

Social Work Resources

improve

Resource Plan

Performance Report 2020-21

Quarter 2 : April 2020 - September 2020

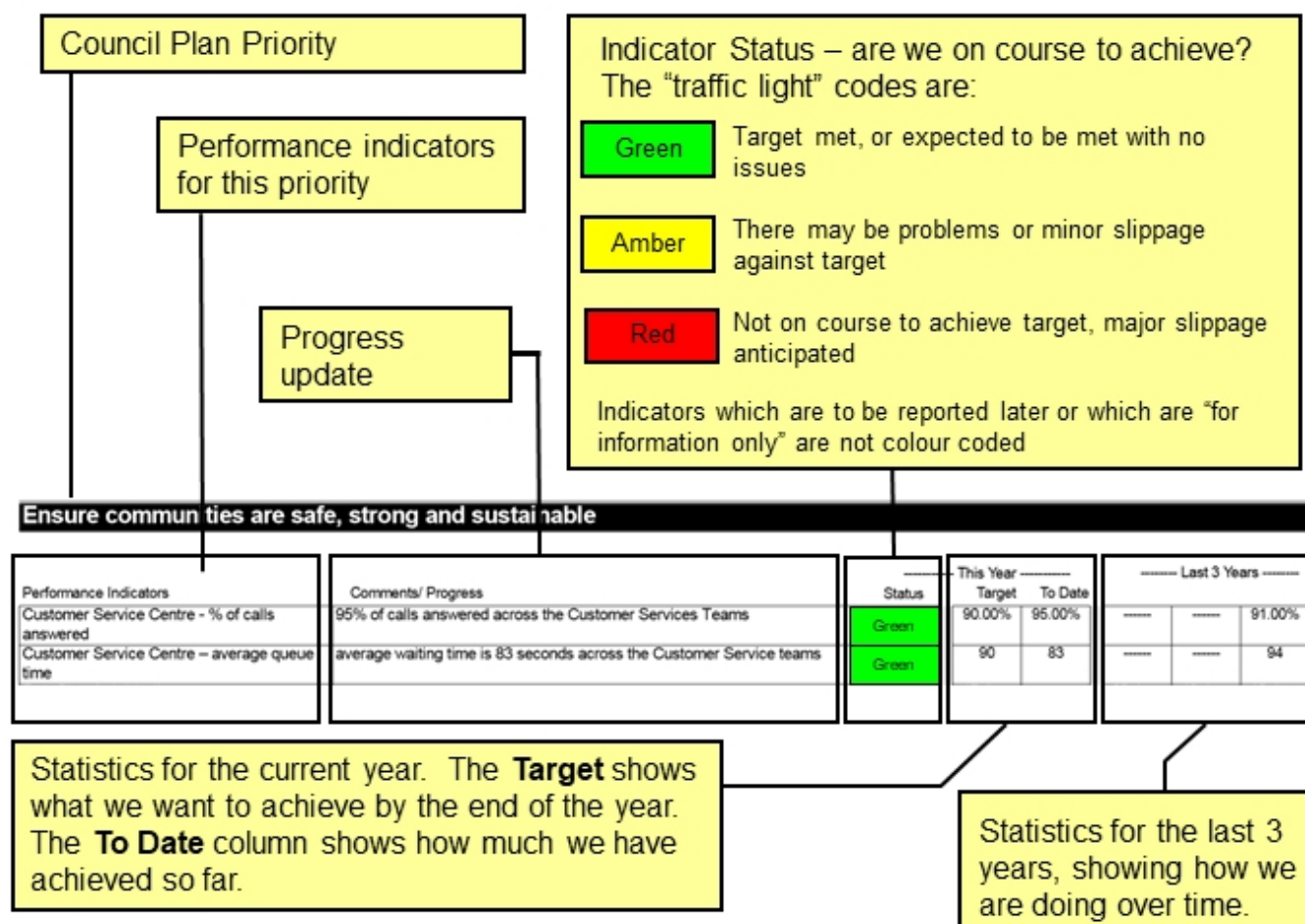
(This represents the cumulative position to September 2020)

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	3		2	1	6
Get it right for children and young people	3				3
Improve health, care and wellbeing	5				5
<i>Promote sustainable and inclusive economic growth and tackle disadvantage</i>					
<i>Delivering the plan and achieving best value</i>					
Total	11	0	2	1	14

