each measure:

Status	Definition
Blue	Project complete
Green	The timescale or target has been met as per expectations
Amber	There has been minor slippage against timescale or minor shortfall against target
Red	There has been major slippage against timescale or major shortfall against target
Report later	The information is not yet available to allow us to say whether the target has been reached or not. This will be reported when available
Contextual	Included for 'information only', to set performance information in context

- 5.2. Measures which are classified as 'red' are considered in detail at section 5.4. of this report. To ensure adequate scrutiny of performance across all Resources, the council's Performance and Review Scrutiny Forum may consider 'red' and/or 'amber' measures at a future meeting.

The overall summary of progress to date is as follows:

Status	Measures			
	Statistical	Project	Total	%
Blue	0	0	0	0
Green	17	16	33	81%
Amber	3	0	3	7%
Red	0	0	0	0%
Report later/Contextual	1	4	5	12%
Totals	21	20	41	100%

(Data correct 20 January 2022)

- 5.3. Key achievements for 2021-22, to date, are noted below:

5.3.1.

Connect Priority	Ensure communities are safe, strong and sustainable
Resource Objective	Achievement
Provide access to timely support and interventions for people/groups who are disadvantaged	During the period 1 April 2021 to 30 September 2021, the Resource provided access to timely support and interventions with 100% of clients seen within 2 days of their Drug Testing and Treatment Orders commencing. Performance continues to exceed the 95% target.

Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential for the benefits of all	The Resource continues to perform well in the submission of Criminal Justice Social Work Reports to the courts within timescale. From 1 April 2021 to 30 September 2021, 99% of reports were submitted within timescales, exceeding the 95% target.
Disadvantaged people/groups are provided with access to timely support and interventions	From 1 April 2021 to 30 September 2021, 307 of 319 (96%) of drug and/or alcohol clients who were referred for treatments and/or psychosocial intervention started treatments within 3 weeks of being referred. Performance continues to exceed the 90% target.
Connect Priority	Get it right for children and young people
Resource Objective	Achievement
Care and protect vulnerable children and young people	<p>From 1 April 2021 to 30 September 2021, 83% of all children made subject to a CSO were seen within timescale, which is continued improvement during the past year.</p> <p>During the period 1 April to 30 September 2021, 172 of 193 (89%) reports were submitted to the Scottish Children's Reporter Administration within the 20-day timescale.</p> <p>The Resource continues to maintain good performance in achieving the 75% target.</p> <p>The Resource continues to ensure that all looked after children and young people are cared for in the most appropriate setting, with 90% of our looked after children being cared for in a community setting as of 30 September 2021.</p>
Connect Priority	Improve health, care and wellbeing
Resource Objective	Achievement
Deliver better health and social care outcomes for all	Workforce planning is progressing well in the care facilities modernisation programme, staff structures have been agreed in liaison with Finance, Personnel, Trade Unions and Service Managers, work continues within the Partnership to scope out a blended workforce approach. (<i>Separate paper to Committee – agenda item 6</i>)
Promote, choice, control and flexibility in social care	In quarter 1, 85% of outcomes were met from review Self Directed Support plans.
Care and protect vulnerable adults	The Adults with Incapacity (Scotland) Act 2000 places responsibility on local authorities to visit adults on welfare guardianship and their guardians. In quarter 2, 98% of supervising officer visits for local authority welfare guardian orders, and 97% of those on private welfare guardianship orders were seen within timescale, both exceeding the 90% target.

- 5.3.2. In addition to working towards these priorities, we recognise that the council will continually aim to improve and ensure effective and efficient use of resources, and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource objectives have also been identified under the heading Delivering the Plan and achieving Best Value.

Connect Theme: Delivering the Plan and achieving Best Value	
Resource Outcome	Achievement
Customers experience high quality and improving council services	Chief Social Work Officer provides an annual report on key challenges, developments and improvements across Social Work as well as reporting on service quality and performance including delivery of statutory functions. This was submitted to the Scottish Government in September 2021.
The council demonstrates high standards of governance and sound financial stewardship	The Resource produces a Good Governance statement annually and report to the Senior Management Team on the review of the Risk Register every 6 months and to Social Work Committee annually
The workforce has the skills, flexibility and capacity to deliver the council's priorities	Each Social Work service area has a learning and development pathway which highlights the specific learning and development needs for individual staff. In addition to the pathways there are service priorities for all staff within Social Work. These highlight any newly required or ongoing training needs and are presented at the Learning and Development workforce planning boards. This includes inhouse training (virtual, e-learning and where necessary, classroom learning) and any externally purchased courses.
Digital and ICT services meet the needs of the council and its customers	The development of the Blantyre TEC zone within the Blantyre Care campus is progressing and will provide a focus for how technology can benefit all citizens to live safely and well at home. A programme of live, interactive events in the TEC zone will enable people to virtually visit the TEC zone and join in activities. Technical and content specification has been completed in Jan 2022 and the build of the TEC zone will be completed in line with overall build timescales of the project – anticipated to be summer 2022.

