

Social Work Resources Q2 to Q4 2018-19 scrutiny of change in RAG Status

Improve later life**Promote good health and wellbeing in later life**

Action	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Maximise the use of our older people's day centres.	Continue to monitor the percentage of occupancy rates in our Older People's Day Centres by locality.	Amber	As at the end of Quarter 4, 72% of Older Peoples' Day Service placements were occupied. The nature of service user dependencies have increased over recent years and in order to maintain a high quality service which ensures individuals' safety and dependency needs are able to be met, services generally are not able to operate at full capacity.	Green

Protect vulnerable children, young people and adults**Protect vulnerable adults**

Action	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Monitor Adults with Incapacity (AWI) activity.	Percentage of statutory supervising officer visits completed within timescale for private Welfare Guardianship Orders.	Amber	During the year there were 2023 supervising officer visits due of these 1884 were completed within timescale.	Green

Getting it right for children in need

Action	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Implement Self Directed Support (SDS) for Children in Need.	Report to SDS Implementation Board on progress of implementing SDS within Child and Family Services.	Green	<p>Child's Plan SWiSplus development has been completed priority 1 for SWiSplus training to staff. Review screen still in development with IT Finance screen escalated to HOS SDS guidance document in final draft.</p> <p>SWiSplus Training Team remains under resourced. The Manager post is vacant due to ill health retirement. The post has now been advertised.</p>	Amber

Getting it right for every looked after child

Action	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Improve support for looked after children.	Percentage of children seen by a supervising officer within 15 days.	Red	In Quarter 4 there were nine children on Supervision Orders. All children (100%) were seen within 15 days by their Supervising Officer.	Green

Work with communities and partners to promote high quality, thriving and sustainable communities

Implement the Community Justice Outcome Improvement Plan

Action	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Drug Treatment and Testing Orders (DTTO) continue to provide treatment package to diminish or eliminate an individual's drug misuse and associated offending.	Percentage of clients are first seen within two working days of a DTTO commencing.	Green	<p>During the year there were 43 DTTO Orders commencing. Of these 40 were seen on time. The three Orders seen late were for the same person and was due to receiving late notification from court.</p> <p>Justice Managers are monitoring this and monitoring documentation received from courts.</p>	Red

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	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Ensure high standards of compliance are maintained for Community Payback Orders (CPOs).	Percentage of people seen within one working day of CPO.	Green	<p>During the year there were 971 CPOs issued. Of these 709 were seen within timescale. Of the ones not seen the majority (36%) of offenders failed to attend.</p> <p>Performance has been consistent over the past three quarters and has been on target.</p> <p>Justice Managers are aware of this and are looking closely at month to month performance to try to identify and resolve any issues.</p>	Amber

Improve management of all offenders including high risk offenders.	Maintain the percentage of Criminal Justice Social Work reports submitted to Court by the due date.	Green	<p>During the year there were 1489 Community Justice Social Work Reports requested. Of these 1479 were returned to court within timescale.</p> <p>Performance has consistently been on target at 100% for the previous three quarters. The current figure reflects 99%. Managers are reviewing why ten Criminal Justice Social Work reports were not submitted to court on time.</p>	Amber
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Delivering the plan and achieving best value

Deliver and communicate the Council Plan and ensure high standards of governance

Action	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Ensure high standards of governance are being exercised.	90% of audit actions completed by due date.	Green	<p>In 2018/19 the following list of Audits Actions remain outstanding across a number of audits undertaken during the year:</p> <p>(1) procedures should be updated to include specific processes re. medication for the intermediate care units;</p> <p>(2) section should be added to the Support Plan for both Adult and Older People/Child and Family Services to clearly record that a discussion of the four options has taken place, with whom and the option(s) chosen;</p> <p>(3) the Support Plan for Child and Family Services should include a section to verify that the carer was asked if a carer's assessment was required and the outcome; and</p> <p>(4) the D11 screen should be used at all times to record the service to be provided for the Service User within Child and Family Services.</p>	Red

			<p>Older People Day Care Services have updated procedures and this audit action is moving to completion.</p> <p>IT developments have taken place to ensure these options are included.</p> <p>Child and Family Services are linking with SDS colleagues and the Carer Planning Officer to progress Adult Carers Support Plans for Adult and Older People/Child and Family Services.</p>	
	Complete Resource Good Governance Self-assessment by due date and develop actions to address non-compliant areas.	Report Later	A corporate working group have been improving the template for the Good Governance Self-assessment Activity. A report will be presented the Senior Management Team (30/04/19) which includes: annual statement of assurance; self-assessment and improvement plan.	Green
Promote high standards of information governance.	Information governance self-assessment audit checklist to be completed annually and all relevant actions to be implemented.	Report Later	2018 Information Governance Strategy and Action Plan is completed. Social Work Resources continues to monitor compliance with GDPR and any actions resulting from the Information Governance Action Plan.	Green

Develop improvement activity and promote scrutiny

Action	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Maximise the use of performance information to enhance a more efficient service delivery model to evidence achieving the best possible outcomes for service users and carers.	As at 31 March each year % of Care Inspectorate requirements with a due date within the reporting year have been completed within timescale.	Amber	<p>In this Quarter 4 period there are two services with outstanding requirements, one Care Home Service (one requirement) and one Home Care Service (four requirements).</p> <p>The care home outstanding requirement relates to the completion of a full environmental audit with an on-going development plan regarding alert cords and sensor mats, accessible to any resident at any time in any area of the care home. Support in addressing this requirement sits with not just Social Work, but Housing and Technical Resources and an external contractor. A new Call System is in place and fully operational, this requirement has now been met.</p> <p>In terms of home care, the service has four outstanding requirements, and has now been inspected again and these requirements have now merged into the new inspection report. Improvement actions are currently being addressed for this specific Home Care Service.</p> <p>A new Call System is in place and fully operational, this requirement has now been met In terms of home care, the service has four outstanding requirements, and has now been inspected again.</p> <p>Improvement actions are currently being addressed.</p>	Red

