

Social Work Resources

improve

Resource Plan

Performance Report 2021-22
Quarter 4 : April 2021 - March 2022

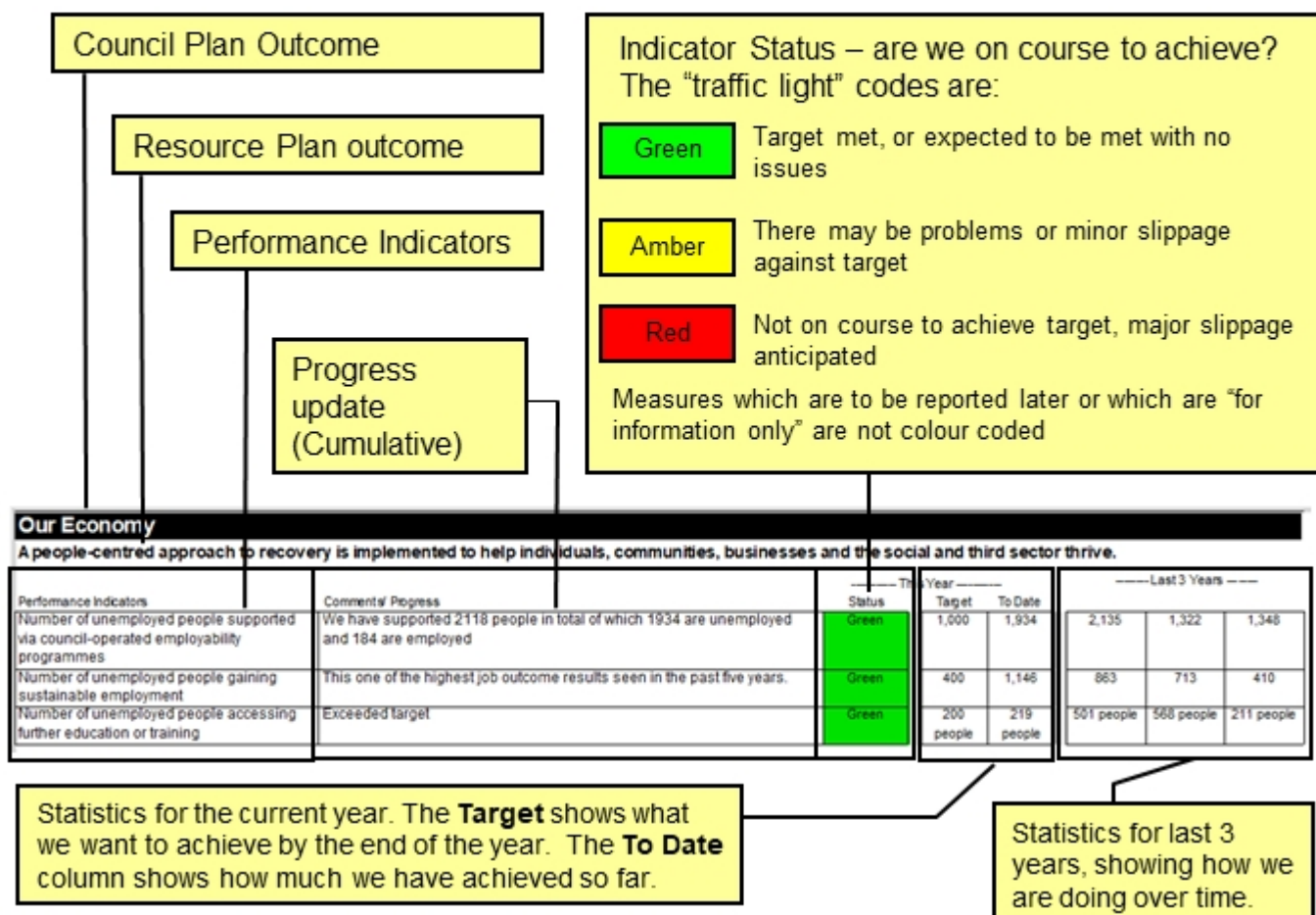
(This represents the cumulative position to March 2022)

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

Council Outcome/ Theme	Green	Amber	Red	Report later / Contextual	Total
Communities and Environment	4	1	1		6
<i>Education and Learning</i>					
Health and Wellbeing	4			1	5
Children and Young People	5			1	6
<i>Housing and Land</i>					
<i>Our Economy</i>					
<i>Delivering the plan and achieving best value</i>					
Total	13	1	1	2	17

How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.