5.4. Areas for improvement

Measures that have been classified as 'amber' (minor slippage against timescale or shortfall against target) are noted below, together with the reason why, and the management action now being taken, where required.

Ensure communities are safe, strong and sustainable		
Resource Objective: Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential for the benefits of all		
Measure	Comments/Progress	Action by Manager (where applicable)
75% of offenders on CPO unpaid work requirement are seen within 5 working days by their case manager	In quarter 2, 69% (62 out of 90) of unpaid work inductions were held within the 5-day timescale following commencement of a CPO.	The Unpaid Work service cannot operate at usual levels as a result of the pandemic, some placements have been delayed. However, this is an improving picture from quarter 1.
75% of people starting their placement within 7 days of a CPO unpaid work	In quarter 1, 66% (59 out of 90) of unpaid work placements started within the 7-day timescale.	The Unpaid Work service cannot operate at usual levels as a result of the pandemic, some placements have been delayed. However, this is an improving picture from quarter 1.
Monitor the number of Planned Discharge Dates that are met	In quarter 2, 72.04% of Planned Discharge Dates were met. Data is for South Lanarkshire residents treated in University Hospital Hairmyres (UHH) only. Data is an extract from Trakcare system and is un-validated.	While operational pressures caused by the Covid-19 pandemic continued in Q2 there has been improvement in performance since Q1. A measurement plan and supporting recording mechanisms are being put in place to ensure sustainability and accuracy of reporting and monitoring performance on this measure.

6. Employee Implications

- 6.1. The objectives noted within the Resource Plan will inform the Service Action Plans, where applicable, and in turn the Performance Appraisal process for individual employees.
- 6.2. Absence statistics are monitored and reported through the council-wide Workforce monitoring report which is presented to each Resource Committee and the Employees Issues Forum. For your information, the absence performance results as at Quarter 1 is attached at Appendix 3.

7. Financial Implications

- 7.1. The objectives within the Resource Plan are reflected in the respective annual Resource Revenue and Capital budgets and, longer term, within the framework of the council's approved Financial Strategy.

8. Climate Change, Sustainability and Environmental Implications

- 8.1. There are no climate change or environmental implications as a result of this report.
- 8.2. The Resource Plan takes into account Resource responsibilities in relation to sustainable development and climate change.

9. Other Implications

- 9.1. The Community Plan 2017-27 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the actions contained within Connect.
- 9.2. Resource Plan actions are assessed as part of the Resource's risk management arrangements and relevant issues have been added to the Resource Risk Register.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. Many of the actions detailed within the Resource Plan reflect ongoing strategies and policies which will be or have been the subject of consultation and equality impact assessment.

Soumen Sengupta
Director, Health and Social Care

20 January 2022

Link(s) to Council Values/Ambitions/Priorities

- ◆ The Resource Plan has been structured upon the Vision, Values and Priorities in the Council Plan Connect 2017-22

Previous References

- ◆ Social Work Resources Committee of 2 June 2021

List of Background Papers

- ◆ Council Plan Connect 2017-22 – endorsed by the Executive Committee on 8 November 2017 and approved by the full Council on 6 December 2017: mid-term review of Connect endorsed by the Executive Committee 24 June 2020
- ◆ Social Work Resources Plan 2021-22 – approved by Social Work Committee on 2 June 2021

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-
Colette Brown, Planning and Performance Manager
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Social Work Resource Objectives 2020-21

Connect Priority	Resource Objectives
Ensure communities are safe, strong and sustainable	<ul style="list-style-type: none"> • Embed sustainable development strategy across Social Work Resources • Progress the Community Justice Outcome Improvement Plan • Provide access to timely support and interventions for people/groups who are disadvantaged • Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential for the benefits of all
Promote sustainable and inclusive economic growth and tackle disadvantage	<ul style="list-style-type: none"> • Tackling poverty and deprivation • Strengthen engagement with service users and carers
Get it right for children and young people	<ul style="list-style-type: none"> • Care and protect vulnerable children and young people
Improve health, care and wellbeing	<ul style="list-style-type: none"> • Deliver better health and social care outcomes for all • Promote good mental health and wellbeing • Promote, choice, control and flexibility in social care • Care and protect vulnerable adults
Delivering the Plan and achieving Best Value	Resource Objectives <ul style="list-style-type: none"> • Deliver and communicate the Council Plan and ensure high standards of governance • Develop improvement activity and promote scrutiny • Improve the skills, flexibility and capacity of the workforce • Promote equality and the well-being of staff