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	2017/18	2018/19	2019/20
Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency.	Unable to report at Q2 as the figures from Equipu for August/September have not yet been released as their reporting period lags behind ours.	Report Later	-----	-----	2,220	2,530	2,450

Progress the Community Justice Outcome Improvement Plan

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
98% of clients are first seen within 2 working days of a DTTO commencing	In Quarter 2, 1 Drug Testing and Treatment Order commenced and the service user was seen within timescales. To date, there have been 2 orders imposed both have been seen within 2 working days of the DTTO commencing.	Green	90.0%	100.0%	100.0%	93.0%	100.0%

Provide access to timely support and interventions for people/groups who are disadvantaged

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
90% of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	In Quarter 2 96% (168 out of 175) clients started treatment within 3 weeks of referral. To date 95% (282 out of 296) have started treatment.	Green	-----	95%	94%	93%	94%

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

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
75% of offenders on CPO unpaid work requirement are seen within 5 working days by their case manager	In Quarter 2 56% (29 out of 52) of offenders had their induction within 5 working days. To date 54% (30 out of 56) have had their induction within the timescale. The reduction in offenders being inducted within timescale is due to Covid as the unpaid work service could not run in quarter 1 therefore creating a back log. This will be monitored by management.	Red	-----	54.0%	78.0%	80.0%	77.0%

Ensure communities are safe, strong and sustainable

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

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
75% of people starting their placement within 7 days of a CPO unpaid work	In Quarter 2 42% (22 out of 52) people started their placement within 7 days. As the Unpaid Work Service could not run and there have been reduced capacity on placements. To date 39% of placements started within 7 days. There have been 56 unpaid work orders commenced to date and 45 of those have now started a placement albeit out with timescale.	Red	-----	39.0%	81.0%	77.0%	77.0%
95% of Criminal Justice Social Work reports submitted to Court by the due date	In Quarter 2 there have been 98% (282 out of 287) reports submitted to the court by the due date. To date there have been 379 out of 385 reports submitted to the court by the due date.	Green	-----	98.0%	99.0%	99.0%	98.0%

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	2017/18	2018/19	2019/20
Monitor the number of investigations undertaken (level of child protection activity)	In quarter 2, 185 out of 194 CP referrals proceeded to investigation. 60 Of these were in relation to emotional abuse, 66 in relation to neglect, 35 physical abuse and 13 sexual abuse. 9 pre-birth risk assessments were undertaken and 2 were outcomes of multi agency discussions re ongoing concerns.	Green	-----	417	754	690	685
75% of children seen by a supervising officer within 15 days	In Quarter 2, no children were made subject to a Compulsory Supervision Order. To date 100% of children have been seen within 15 days following the hearing date.	Green	-----	100.0%	100.0%	93.0%	90.0%
75% of reports submitted to the Children's Reporter within 20 days	In quarter 2, 92% (72 out of 78) reports were submitted to the Scottish Children's Reporters Administration within the 20 day timescale. This evidences further improvement for this measure following close monitoring by the management team.	Green	-----	91.0%	75.0%	79.0%	71.0%

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

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Number of people receiving intensive (10 hrs+) home care as a proportion of all care at home provided	As at 30 September 2020, 3,699 people were in receipt of Care at Home services, of this 1,827 (or 49%) were in receipt of 10 hours or more of support.	Green	-----	49%	0%	0%	29%
Number of hours provided for intensive (10 hrs+) home care as a proportion of all care at home provided	At the end of Quarter 2, 48,110 hours of Care at Home services per week is being delivered, of this 38,369 hours(or 80%) were attached to care packages of 10 hours or more of support.	Green	-----	80%	0%	0%	53%
90% of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there was a total of 133 local authority welfare guardianship visits due with 95% (127) being completed on time. During 1 July 2019 - 30 September 2019 (Quarter 2) there were 78 visits due with 74 (95%) completed within timescale.	Green	90%	95%	94%	98%	93%
90% of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there was a total of 1296 private welfare guardianship visits due with 92% (1188) being completed on time. During 1 July 2019 - 30 September 2019 (Quarter 2) there were 667 visits due with 610 (91%) completed within timescale.	Green	90%	92%	91%	93%	86%

