

Report

Report to:	Social Work Resources Committee
Date of Meeting:	6 December 2023
Report by:	Director, Health and Social Care

Subject:	Social Work Resource Plan: Quarter 4 Progress Report 2022-23
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1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Social Work Resource Plan Quarter 4 Progress Report 2022-23, for the period 1 April 2022 to 31 March 2023

2. Recommendations

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

- (1) that the Social Work Resource Plan Quarter 4 Progress Report 2022-23 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 additional scrutiny of changes in measure status between Quarter 2 and Quarter 4 as summarised at paragraph 5.4 and detailed at Appendix 3 of this report, be noted.

3. Background

- 3.1. The Social Work Resource Plan 2022-23 was approved by the Executive Committee on 24 August 2022 and noted by the Social Work Resources Committee on 7 September 2022, and sets out the outcomes, measures and actions to be managed and delivered by the Resource for the financial year 2022-23.
- 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 2022-27.
- 3.3. Despite the easing of social distancing and other restrictions, the council continues to face financial and other impacts resulting from Covid. At times during the pandemic a number of services had to be suspended or reduced due to government advice and the council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. Despite the return of services through the council's Recovery Plan there is a Covid legacy in terms of a residual impact on some services and a significant build-up of demand, as a result of which there remains an inevitable impact on performance in some areas.

- 3.4. Similarly, and detailed within the Risk Management Report which will be presented to Social Work Resources Committee, there are a number of very high and high risks impacting on the operational service delivery, particularly with regards to workforce availability and capacity, market and provider capacity and funding and budgetary pressures. Such risks are equally important to recognise in the context of how they impact on performance and the achievement of key targets.

4. Resource Outcomes 2022-23

- 4.1. The Resource has established a number of outcomes to support the delivery of the Connect Outcomes in 2022-23. These are detailed in Appendix 1.

5. Quarter 4 Progress Report 2022-23

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 4 Progress Report 2022-23, 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. The overall summary of progress to date is as follows:

Status	Measures			
	Statistical	Project	Total	%
Blue	0	8	8	21%
Green	13	13	26	68%
Amber	2	0	2	5%
Red	0	0	0	0%
Report later/Contextual	2	0	2	5%
Totals	17	21	38	100%

(Data correct 17 May 2023)

- 5.3. Key achievements for 2022-23, to date, are noted below:

5.3.1.

Connect Outcome	Communities and Environment
Resource Outcome	Achievement
Embed sustainable development strategy across Social Work Resources	Since 1 April 2022, there has been a £297k saving made through using recycled equipment as opposed to new through the joint store, this exceeds the annual target of £175k.

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	Funding was successfully achieved through the CORRA Fund in 2020/21 as part of a public health approach to preventing drug related harm and deaths. The Peer Mentor Service was embedded across the service during 2022/23 and a recent evaluation highlighted the effective support that peer mentors have provided to those going through a Community Payback Order. Due to the success of this approach, additional funding has been sourced to continue the service during 2023/24.
Community Justice Outcome Improvement Plan is progressed	<p>Across the year, 100% of all clients starting a Drug Treatment and Testing Order were seen within 2 working days of their order commencing.</p> <p>527 referrals were made for treatment for drug and alcohol service users, 487 (92%) of referrals had treatment starting within the 3-week timescale.</p> <p>98% (1705 out of 1744) of Criminal Social Work Justice reports were submitted to Court within timescales.</p>
Strengthen engagement with service users and carers	<p>The commissioned services continue to increase the numbers of carers supported across all localities. There has been a 22% increase in the number of adult carers supported, from 912 in 21/22 to 1,113 in 22/23.</p> <p>During 22/23 work was undertaken to update the approach to carer support and funding. Additional staff (Social Work Assistants) in locality teams have assisted with case management and reviewing carer support arrangements. A Self-Directed Support (SDS) finance team is supporting the work of carers' support arrangements, specifically in relation to linking funding to identified needs and outcomes. The overarching SDS Review team is working to ensure equity of the allocation of finite carers' support funding and is working in partnership with Lanarkshire Carers to ensure continued effective and efficient support is given to unpaid carers.</p>
Connect Outcome	Education and Learning
Resource Outcome	Achievement
	No Resource Outcomes for this Connect Outcome
Connect Outcome	Health and Wellbeing
Resource Outcome	Achievement
Progress South Lanarkshire Care Facilities Modernisation Programme	The intermediate care (IC) unit within the new and innovative Blantyre Life facility became operational in March 2023, with the transfer of the service and the staffing from the Canderavon IC unit now completed. This model of care builds on previously developed good practice and staff are now working towards full capacity within the Blantyre Life IC Unit.