Report on LGBF/ Scottish Government Benchmarking Indicators.	Older Persons (over 65) home care costs per hour (SW1).	Report Later	Home care costs per hour have increased slightly by £0.11 and are lower than the Scottish average. Our ranking has improved from 11 (2016/17) to 10 (2017/18).	Green
	SDS spend on adults 18+ as a % of total Social Work spend on adults 18+ (SW2)	Report Later	<p>SDS can be a direct payment; and individual service fund/Personal Managed Budget (PMB); local authority arranged support; a mix of the above.</p> <p>Three local authorities tip the average for Scotland (Perth and Kinross 10%; Glasgow 21% and West Lothian 19.5%).</p> <p>Performance has improved on 2016/17 and has been gradually improving year-on-year.</p> <p>A Themed Inspection by the Care Inspectorate regarding SDS has recently concluded, any lessons learned, once formal inspection feedback available, will be acted on to further improve performance.</p>	Green
	Percentage of people 65+ with intensive needs receiving care at home (SW3).	Report Later	Our performance remains consistent with previous years and in 2017/18 is only 0.5% below the Scottish Average. (Note: due to difficulties in obtaining data in previous years, the definition and calculation of this indicator changed in 2017/18 and the historic data re-stated to ensure comparability).	Green

	<p>Percentage of adults receiving any care or support who rate it as excellent or good (SW4a).</p>	<p>Report Later</p>	<p>The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population. Some of the responses recorded very low ratings due to the fact not all of the people responding access any Multi-agency Services.</p> <p>All LGBF measures will be judged on our performance in terms of an improvement/decline or below the Scottish average.</p> <p>There has been an increase in our performance from 2015/16 (76.7%) to 2017/18 (78.4%), we are however below the Scottish average of 80.18%.</p> <p>We know from Customer Service Excellence and Care Inspectorate reports that adults receiving our support, rate our services as good.</p>	<p>Amber</p>
	<p>Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (SW4b).</p>	<p>Report Later</p>	<p>The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population. Some of the responses recorded very low ratings due to the fact that not all of the people responding access Multi-agency Services.</p> <p>The Council participated in Customer Service Excellence for both Residential and Day Care Services, and also Mental Health. Year-on-year the services have retained their Customers Service Awards and increased Compliance Plus Awards.</p> <p>Performance has improved by 0.5% and is above the Scottish Average.</p>	<p>Green</p>

	Older persons (over 65) residential care costs per week per resident (SW5).	Report Later	Although our cost per week per resident decreased in 2017/18, it is still greater, therefore, worse than the Scottish average. The average placement cost is affected by the service user's financial circumstances - the more affluent the service user, the greater their contribution and the lower the cost to the Council. Because of this, it is difficult to influence the result of this performance measure.	Green
	The gross cost of "Children Looked After" in residential based services per child per week (CHN8a).	Report Later	<p>The overall number of children has increased in this three year period from 70 in 2015-16 to 75 in 2017-18. The nature of placements has also changed with an increase in residential school placements and placements in small independent children units in localities. This increase is also a reflection of the Council's commitment to Corporate Parenting and the Children and Young Peoples Act and promotion of the Staying Put Agenda and Continuing Care requirements for young people over the age of 16 years Looked After and Accommodated.</p> <p>The overall cost has decreased and South Lanarkshire's performance is better than the Scottish average.</p>	Green
	The gross cost of "Children Looked After" in a community setting per child per week (CHN8b).	Report Later	<p>The overall number of children has increased in this three year period from 493 in 2015-16 to 580 in 2017-18. The nature of placements has also changed with an increase in Kinship Care from 106 in 2015-16 to 187 in 2017-18.</p> <p>This increase is a reflection of the Council's commitment to ensuring children and young people are looked after within their own communities.</p>	Green

			The overall cost has decreased and South Lanarkshire's performance is better than the Scottish average.	
	Balance of care for Looked After Children: Percentage of "Looked After" Children cared for in the community (SW9).	Report Later	South Lanarkshire's position is improving. Our performance is slightly lower than the Scottish average. The overall numbers of children and young people looked after in a community setting has increased from 493 2015-16 to 580 2017-18. We continue to strive to keep children at home with family and friends, maintaining local connections.	Green

Improve the skills, flexibility and capacity of the workforce

Action	(non-statistical measures shaded grey)	Q2 Status	Q4 Comments	Q4 Status
	Measures			
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities.	Labour turnover rate	Green	<p>The rate of labour turnover for Social Work Resources from Quarter 4, is 5.7% a 2.2% increase on our previous Quarter 3 performance.</p> <p>A recent exercise conducted by Child and Family Services and Personnel shows that labour turnover can relate to internal promotion, or locality movement within the Resource. Further analysis will look more closely across the Resource to determine why turnover change has increased more in this quarter than any other.</p> <p>Further analysis is sought by Personnel but with support from Social Work.</p>	Amber
	100% coverage of Performance Appraisals (PAs) of employees in scope.	Green	<p>72% of Performance Appraisal (PA's) have been completed in 2017/18 compared to 89.8% of PDRs 2016/17.</p> <p>Management action is underway in relation to improving performance as all Social Work Managers have been contacted to address this area of underperformance.</p>	Red

Manage land and property assets efficiently.	% of buildings from which the Council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people.	Report Later	In 2018/19, 100% of Social Work Resources buildings, from which the Council delivered services to the public and in which all public areas were suitable for, and accessible to, disabled people are SPI compliant. This is consistent with the previous two years, where we also reported 100%.	Green
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