Communities and Environment**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	<p>The cumulative total for recycled equipment for 2021/22 was:</p> <p>No of items - 2511</p> <p>Cost of items - £272,891</p> <p>Value of items - £536,999</p> <p>Since April 2021 there has been a saving for the Council of £267,296, exceeding the annual saving target of £175,000.</p>	Green	175,000	267,296	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
Percentage of clients first seen within two working days of a DTTO commencing	<p>In quarter 4 there were 14 Drug Treatment and Testing Orders commenced, all of which were seen within two working days of a DTTO commencing.</p> <p>In 2020/21 100% of clients were first seen within two working days of a DTTO commencing.</p>	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
Percentage of drug/alcohol clients starting treatment/ psychological intervention within three weeks of referral	<p>In quarter 4 there were 131 referrals, 127 (97%) of these referrals started their treatment within 3 weeks of referral.</p> <p>In 2021/22 there have been 636 referrals made to the service with 613 (96%) of cases, have started their treatment within 3 weeks of referral.</p>	Green	90%	96%	93%	94%	97%

Communities and Environment

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	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Percentage of offenders on CPO unpaid work requirement seen within five working days by their case manager	In Quarter 4 70% (85 out of 122) of offenders had their induction within 5 working days. In 2021/22 68% (252 out of 368) have had their induction within the timescale.	Amber	75.0%	68.0%	80.0%	77.0%	57.0%
Percentage of people starting their placement within seven days of a CPO unpaid work	In Quarter 4 82 (67%) of unpaid work placements commenced within 7 days of orders being imposed out of a total of 122. In 2021/22 65% of people started their placement within 7 days of a Community Payback Order (CPO)commencing.	Red	75.0%	65.0%	77.0%	77.0%	47.0%
Percentage of Criminal Justice Social Work reports submitted to Court by the due date	In quarter 4 98% (314 out of 321) of Criminal Justice Social Work Reports were submitted to the court by the due date. In 2021/22 99% (1242 from a total of 1256)of Criminal Justice Social Work reports were submitted to Court by their due date.	Green	95.0%	99.0%	99.0%	98.0%	97.0%

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
Percentage of parental attendance at initial Child Protection case conferences		Unassigned	0%	0%	0%	0%	0%
Percentage of Child Protection Investigations completed that progress to Case Conference	In quarter 4, 78 out of the 149 (52%) CP investigations completed will progress to an initial child protection case conference. In quarter 4, initial case conferences were held in relation to 55 children, 39 of these children were placed on the CP register, 71% conversion rate. From 1 April 2021 to 31 March 2022, 369 out of the 716 (52%) CP investigations completed will progress to an initial child protection case conference. Initial case conferences were held in relation to 325 children, 240 of these children were placed on the CP register, 74% conversion rate.	Green	60%	73%	0%	0%	0%

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
Percentage of children seen by a supervising officer within 15 days	In quarter 4, 100% of children made subject to a CSO were seen within 15 days of their initial hearing date. To date, 94% of children made subject to a CSO have been seen within agreed timescales.	Green	75.0%	94.0%	93.0%	90.0%	70.0%
Percentage of reports submitted to the Children's Reporter within agreed timescales	In quarter 4, 67% (68 out of 101) reports were submitted to the Scottish Children's Reporters Administration within agreed timescales. To date, 82% (314 out of 385) reports have been submitted to the Scottish Children's Reporters Administration within agreed timescales.	Green	75.0%	82.0%	79.0%	71.0%	88.0%