	The award-winning technology enabled houses (20) are fully occupied and have reached their first milestone with the first residents having been in occupancy for one year.
Care and Protect Vulnerable Adults	<p>A joint inspection of Adult Support and Protection was carried out in August/September 2022 by the Care Inspectorate in collaboration with His Majesty's Inspectorate of Constabulary Scotland (HMICS) and Healthcare Improvement Scotland (HIS).</p> <p>The inspection findings concluded that the partnership's key processes and strategic leadership for adult support and protection were effective at keeping adults safe from harm and interventions supported positive experiences and improved outcomes for adults at risk of harm. Key processes were found to be well organised and allowed for effective oversight and decision making, and strategic leadership vision and strategy was described by inspectors as collaborative and effective. Overall, clear strengths in both key processes and strategic leadership collectively outweighed areas for improvement.</p> <p>An improvement plan for the priority areas identified in the report has been developed and implemented through the local Adult Support and Protection Committee, with oversight through the South Lanarkshire Public Protection Chief Officers' Group.</p>
Connect Outcome	Children and Young People
Resource Outcome	Achievement
Care and protect vulnerable children and young people	77% (256 out of 332) of reports submitted to the Scottish Children's Reporter Administration were sent within agreed timescales.
Implement the Corporate Parenting Action Plan and Strategy	<p>The Scottish Government have committed to early help through the Whole Family Wellbeing Fund, which will support the change and improvement needed to shift investment towards prevention and reduce the need for crisis intervention. Activity implemented to date includes:</p> <ul style="list-style-type: none"> • 4 Family Support Hubs across South Lanarkshire to support families with easier access to help; • dedicated help to families to find their own solutions through a Family Group Decision Making project; • recruitment of peer support workers with lived experience who can help reduce the stigma of needing support; • refreshed Parenting Support Pathway that delivers dedicated programmes to help achieve better outcomes for parents and families, with incremental delivery of Groupwork whilst recruitment is finalised.
Implement the Corporate Parenting Action Plan and	A dedicated service has been established for young people in conflict with the law who are aged 12-18

Strategy	years. This service promotes age-appropriate responses and child centred responses for any child who may pose a risk of harm to others. A pan-Lanarkshire pilot aimed at reducing the criminalisation of young people in accordance with 'The Promise' commenced in November 2022. This approach aims to retain young people in the children's hearing system and prevent them from having to appear in court. Progress to date includes the completion of initial assessments for some young people at risk of criminalisation. Speech and Language Therapy colleagues are now involved in the pilot to offer additional support to young people.
Connect Outcome:	Housing and Land
Resource Outcome	Achievement
	No Resource Outcomes for this Connect Outcome
Connect Outcome	Our Economy
Resource Outcome	Achievement
	No Resource Outcomes for this Connect Outcome

- 5.3.2. In addition to working towards these outcomes, 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 outcomes have also been identified under the heading Delivering the Plan and achieving Best Value.

Delivering the Plan and achieving Best Value	
Resource Outcome	Achievement
Digital and ICT services meet the needs of the council and its customers	All key milestones for the Liquidlogic Implementation are on target. As of 31st March, Phase 1 of Data Migration and User Acceptance Testing (UAT) for Children, Adults, Justice and Adult's Finance was completed. Data cleansing is ongoing in preparation for phase 2 of data migration.