Social Work Resources

improve

Resource Plan

Performance Report 2021-22

Quarter 2 : April 2021 - September 2021

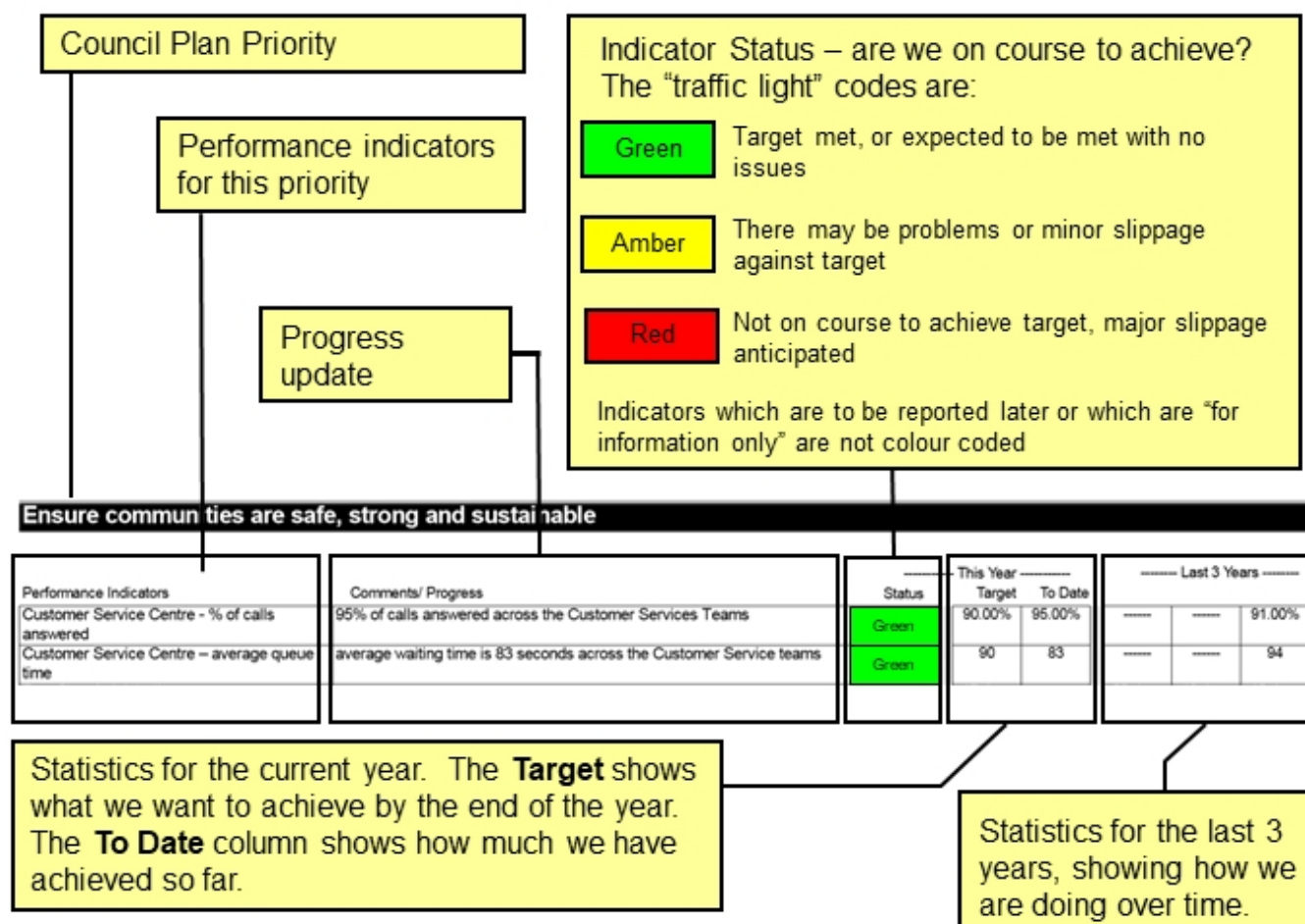
(This represents the cumulative position to September 2021)

Summary - number of measures green, amber and red under each Council Plan Priority / Theme

Council Priority/ Theme	Green	Amber	Red	Report later / Contextual	Total
Ensure communities are safe, strong and sustainable	4	2			6
Get it right for children and young people	5			1	6
Improve health, care and wellbeing	7	1			8
Promote sustainable and inclusive economic growth and tackle disadvantage	1				1
<i>Delivering the plan and achieving best value</i>					
Total	17	3	0	1	21

Guide to the Performance Indicators report

Each of the performance indicators is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented.