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
Percentage of our looked after children and young people accommodated in residential placements	As at March 2022, 769 children are looked after, 75 (10%) of these children are looked after in a residential setting including local authority houses, secure accommodation and residential schools. This position has been consistent since 1 April 2021.	Green	12.0%	10.0%	0.0%	0.0%	0.0%

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 to Senior Management Team	<p>Over the course of 2021-2022, the Young Carer Steering group has taken forward the work overseeing the Action for Children contract as it relates to Young Carers.</p> <p>Additional staff have been recruited to fill vacancies and a part time post. the part time post has been filled by someone with lived experience of being a young carer and has a breadth of knowledge and insight that will be invaluable within the service.</p> <p>A Driver diagram has been developed and a data collection plan is in place. Data shows an increase in the number of referrals and statements being completed over the course of 7months than in the previous year prior to Action for Children taking this over. Regular inputs to classes in year groups are now taking place which is leading to greater awareness of the needs of young carers and the additional challenges that they face in order that they live a life of experiences equal to that of their non-young carers lives. New processes have been set up including referrals to money matters and uptake of this support is being measured. Other areas being explored are Weight management and smoking cessation.</p> <p>there are currently 119 young carers receiving support, either via 1:1 or groupwork support. Groups have worked with specific specialism including and artist in order to offer stimulating and attractive opportunities for young carers Action for children were able to access additional funding which has made a positive difference to family. For example funding was sourced from Morgan Stanley of £1,200 which was used to purchase gifts. The Nationwide Building Society within SLC also provided funding. Families were assisted with funding for white goods and emergency payments for food from Iceland. They also have access to short breaks funding.</p> <p>Work in relation to transitional support to young carers to Lanarkshire Carers Centre for young adult carer support is being taken forward. Education are devising a questionnaire for teaching staff which will capture the level of knowledge and awareness of young carers.</p> <p>AFC work in partnership with Over the Wal, who provide experiences for the siblings of those children with serious illnesses and/or disability. AFC have reviewed the Statement and consulted with young carers in order that it continues to be user friendly. They have also reviewed the pathway plan.</p> <p>Columba 1400 experience will be taking place Easter 2022, this was</p>	Green	-----	2,021	0	0	0

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
	extended due to restrictions with Covid. Feedback from families and young people has been very positive over the course of the last year.						

Health 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
Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there were a total of 242 local authority welfare guardianship visits due with 94% (228) being completed on time. In quarter 4, there were a total of 60 local authority welfare guardianship visits due with 87% (52) being completed on time.	Green	90%	94%	98%	93%	93%
Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there were a total of 2321 private welfare guardianship visits due with 95% (2198) being completed on time. In quarter 4, there were a total of 489 private welfare guardianship visits due with 91% (447) being completed on time.	Green	90%	95%	93%	86%	94%

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
Percentage of telecare installations completed by Care and Repair within agreed timescales		Unassigned	0%	0%	0%	0%	0%

Health and Wellbeing**Continue to support carers good health and wellbeing alongside their caring role**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Number of new carers supported by the commissioned carer support from Lanarkshire Carers	<p>In Quarter 4, a total of 315 newly identified Carers. 1,419 carers engaged and supported, 7,560 services were accessed, and 491 Adult Carer Support Plans undertaken by our Commissioned Services.</p> <p>To date, 912 new carers have been identified, 3,340 carers have engaged and been supported. 22,263 services have been accessed by carers and 912 Adult Carer Support Plans have been progressed.</p>	Green	800	912	0	0	0