- 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)
Percentage of people on Community Payback Orders with unpaid work requirement seen within five working	To date, performance for inductions is 69% (444 out of 645). This is short of 75% target, although for quarter 4 performance has improved and 78%	The induction meetings are being arranged and scheduled by staff within timescale. Additional measures are being taken by staff to follow up on same day with service users' non-attendance. Further work is being done to understand the reasons behind non-attendance.

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)
days by their case manager	(134 out of 171) of people had their induction within timescales.	
Percentage of people starting their placement within seven days of Community Payback Order with unpaid work	To date, there have been 67% of orders starting unpaid work placements within 7 days (429 out of 645). This is short of 75% target, although quarter 4 performance has improved with 75% (129 out of 171) of people starting their placement within timescales.	Justice Services have introduced service users starting same day induction and placements. This supports the Community Payback policy approach of immediacy in undertaking hours.

5.5 Scrutiny of change in measure status

A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed status from Quarter 2 to Quarter 4. On analysis of these, two measures have shown improvement in performance and two measures will be reported later. Details of these 4 measures are included at Appendix 3. It should be noted that the measures with a 'report later' status at Quarter 4 will be followed up and reported on in the 2023-24 Quarter 2 SWR progress report.

6. Employee Implications

- 6.1. The outcomes 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 Employee Issues Forum.

7. Financial Implications

- 7.1. The outcomes 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. There are no other implications as a result of this report.

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.

Professor Soumen Sengupta
Director, Health and Social Care

14 October 2023

Link(s) to Council Values/Priorities/Outcomes

- The Resource Plan has been structured upon the Vision, Values and Outcomes in the Council Plan Connect 2022-27

Previous References

- Council Plan Connect 2022-27 – approved by the Council on 15 June 2022
- Social Work Resources Plan 2022-23 – noted by Social Work Committee on 7 September 2022

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Social Work Resource Objectives 2022-23

Connect Outcomes	Resource Outcomes
Communities and Environment	<ul style="list-style-type: none"> • Social Work Resources embeds sustainable development across services • Community Justice Outcome Improvement Plan is progressed • Disadvantaged people/groups are provided with access to timely support and interventions • 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 • Strengthen engagement with service users and carers
Health 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 • Continue to support carers good health and wellbeing alongside their caring role • Care and protect vulnerable adults
Children and Young People	<ul style="list-style-type: none"> • Care and protect vulnerable children and young people
Delivering the Plan and achieving Best Value	<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