Ensure communities are safe, strong and sustainable**Embed sustainable development strategy across Social Work Resources**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Make an annual saving from using recycled items as opposed to new through the joint store (Equipu)	The cumulative total for recycled equipment for Period 1 to 7 was: No of items - 1261 Cost of items - £154,832 Value of items - £286,662 Since April there has been a saving for the council of £135,019, on target to meet annual saving target of £175,000.	Green	175,000	135,019	0	0	0

Community Justice Outcome Improvement Plan is progressed

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
95% of clients are first seen within 2 working days of a DTTO commencing	In quarter 2, 2 Drug Treatment and Testing Orders commenced, all of which were seen within two days of a DTTO commencing. To date 100% (12 out of 12 orders) have been seen within timescale	Green	95.0%	100.0%	93.0%	100.0%	100.0%

Disadvantaged people/groups are provided with access to timely support and interventions

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
90% of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	In quarter 2, there were 137 referrals for drugs/alcohol treatment/psychosocial intervention, of which 129 (94%) started treatment within 3 weeks of referral. To date 96% (302 out of 314) have started treatment within 3 weeks of referral.	Green	90%	96%	93%	94%	97%

Ensure communities are safe, strong and sustainable**For those who have committed offences safely and effectively support them to reintegrate into the community and realise their potential for the benefits of all**

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2018/19	2019/20	2020/21
75% of offenders on CPO unpaid work requirement are seen within 5 working days by their case manager	<p>In Quarter 2, 69% (62 out of 90) of offenders had their induction within 5 working days. Although performance remains under target, improvements can be seen from quarter 1.</p> <p>To date 63% (96 out of 152) of offenders had their induction within timescale.</p> <p>The UPW service cannot operate at usual levels as a result of the pandemic, some placements have been delayed. However, this is an improving picture from quarter 1.</p>	Amber	75.0%	63.0%	80.0%	77.0%	57.0%
75% of people starting their placement within 7 days of a CPO unpaid work	<p>In Quarter 2, 66% (59 out of 90) people started their placement within 7 days. There has been reduced capacity on placements due to Covid however this is beginning to increase.</p> <p>To date 61% (92 out of 152) of people commenced their placement within timescale.</p> <p>The UPW service cannot operate at usual levels as a result of the pandemic, some placements have been delayed. However, this is an improving picture from quarter 1.</p>	Amber	75.0%	61.0%	77.0%	77.0%	47.0%
95% of Criminal Justice Social Work reports submitted to Court by the due date	<p>In quarter 2, there were 332 criminal justice social work reports submitted to the court of these reports 329 (99%) were submitted by the due date.</p> <p>To date there have been 99% (616 out of 620) of reports submitted to the court by the due date.</p>	Green	95.0%	99.0%	99.0%	98.0%	97.0%

Get it right for children and young people**Care and protect vulnerable children and young people**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Monitor the number of Child Protection referrals received and the conversion rate to Child Protection Investigation	In quarter 2, 194 out of 202 CP referrals proceeded to investigation, 96% conversion rate. From 1 April 2021 to 30 September 2021, 409 out of 432 CP referrals proceeded to investigation, 95% conversion rate.	Green	90.0%	95.0%	0.0%	0.0%	0.0%
Monitor the number of Child Protection Investigations completed that progress to Case Conference and the conversion rate to Registration	In quarter 2, 106 out of the 213 (50%) CP investigations completed will progress to an initial child protection case conference. In quarter 2, initial case conferences were held in relation to 69 children, 52 of these children were placed on the CP register, 75% conversion rate. From 1 April 2021 to 30 September, 199 out of the 423 (47%) CP investigations completed will progress to an initial child protection case conference. Initial case conferences were held in relation to 148 children, 110 of these children were placed on the CP register, 74% conversion rate.	Green	60%	74%	0%	0%	0%
75% of children seen by a supervising officer within 15 days	In quarter 2, 80% of children made subject to a CSO were seen within 15 days of their initial hearing date. To date, 83% of children made subject to a CSO have been seen within agreed timescales.	Green	75.0%	83.0%	93.0%	90.0%	70.0%
75% of reports submitted to the Children's Reporter within 20 days	In quarter 2, 91% (86 out of 95) reports were submitted to the Scottish Children's Reporters Administration within agreed timescales. To date, 89% (172 out of 193) reports have been submitted to the Scottish Children's Reporters Administration within agreed timescales.	Green	75.0%	89.0%	79.0%	71.0%	88.0%
Shift the balance of care and aim for no more than 12% of our looked after young people to be accommodated in residential placements	As at September 2021, 771 children are looked after, 81 (10%) of these children are looked after in a residential setting including local authority houses, secure accommodation and residential schools.	Green	12.0%	10.0%	0.0%	0.0%	0.0%

Get it right for children and young people**Care and protect vulnerable children and young people**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Report the number of young carers supported by Action for Children on a quarterly basis.	There are currently 69 young carers being supported by Action for Children. 66 in groups and 3 one to ones. There are no young carers who have referrals waiting for assessments requesting one to one. Due to staff moving on the assessments are being undertaken by the 2 remaining members of staff. Action for children are working on Their Children's Services Plan Action and have developed a Driver Diagram and the measurement plan is near completion. They have put out the new young carer's review format for consultation to colleagues and will be updating the young carer's statement to align it with the Scottish Government Census requirements.	Contextual	-----	-----	0	0	0