Promote choice, control and flexibility in social care

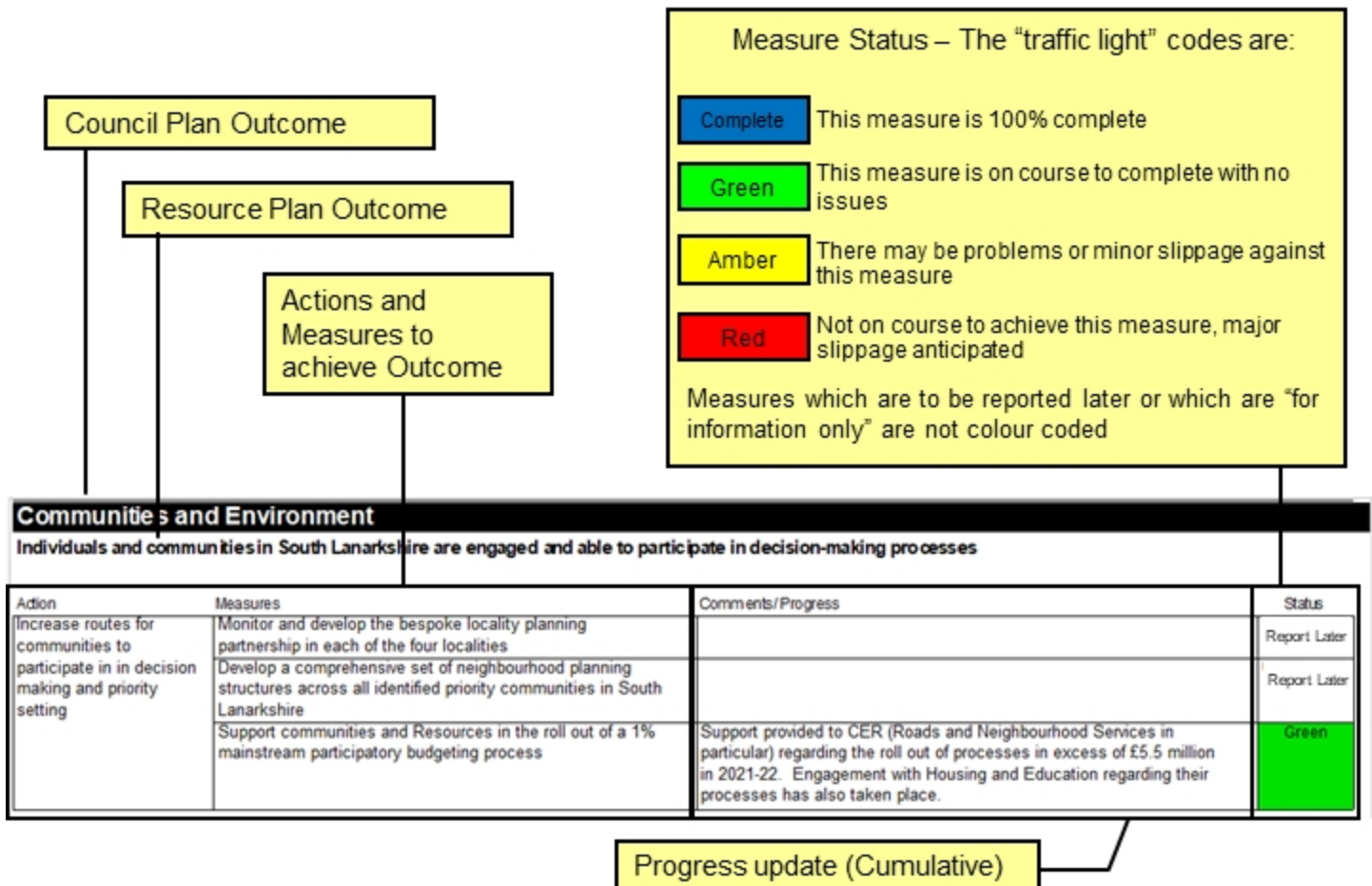
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Percentage of personalised outcomes being achieved through service users reviewed support plans	<p>To date there were a total of 552 outcomes due to be met through reviewed L15 support plans with 76% (422) being achieved.</p> <p>In quarter 4, there were a total of 175 outcomes due to be met with 75% (131) being achieved.</p>	Green	75.0%	76.0%	0.0%	0.0%	0.0%