Promote choice, control and flexibility in social care

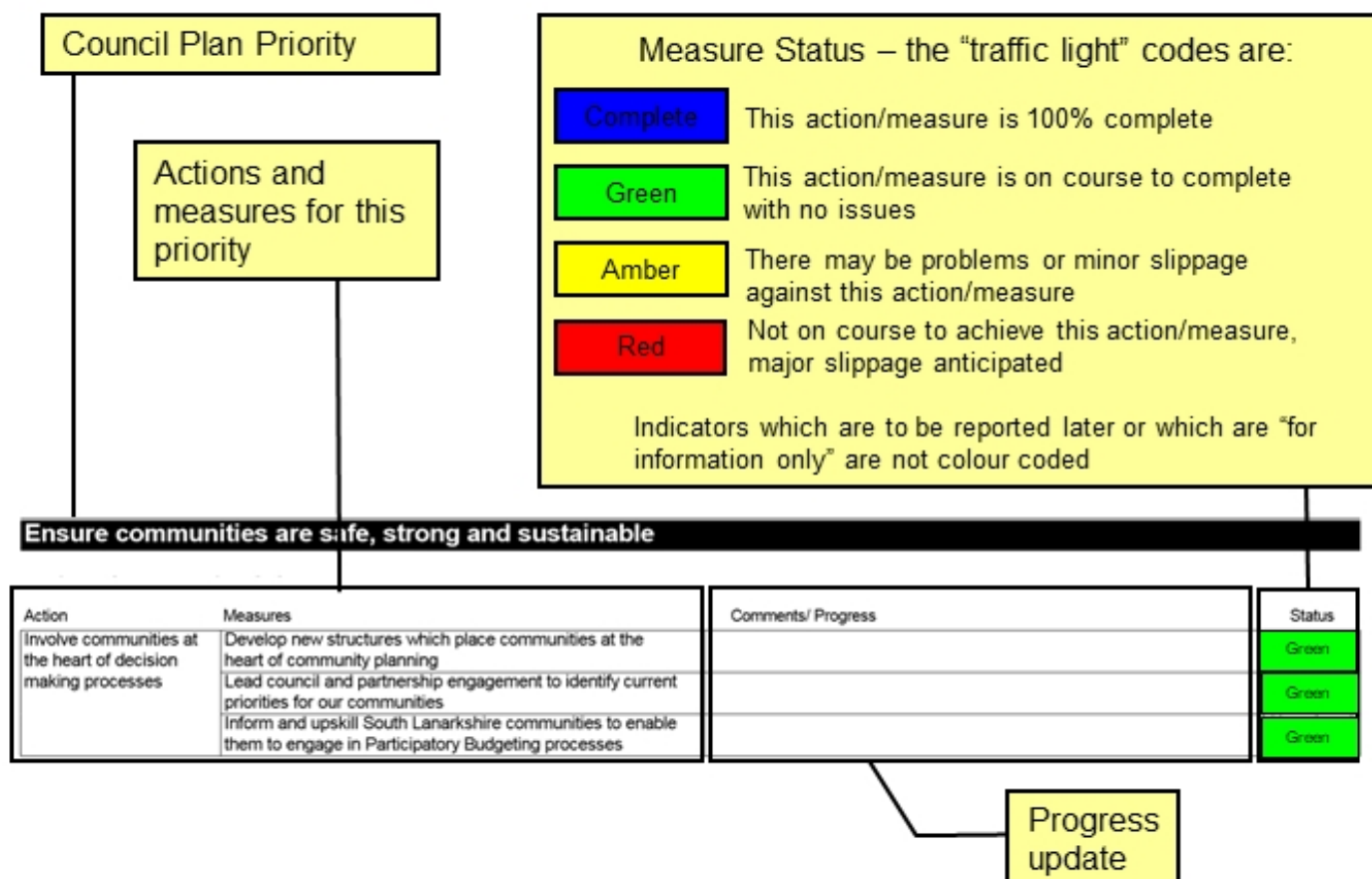
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	During the second quarter of 20/21, outcomes for carers, supported by dedicated Welfare Rights officers were: Number of new cases: 141 Weekly benefits: £16,584 Backdated benefits: £195,929 Annual benefits: £1,058,297	Green	-----	209	962	1,057	1,080