Improve health, care and wellbeing**Care and protect vulnerable adults**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
90% of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there were a total of 126 local authority welfare guardianship visits due with 98% (123) being completed on time. In quarter 2, there were a total of 63 local authority welfare guardianship visits due with 98% (62) being completed on time.	Green	90%	98%	98%	93%	93%
90% of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there were a total of 1385 private welfare guardianship visits due with 97% (1338) being completed on time. In quarter 2, there were a total of 671 private welfare guardianship visits due with 95% (639) being completed on time.	Green	90%	97%	93%	86%	94%

Improve health, care and wellbeing**Deliver better health and social care outcomes for all**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Monitor the percentage of Planned Discharge Dates that are met	While operational pressures caused by the Covid-19 pandemic continued in Q2 there has been improvement since Q1. In quarter 2, 72.04% of Planned Discharge Dates were met. Data is for South Lanarkshire residents treated in University Hospital Hairmyres (UHH) only. Data is an extract from Trakcare system and is un-validated.	Amber	80.0%	72.0%	0.0%	0.0%	0.0%
Monitor the ratio of planned/unplanned referrals received	In quarter 2, 70% of all referrals received to the Hospital Team were planned.	Green	70	-----	0	0	0
Discharge 10 patients from hospital per day	In quarter 2, performance around this measure improved, on average 17.92 patients who had a Planned Discharge Date were discharged. Data is for South Lanarkshire residents treated in University Hospital Hairmyres (UHH) only. Data is an extract from Trakcare system and is un-validated.	Green	10	-----	0	0	0

Promote choice, control and flexibility in social care

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	In quarter 2, 235 new carers were supported by dedicated Welfare Rights Officers in the Money Matters Advice Service, weekly benefits of £12,858 were awarded, £133,339 of benefits were backdated, and annual benefits amounted to £801,955.	Green	400	429	1,057	1,080	546
Increase the number of carers supported by the commissioned carer support from Lanarkshire Carers on a quarterly basis.	Quarter 2 Monitoring report will not be complete until end of September. Lanarkshire Carers continue to support our unpaid carers. In Quarter 1, 210 new carers identified, 1661 carers engaged and supported, 186 adult carer support plans progressed. There were a total of 4881 South Lanarkshire Carers known.	Green	800	210	0	0	0
Measure the percentage of outcomes being achieved through reviewed support plans	To date there were a total of 239 outcomes due to be met through reviewed L15 support plans with 77% (183) being achieved. In quarter 2, there were a total of 151 outcomes due to be met with 77% (116) being achieved.	Green	75.0%	77.0%	0.0%	0.0%	0.0%

Promote sustainable and inclusive economic growth and tackle disadvantage**Tackling poverty and deprivation**