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

Council Outcome/ Theme	Complete	Green	Amber	Red	Report later	Total
Communities and Environment	1	2				3
<i>Education and Learning</i>						
Health and Wellbeing		7			5	12
<i>Children and Young People</i>						
<i>Housing and Land</i>						
<i>Our Economy</i>						
Delivering the plan and achieving best value	2	3			1	6
Total	3	12	0	0	6	21

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 .



Communities and Environment

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 priorities set out within the new CJ Outcome Improvement Plan 2022-2025 by March 2023	The CJP agreed on 16 March 2022 that the current CJOIP, due to be revised at end of March 2022 would continue up and to end of March 2023. The revised timeline for the development of the new CJOIP is due to the delay of both the Scottish Government's National Strategy for Community Justice and Community Justice Scotland's Outcome Performance Improvement Plan, until June and September 2022, respectively. The delay of both documents directly impacts the development of the new CJOIP and its supporting SNSA, as the partnership is required to report against nationally determined outcomes in relation to activity taking place from the date both documents are published. With the current CJOIP continuing for another year we will continue in 2022 to provide updates against the five priorities areas set out within the current CJOIP and CJS's three priority areas: Arrest Referral; Diversion; Bail Supervision.	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	Provide training to increase awareness and knowledge of MAPPA to develop partnership-working arrangements with Adult and Older People Services by March 2023	Reported in Q3.	Complete

Health 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 4 the Resource worked with a number of service users as a result of Adult Support and Protection (ASP) issues. There were 715 ASP inquiries, with 332 investigations started in the period and 7 protection plans being progressed.</p>	Green

Health 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 – November against 20/2021 shows</p> <ul style="list-style-type: none"> • A&E attendances up 26% against 2020/21 • emergency admissions up 13% against 2020/21* • unscheduled bed days (Acute) up 9% against 2020/21* • Unscheduled Care (UC) Bed days Acute/Geriatric Long Stay (GLS)/Mental Health (MH) up 15% against 2020/21* • delayed discharge non-code nine bed days down by 47% against 2020/21 <p>*(NB emergency admissions and unscheduled care bed days will increase as episodes of care are completed.)</p> <p>Between April – December 2021/22 there were 2,491 fewer delayed discharge standards bed days than trajectory 18,134 against the target of 20,625 (fig.5). Bed days have increased from April 2021 with bed days September - December above monthly trajectory. This increase can be linked to the significant increase in hospital activity and ongoing pressures in home care.</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 10.3%.</p> <p>Balance of care Data for 2019/20 shows the percentage of people over 75 who remain at home without support is above target by 1%.</p>	Green

Health 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>In light of preparatory which was undertaken for the new Strategic Commissioning Plan 2022 – 2025 a review of the strategic directions was undertaken to ascertain if they still remained relevant to the delivery of the IJBs vision for health and social care services was undertaken and presented the IJB at its meeting on 25th January 2022.</p> <p>The Strategic Commissioning Plan 2019-22 outlined 13 strategic priorities and 43 commissioning intentions upon which 37 Directions were aligned to. To summarise the status of the directions:</p> <ul style="list-style-type: none"> -On hold. Not possible to progress during this period 2 (5%) -Progressing but a change in outcomes and/or delay expected 27 (73%) -Progressing as originally planned 1 (3%) -Direction completed 7 (19%) <p>The IJB agreed the removal of 8 Directions as they had been completed with those remaining being current. Some have been amalgamated or changed to reflect current arrangements.</p> <p>There are 27 Directions in all and represents an overall reduction of 10 Directions when compared with prior reports.</p>	Green