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		2				2
Get it right for children and young people		3				3
Improve health, care and wellbeing		8			1	9
Promote sustainable and inclusive economic growth and tackle disadvantage		2				2
Delivering the plan and achieving best value		6				6
Total	0	21	0	0	1	22

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**Progress the Community Justice Outcome Improvement Plan**

Action	Measures	Comments/ Progress	Status
Embed the national model for Community Justice in Scotland in South Lanarkshire Justice Services	Provide update reports to the Community Justice Partnership and the Safer South Lanarkshire Board	A range of services began to return albeit in a reduced and altered way. Unpaid Work Business returned in July and is continuing to offer placements to service users using social distancing. There is a significant backlog in hours and courts have resumed leading to an increased demand for court reports and community payback orders. Group work programmes are being adapted to run virtually where possible and/or on a 2:1 basis in other situations. Justice Social Work are continuing to triage casework and carry out public protection meetings as required.	Green

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

Action	Measures	Comments/ Progress	Status
Improve management of all offenders including high risk offenders	Produce MAPPA annual report and present to the Community Justice Partnership	The annual report has been undertaken and will be presented to the Community Justice Partnership.	Green

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

Action	Measures	Comments/ Progress	Status
Implement the Corporate Parenting Strategy and Action Plan	Report the number of looked after children by placement type in order to compare home and community placements on a 6 monthly basis	At the end of Quarter 2, there were a total of 788 looked after children. The balance of care being 712 (90%) in a Community setting and 76 (10%) in a residential setting. This is in line with the Scottish average. Within this split is a wide range of placement types and options, aimed at ensuring that all our children and young people are cared for in a setting appropriate to their needs. There has been a further increase of 29 children since end of Q4 last year.	Green
Work in partnership to resource carers appropriately in their caring role	Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers	The young carers service has adapted ways of working and continued service delivery throughout the pandemic, staff have used a range of methods to keep in touch with young carers and their families. Staff continue to deliver statements and reviews and take forward deliverable actions from the child plan.	Green
	Monitor the current commissioned carer support services, information and engagement services in respect of young carers will be remodelled	Strong links have been established between the AFC co-ordinator, Child and Family Operational Development Team Leader and Young Carer social worker. There remains to be regular contact between Action for Children (AFC) and Social Work Resources. AFC have successfully recruited a team and training is ongoing.	Green

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

Action	Measures	Comments/ Progress	Status
As a result of multi-agency inspections, continue to improve outcome for people to live in their own homes and communities for as long as possible	Continue to deliver robust action plans which may arise as a result of inspection activity across the Resource	A detailed action plan has been agreed with the Care Inspectorate in relation to the Children's Services Inspection and will be monitoring by the Getting it right for South Lanarkshire's Children Strategy Group (GIRSLC). A report was presented to the GIRSLC Partnership Board in relation to the inspection 1 September 2020.	Green

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

Action	Measures	Comments/ Progress	Status
Monitor vulnerable adults referrals/activity	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults under 65	In Quarter 2 the Resource worked with a number of service users aged under 65 as a result of Adult Support and Protection (ASP) issues. There were 289 ASP inquiries, with 111 investigations started in the period and 9 protection plan being progressed.	Green
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	In Quarter 2 the Resource worked with a number of service users aged over 65 as a result of Adult Support and Protection (ASP) issues. There were 531 ASP inquiries, with 192 investigations started in the period and 2 protection plan being progressed.	Green

Deliver better health and social care outcomes for all

Action	Measures	Comments/ Progress	Status
Continue to monitor the impact of eligibility criteria/prioritisation for service users and carers on a six monthly basis	Roll out and monitor the impact of eligibility criteria/prioritisation for service users and carers on a six monthly basis	The Resource continues to monitor the impact of the criteria through analysis of complaints. No complaints specific to eligibility criteria received in Q2.	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 on progress against trajectories for the 6 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	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. Data for July – September not yet available.	Report Later
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	<p>The Strategic Commissioning Plan (SCP) and the issue of Directions to the Health Board and the Local Authority for the financial year 2020/2021 was approved on 30 March 2020.</p> <p>As indicated in previous quarter 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. Progress to date in respect of the implementation of the 2020/2021 Directions is attached reflects the position at 9 September 2020.</p> <p>Of the 35 Directions issued, progress to date is summarised as follows: 4 on hold, not possible to progress during this period 22 progressing but change in outcomes and/or delay expected 3 progressing as originally planned 6 directions completed</p>	Green