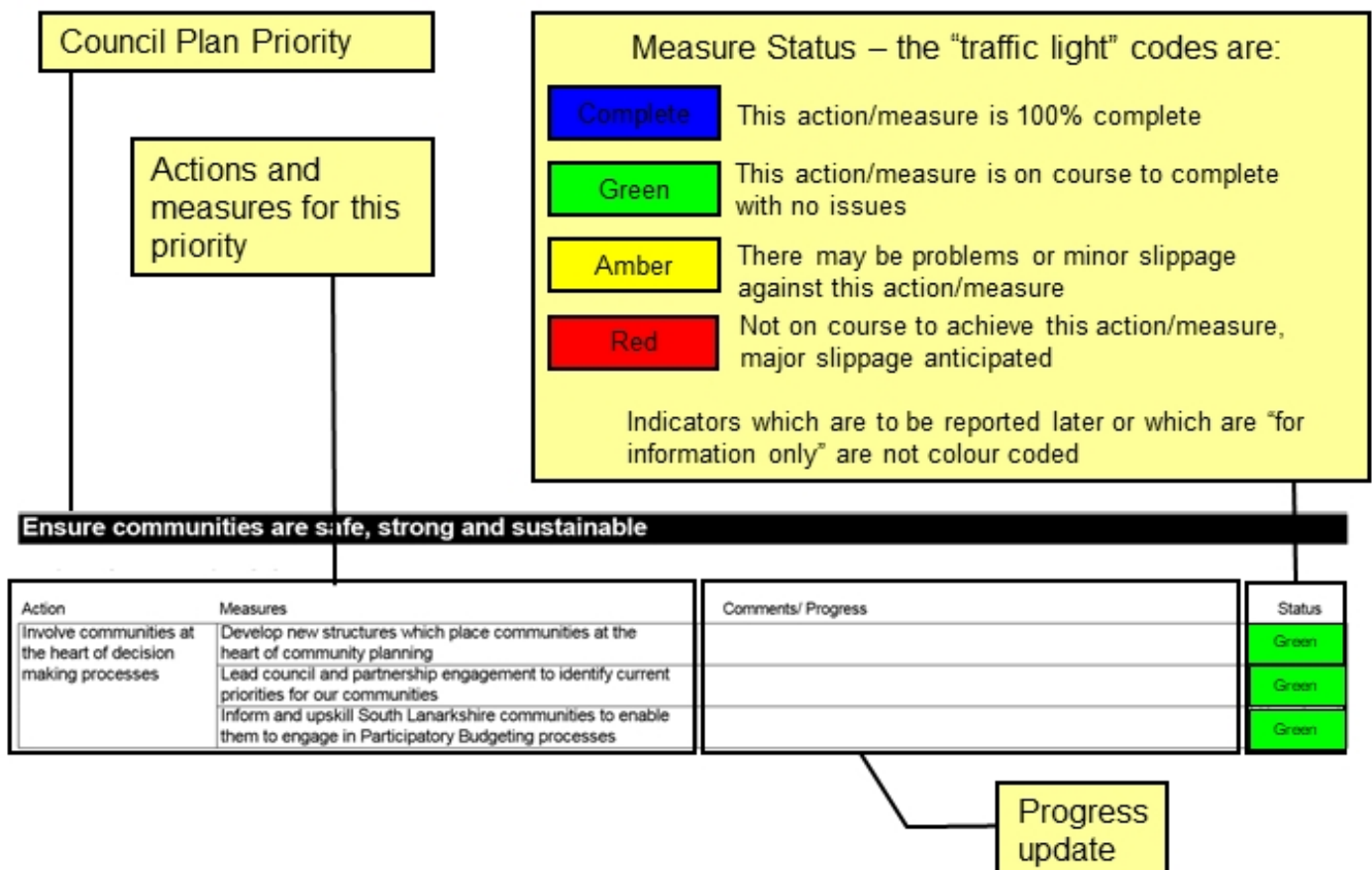
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Report on the number of new clients supported by the Money Matters Advice Service and monitor income generated for them (benefit awards/back dated benefits/debt advice) on a quarterly basis.	In quarter 2, 1452 new cases were supported by local Money Matters teams, weekly benefits of £65,937 were awarded, £683,790 of benefits were backdated, and annual benefits amounted to £4,112,514. An additional, 2549 people were provided with advice where issues were resolved at initial contact.	Green	2,500	2,751	0	0	0

Summary - number of measures complete, green, amber and red under each Council Plan Priority / Theme

Council Priority/ Theme	Complete	Green	Amber	Red	Report later	Total
Ensure communities are safe, strong and sustainable		1			1	2
Get it right for children and young people		1				1
Improve health, care and wellbeing		10			1	11
Promote sustainable and inclusive economic growth and tackle disadvantage		1				1
Delivering the plan and achieving best value		3			2	5
Total	0	16	0	0	4	20

Guide to the Performance Measures report

Each of the performance measures is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented.



Ensure communities are safe, strong and sustainable

Community Justice Outcome Improvement Plan is progressed

Action	Measures	Comments/ Progress	Status
Embed the national model for Community Justice in Scotland in South Lanarkshire Justice Services	Report on the developing priorities of the CJ Local Outcome Improvement Plan and develop the three prioritised Strategic Needs and Strengths Assessment areas Arrest Referral, Diversion, Bail Supervision	Partnership meetings are driving forward the SSNA to help improve support for arrest referral, bail and diversion from prosecution. Tailored interventions continue to be provided to help improve outcomes for all with a specific focus on supporting women and young people in conflict with the law. This has led to a reduction in the volume of under 18s in custody and increased uptake of support from hubs services for women.	Green

For those who have committed offences safely and effectively support them to reintegrate into the community and realise their potential for the benefits of all

Action	Measures	Comments/ Progress	Status
Improve management of all offenders including high risk offenders	Produce and publish MAPPA annual report by 1 November 2021.	Annual report due to be published November 2021. Future reporting will be based on the MAPPA business priorities.	Report Later

Get it right for children and young people

Care and protect vulnerable children and young people

Action	Measures	Comments/ Progress	Status
Improve transition arrangements for young people	Develop and roll-out systems to record and monitor the number of young people with additional support needs transitioning from children's services to adult services and monitor their needs and outcomes met.	IT developments are being considered to capture and report on transitional planning. The new SWiS plus recording screens are being worked on in liaison with IT developers and operational staff.	Green