Health 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	Report to Social Work Committee on the progress of the Day Care Review within the lifecycle of this Resource Plan	Challenges faced by services during the Omicron variant period held up progress on returning for a third stage of consultation in respect of the Day Service Review. This was though completed during February and March 2022. The main focus of this stage of consultation concerned a future model of transport and a reduction in the day service estate which would be necessary in order to invest in a service model that is capable of offering choice and control in line with the principles of SDS.	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	The Carers Strategy update was presented to SMT and SWC earlier in the year, identifying additional resources to assist update all activity in relation to the Carers (Scotland) Act 2026. The HSCP Strategic Commissioning Plan 2022/2025 has been presented to SWC. Update reports on the development of the National Care Service have also been provided to SWC. Community Justice Scotland are reviewing the National Community Justice LOIP and reviewing their Outcome Framework measures, our current CJLOIP has been extended for a year until such times as activity can be aligned to national developments. This activity has been reported to the Safer South Lanarkshire Board, and the Community Justice partnership.	Green
Progress South Lanarkshire's care Facilities Modernisation Programme	Provide a quarterly update to Senior Management team on the progress of the Blantyre Care Campus development including the Care Facility and Technology Enabled Properties in quarter 2 and 4	Phase 2 of the TEC zone project is nearing completion. The TEC zone technical specification is completed and the content design is nearing completion. Procurement of the software for the TEC zone and the build of the space is at the initial stages.	Green
Prepare for the Analogue to Digital Migration for Assistive Technology	Complete telecare asset audit, including testing of all peripheral technology by July 2022.		Unassigned
	Provide a quarterly update to Senior Management Team on findings from the Telecare Quarterly Benchmarking submission and agree relevant actions for 2023/24		Unassigned
Put Home First Model in place to support people to maximise their independence, safe and timely hospital discharge	Develop project plan for implementation by June 2022		Unassigned
	Develop measurement plan which tracks progress and implementation of Home First Model by September 2022		Unassigned

Health and Wellbeing

Deliver better health and social care outcomes for all

Action	Measures	Comments/ Progress	Status
and avoid unnecessary hospital admission.	Undertake phased recruitment of staffing to embed the model across the HSCP by January 2023		Unassigned

Communities and Environment

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 to Senior Management Team 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 adaptations to working in response to the Covid-19 pandemic have required staff to be innovative in gathering the views of service users including the use of technology. Opportunities for individual participation have continued 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>South Lanarkshire's Promise, the Corporate Parenting Strategy 2021-24 has recently been published and was shaped by the views and experiences of South Lanarkshire's care experienced children and young people. A survey of users of the Care Home service has also been undertaken.</p> <p>As restrictions on group activity ease plans are in development for increased collective consultation activity in both children's and adult 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	Review of Corporate Risk Register underway. SW Risk Sponsors Group regularly review risk register and report to SW Governance Group.	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	Some issues evident within the Care Home sector, and local activity with those homes and individuals placed within these homes. Quality Assurance and Commissioning team review some legacy arrangements with supported living providers. Overview report of care inspectorate grades for external services operating within South Lanarkshire will be presented to SMT June 2022.	Green
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 2022	Reported in Q3.	Complete

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	All statutory returns due were submitted to the Scottish Government within agreed timescales this year.	Complete

Delivering the plan and achieving best value**Develop improvement activity and promote scrutiny**

Action	Measures	Comments/ Progress	Status
Progress the procurement and implementation of the new Social Care Case Management System by 2023/24.	Complete the relevant steps in procurement and implementation and report progress to the Project Review Board throughout project delivery		Unassigned

Social Work Resources embeds sustainable development across services

Action	Measures	Comments/ Progress	Status
Contribute to a fair, healthy and sustainable food system	Provide an annual update to Senior Management Team and identify potential opportunities for sourcing more local produce through the procurement process, identify small food growing pilots within Social Work establishments and services to promote alternative growing opportunities	Very small scale food growing initiatives take place within the unpaid work services operating from Auchentibber, and some of our care home have some small scale planting activity.	Green