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

Action	Measures	Comments/ Progress	Status
Extend the range and choice of day opportunities for older people	Develop and modernise day care services for older people which supports personal outcomes	The day service review work recommenced in August and will now incorporate learning gained during the Covid-19 period. The Scottish Government has now published extensive guidance on the safe re-opening of day services, and recovery planning to enable building based services to re-establish is ongoing. The intention is to produce the review report during the third quarter which will enable evidence based options appraisal and redesign modelling of day services to support personal outcomes.	Green

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

Action	Measures	Comments/ Progress	Status
Implement Government Strategies relating to mental health, additional support needs, physical, sensory and learning disability	Provide updates on national strategies, e.g. See Hear, Mental Health	<p>Meetings of the See Hear Strategic Working Group during Spring/Summer had to be cancelled due to the Covid 19 pandemic. However, Microsoft Teams meetings have now been arranged for the rest of this year and progress continues to be made in relation to the See Hear Framework implementation.</p> <p>For people living with sight loss, sight loss and complex needs and for people who are supporting someone living with sight loss and complex needs, a link to the new podcast series 'Chats about apps', which is available on RNIB Older people podcasts series page, was added to the Knowledge Hub for the group members to access and share.</p> <p>Information on the impact of the pandemic on people with a sensory impairment, and guidance/advice for health and social care staff in Scotland on communication for people with sensory loss during the COVID-19 pandemic, was issued via the Knowledge Hub and shared with the group for dissemination to all relevant staff throughout the Partnership.</p> <p>Work is underway with children's services planning leads in North and South Lanarkshire to embed delivery of the children and young people's elements of the Mental Health and Wellbeing Strategy into Children's Services Partnership structures to ensure that these incorporate paediatrics, specialist CAMHS and neurodevelopmental pathway to support system-wide planning.</p> <p>The national Children and Young People's Mental Health & Wellbeing Programme Board has provided a CAMHS service spec and a framework for community mental health and wellbeing supports and services for children and young people from 5-24 years. Both of these are challenging for local services for various reasons:</p> <ul style="list-style-type: none"> • A significant change to the current CAMHS model is required to meet the national service specification. Plans have been submitted to SG outlining how we will implement this. • The Community Framework is aimed at those who need a lower level of support and, while we completely support the aspiration, the challenge of implementing the different types and levels of services and supports to meet the needs of children and young people across a 	Green

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

Action	Measures	Comments/ Progress	Status
		<p>19 year age range cannot be underestimated.</p> <p>The revised school nursing pathway includes mental health and wellbeing as one of the priority areas, but we require to resource all the elements of the pathway. Currently school nurses have to prioritise child protection and looked after children health reviews.</p> <p>In light of the publication of these national documents and delivery plans, we need to ensure that we are taking a coordinated approach to planning with Children's Services Partnerships in North and South Lanarkshire. As a first step in North Lanarkshire, a service mapping exercise was undertaken to identify any gaps in service provision and inform the development of the Community Support Framework.</p> <p>In relation to Specialist Services:</p> <ul style="list-style-type: none"> • A proposal has been agreed to consolidate contracted hospital-based complex clinical mental health care beds onto a single site. This will support new opportunities for multi-disciplinary team-based working and a range of services provided that will benefit the patients. • A review of adult rehabilitation and recovery is underway to develop a business case for a new, community-focused model of rehabilitation and recovery services. • An interim operational management structure for South Lanarkshire Community Mental Health Teams is in place to enable the transfer of the management, accountability and strategic leadership of community mental health services to South Lanarkshire HSCP from the current hosted arrangements with Health and Social Care North Lanarkshire. • Progress is being made towards the establishment of a multi-disciplinary Community Perinatal Mental Health Service. • The Scottish Government has granted funding to NHS Lanarkshire for an Interim Infant Mental Health Service Lead, Parent-Infant Therapist, and delivery of infant mental health training; a Service Lead is in place and an Infant Mental Health Service Development Group established; and a proposal is being developed for submission to the national Perinatal & Infant Mental Health Programme for funding a multi-disciplinary infant mental health service. <p>Next steps -</p> <p>Over the summer the following steps will support restarting</p>	