Improve health, care and wellbeing**Care and protect vulnerable adults**

Action	Measures	Comments/ Progress	Status
Improve outcomes for people to live in their own homes and communities for as long as possible	Produce six monthly report to Senior Management Team on inspection activity in quarter 2 and 4	A six monthly report on inspection activity is reported to the Senior Management Team, Social Work Committee and South Lanarkshire Integrated Joint Board.	Green
Monitor vulnerable adults referrals/activity	Produce quarterly Adult Protection report for Adult Protection Committee and Chief Officers Group to monitor ASP activity	<p>Quarterly reports have been produced for the Adult Protection Committee and Chief Officers Group monitoring ASP activity.</p> <p>In Quarter 2 the Resource worked with a number of service users as a result of Adult Support and Protection (ASP) issues. There were 687 ASP inquiries, with 290 investigations started in the period and 8 protection plans being progressed.</p>	Green

Improve health, care and wellbeing**Deliver better health and social care outcomes for all**

Action	Measures	Comments/ Progress	Status
Implement the actions detailed within the Health and Social Care Delivery Plan	Report against trajectories for the six areas identified in the Health and Social Care Delivery Plan: Emergency Admissions; Unscheduled Care Bed Days; Accident and Emergency Attendances; Delayed Discharge Bed Days; End of Life Care; Balance of Care to the IJB, Performance and Audit Sub Committee and Social Work Resource Committee in quarter 2 and 4.	<p>Information on the 6 areas of the Health and Social Care Delivery Plan are monitored monthly and formally reported on a quarterly basis to the Integrated Joint Board, Performance Audit and Finance Sub Committee and Social Work Committee. Year on year comparison between April – March 2019/20 against 2021 shows</p> <ul style="list-style-type: none"> • A&E attendances up 89% against 2019/20 • emergency admissions up 57% against 2019/20* • unscheduled bed days (Acute) up 4% against 2019/20* • Unscheduled Care (UC) Bed days Acute/Geriatric Long Stay (GLS)/Mental Health (MH) up 0.04% against 2019/20* • delayed discharge non-code nine bed days down by 15% against 2019/20 <p>*(NB emergency admissions and unscheduled care bed days will increase as episodes of care are completed.)</p> <p>The improved performance in delayed discharge has continued in SLHSCP alongside the whole system roll out of Planned Date of Discharge multi-disciplinary approach.</p> <p>The percentage of people who spend their last six months in a community setting has steadily increased since 2013/14, 2019/20 is slightly above target at 10%. As the range of services in the community setting increases, it is expected that the numbers of people who spend the last six months in the community will similarly increase.</p> <p>Balance of care</p> <p>The percentage of people over 75 who are not thought to be in any other setting, or receiving any Home Care, has increased since 2015/16 and given the increase in the 75+ age group, the 2015/16 percentage remains the target through to 2019/20.</p>	Green

Improve health, care and wellbeing**Deliver better health and social care outcomes for all**

Action	Measures	Comments/ Progress	Status
Support the implementation of the IJB Directions which focus on the shifting the balance of care	Provide progress reports to the IJB in relation to the Directions in quarter 2 and 4.	<p>The Strategic Commissioning Plan (SCP) and the issue of Directions to the Health Board and the Local Authority for the financial year 2021/2022 was approved on 29 March 2021 with an update provided on 17 August 2021 to the IJB.</p> <p>The IJB acknowledged the potential impact of the Covid-19 pandemic on each partner's ability to implement the strategic commissioning intentions and the Directions as originally planned.</p> <p>To date there have been 37 Directions issued by the IJB.</p>	Green
Extend the range and choice of day opportunities for older people	Consult on the review of day care services for older people	Phase 2 of the Day Service Review consultation was live during the period 2nd August to 10th September 2021 and returns are currently being analysed. Additional evidence gathered from small focus groups will also inform the next stage of the review and any future proposed remodelling.	Green
Implement Government Strategies relating to mental health, additional support needs, physical, sensory and learning disability	Provide annual reports to Senior Management Team and Social Work Committee on progress of implementation of national strategies	To be reported in Q4.	Report Later
Progress South Lanarkshire's care Facilities Modernisation Programme	Complete the TEC project activity to support the fitting out of the campus and prep for the opening of the community hub	Scottish Government Pathfinders (transforming local systems) funding (with the explicit approval of the Pathfinders programme board) of £15,000 was used to fund the development of a concept design with Glasgow Science Centre for the Technology Enabled Care (TEC) Zone within the care facility. This work has now been approved by the Care Facility Executive Group and Steering Group and will be progressed to the next stage with the contractor.	Green

Improve health, care and wellbeing**Deliver better health and social care outcomes for all**

Action	Measures	Comments/ Progress	Status
	Report quarterly on progress of workforce planning workstream.	Work is progressing well with the workforce planning workstream for the new Care Campus in Blantyre. The Operational Campus Manager and Team Leader (Registered Manager) posts have now been advertised with interview dates set for mid October. Once these posts have been filled, work will be undertaken to recruit senior care staff posts.	Green
	Finalise the detailed specification of admission criteria across the entire campus to support the commencement of the process of identifying occupants of the HSCP supported properties	<p>The Joint Working Agreement (JWA) has now been agreed by both Housing and HSCP management teams. Nomination Steering Group (NSG) have progressed all nominations for technology enabled bungalows, and agreed allocations based on the eligibility framework. Verbal offers are now being discussed with service users and these will be further progressed through the Joint Liaison Group in line with the JWA.</p> <p>The first 8 bungalows are on target for a handover date in late November and work is now underway to make sure all adaptations necessary are being carried out beforehand. A similar exercise will follow for the 1 and 2 bedroom flats which are due for handover late January and March.</p>	Green

Improve health, care and wellbeing**Deliver better health and social care outcomes for all**

Action	Measures	Comments/ Progress	Status
Prepare for the Analogue to Digital Migration for Assistive Technology	Review all alert alarm service users by the end of 2021/22.	Community alarm service user reviews are completed in Camglen and continuing in the other 3 localities. As of 31/08/2021 1474 reviews were completed and linked to swisplus via objective. Assistive TEC team analyses data from reviews via snapsurvey and provides monthly reports on review outcomes to care at home service manager and ops manager.	Green
	Deliver staff training on Assistive and Consumer technology to staff group to promote use of technology enabled care to support people in their own homes.	211 staff attended consumer technology training session on MS Teams by 31/08/2021. These online practical demonstration sessions are held monthly. Feedback from participants is very positive and staff are beginning to provide case examples of consumer technology being used to support service users. Monthly assistive technology training sessions on MS Teams began in September. 15 participants joined the first session on 21st September. Assistive TEC team have recorded short video clips of most commonly used assistive technology and consumer technology. There are 2 different versions of the videos: public facing and for staff. The videos are currently with corporate comms for the insertion of subtitles and signing.	Green

Promote sustainable and inclusive economic growth and tackle disadvantage**Strengthen engagement with service users and carers**

Action	Measures	Comments/ Progress	Status
Continue to support the culture where consultation and participation is part of the planning, development and delivery of all our services	Provide a quarterly update on service user response to the participation methods used and report on the outcomes of engagement activity, to ensure stakeholder views are available in the decision-making process.	<p>The covid-19 pandemic continues to restrict the range and opportunities for service user participation. However, staff continue to support and gather the views of service users in a number of ways including the use of technology.</p> <p>Opportunities for individual participation continue during meetings and contacts including the processes of self directed support, reviews of service provision and in access to Mind of My Own for children and young people.</p> <p>The development of the Champions Board for care experienced children and young people is progressing with some collective activity now able to take place and a calendar of engagement activity is in development for the children's services partnership.</p> <p>Recent engagement in relation to adults has included Adult Protection, Community Payback and Care at Home services.</p>	Green

Delivering the plan and achieving best value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures	Comments/ Progress	Status
Ensure high standards of governance are being exercised	Report to the Senior Management Team on the review of the Risk Register every 6 months and report to Social Work Committee annually	The Risk Register is currently being prepared for committee in November. The Resource Risk Sponsors group is taking forward the ranking of our Social Work Risks.	Green
Ensure monitoring, compliance and control of externally purchased services	Produce annual report to Senior Management Team on the quality of care provided by externally purchased services	To be reported in Q4.	Report Later

Delivering the plan and achieving best value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures	Comments/ Progress	Status
Chief Social Work Officer will continue to provide professional advice and guidance to the Council in accordance with legislative duties	Chief Social Work Officer to provide an annual report on key challenges, developments and improvements across Social Work as well as reporting on service quality and performance including delivery of statutory functions by September 2021	To be reported in Q3.	Report Later

Develop improvement activity and promote scrutiny

Action	Measures	Comments/ Progress	Status
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Submit all Scottish Government Performance Annual Reports within timescale	To date all statutory returns have been submitted within agreed timescales.	Green

Social Work Resources embeds sustainable development across services

Action	Measures	Comments/ Progress	Status
Contribute to a fair, healthy and sustainable food system	Identify potential opportunities for small food growing pilots within Social Work establishments and services to promote alternative growing opportunities	Social Work Resources contributes to the Councils Food Strategy Action Plan, recently we updated on the Meals at Home Programme. However, there has been limited opportunity to develop food growing pilots whilst services operate COVID restrictions.	Green

Absence performance results – as at Quarter 2 2021/22

Absence trend analysis

Year end - 2021-2022

Service Area	Q1	Q2	Q3	Q4	YTD	Target
	% Loss	% Loss	% Loss	% Loss	% Loss	
Adult & Older People Services	7.59%	9.16%			8.37%	5.3%
Children & Justice Services	4.53%	6.09%			5.32%	5.3%
Performance & Support Services	1.23%	3.83%			2.52%	5.3%
Social Work Total	6.40%	8.06%			7.23%	5.3%
South Lanarkshire Council	4.64%	5.01%			4.83%	4.5%

**Figures based on averages of Absence Trend Analysis monthly information.*