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

Action	Measures	Comments/ Progress	Status
		<p>implementation of the strategy:</p> <ul style="list-style-type: none"> • Review our Communications and Engagement Strategy to ensure stakeholder involvement in the design and delivery of services. • Fully define cross-cutting workstreams and develop 3-year delivery plans. • Map the implementation plan onto National Mental Health Strategy actions. <p>Ensuring that, in developing delivery plans, the high level intentions of the Strategy are incorporated in relation to trauma-informed practice, good mental health for all, reducing health inequalities and take a rights-based approach to addressing mental health stigma and discrimination as a key principle throughout all workstreams within the Strategy.</p>	

Promote choice, control and flexibility in social care

Action	Measures	Comments/ Progress	Status
Work in partnership to support carers to continue in their caring role	Monitor and report on the remodelled commissioned carer support, information and engagement services	Lanarkshire Carer Centre commenced operation of our Adults Carers Support Services Contract from the start of this quarter. During Covid they have continued to support carers by phone and on digital platforms. There Quarter 1 report for 20/21 details that 197 new carers identified this quarter, from a total of 4895 South Lanarkshire Carers, of which 975 are accessing services from the Centre.	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	Monitor and report on the Participation and Involvement Strategy	The Participation and Involvement Strategy 2020 - 23 is available as a published document and on line.	Green

Tackling poverty and deprivation

Action	Measures	Comments/ Progress	Status
Contribute to the tackling poverty agenda	Provide detail of the income generated (benefit awards/back dated benefits/debt advice) for clients of the Money Matters Advice Service on a quarterly basis	<p>During the second quarter of 20/10, outcomes for people supported by the local Money Matters teams were:</p> <p>Number of new cases: 839 Weekly benefits: £85,044 Backdated benefits: £1,004,762 Annual benefits: £5,427,050 New debt dealt with: £864,467 *Number of people provided with advice where issue was resolved at the initial contact: 2839 *this is additional to the number of new cases</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	Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	All individual risk scorecards have been reviewed for the 21 top risk identified by the Resource. The annual risk report will be presented to the Senior Management Team 22 September for final sign off.	Green
Ensure monitoring, compliance and control of externally purchased services	Ongoing monitoring of the quality of care provided by externally purchased services	As outlined in Quarter 1 the Care Inspectorate are undertaking inspection in relation to Covid legislation and focusing on: Key question 7: How good is our care and support during the COVID-19 pandemic? 7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic 7.2 Infection control practices support a safe environment for both people experiencing care and staff 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care During this Quarter 2 period 5 South Lanarkshire Care Homes have been inspected, one good, and all other Adequate, follow up visits are planned as part of ongoing monitoring. Of the twenty-one Supported Living Providers, 1 is adequate, 2, excellent and the remainder good/very good.	Green
Produce annual Chief Social Work Officer Report	Chief Social Work Officer Report is produced and forwarded to Scottish Chief Social Work Officer by September 2020	The draft 2019/2020 CSWO report has been prepared.	Green

Delivering the plan and achieving best value**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	Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability; Homecare and Respite	All returns due have been submitted within timescales.	Green
Ensure registered care services are compliant with health and social care standards	Report on annual care inspectorate evaluations of our 42 registered services	<p>Some building based services have been operating on a outreach basis as part of our response to COVID.</p> <p>South Lanarkshire's 6 children's care homes report: 5 very good, and 1 good. Fostering and Adoption Services, and Supported Carers all Very Good.</p> <p>Of our 6 Lifestyles Centres: 1 excellent, 5 good, with our Care and Support Service also recorded as good.</p>	Green

Improve the skills, flexibility and capacity of the workforce

Action	Measures	Comments/ Progress	Status
Contribute to a fair, healthy and sustainable food system	Contribute to the development of the Council's Food Strategy which will encompass social, health, economic and environmental concerns related to food	Becoming a Good Food Council is part of the council's priorities. To advance this objective, the council has developed its first food strategy; Good Food Strategy 2020-2025. The strategy provides a framework for actions to move towards healthier, fairer and more sustainable food systems in the council's area and to make sure that food plays a positive role in everyone's lives.	Green