Social Work

improve

Resource Plan Scorecard

Performance Report 2022-23

Quarter 4 : April 2022 - March 2023

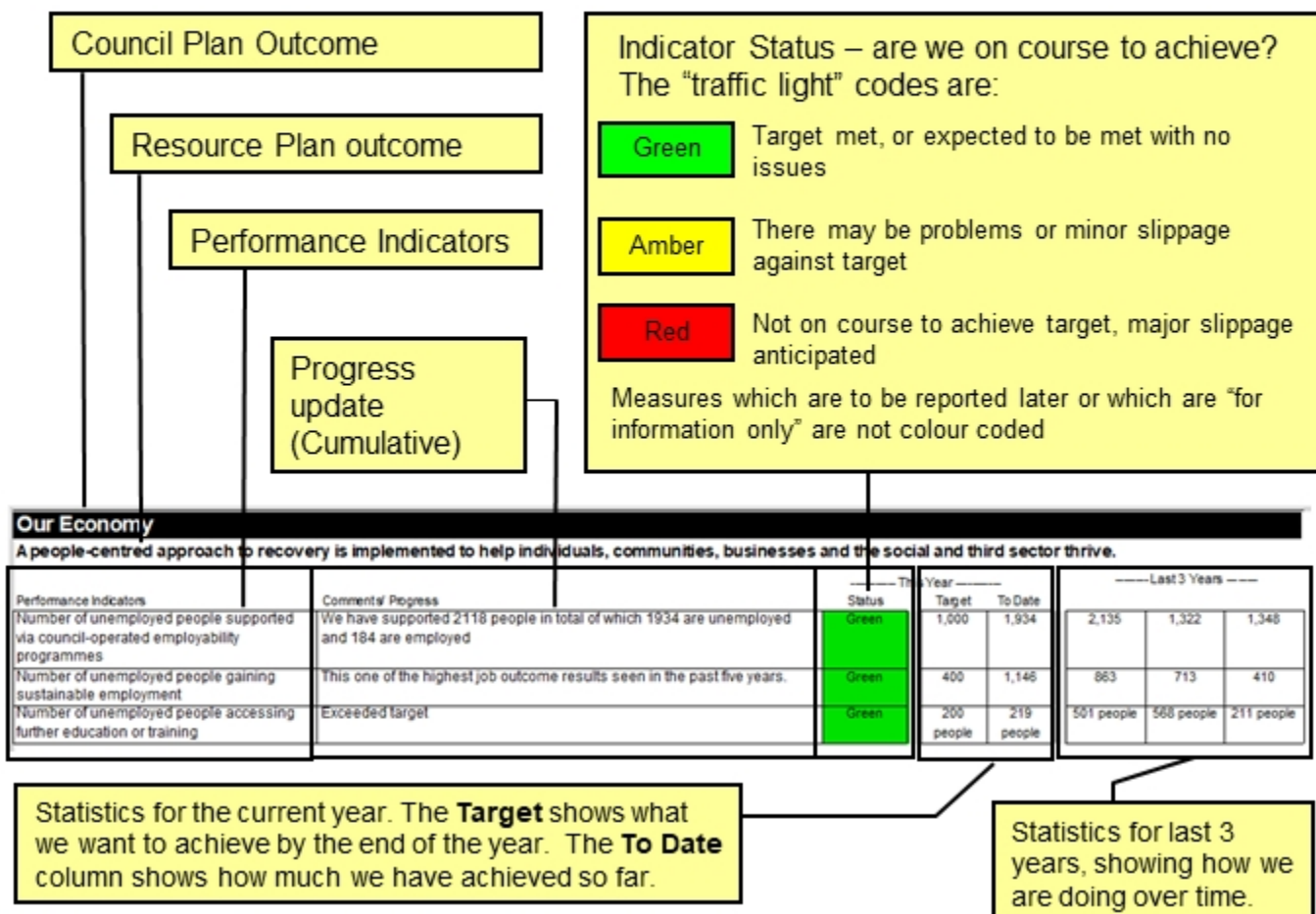
(This represents the cumulative position to March 2023)

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	2			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	2	0	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			
Make an annual saving from using recycled items as opposed to new through the joint store	<p>The cumulative total for recycled equipment year to date is:</p> <p>No of items - 2319</p> <p>Cost of items - £185,085</p> <p>Value of items - £482,075</p> <p>Since April 2022 there has been a saving for the Council of £296,990, exceeding annual saving target of £175,000.</p>	Green	175,000	296,990	-----	-----	267,296

Community Justice Outcome Improvement Plan is progressed

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
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 2022/23 100% of clients were first seen within two working days of a DTTO commencing.</p>	Green	95.0%	100.0%	100.0%	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			
Percentage of drug/alcohol clients starting treatment/ psychological intervention within three weeks of referral	<p>In quarter 4 there were 88 referrals, 80 (91%) of these referrals started their treatment within 3 weeks of referral.</p> <p>In 2021/22 there have been 527 referrals made to the service with 487 (92%) of cases, have started their treatment within 3 weeks of referral.</p>	Green	90%	92%	94%	97%	96%

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	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date			
Percentage of people on CPO unpaid work requirement seen within five working days by their case manager	In Quarter 4 78% (134 out of 171) of people had their induction within 5 working days. In 2022/23 69% (444 out of 645) have had their induction within the timescale.	Amber	75.0%	69.0%	77.0%	57.0%	68.0%
Percentage of people starting their placement within seven days of a CPO unpaid work	In Quarter 4 129 (75%) of unpaid work placements commenced within 7 days of orders being imposed out of a total of 171. In 2022/23 67% of people started their placement within 7 days of a Community Payback Order (CPO)commencing.	Amber	75.0%	67.0%	77.0%	47.0%	65.0%
Percentage of Criminal Justice Social Work reports submitted to Court by the due date	In quarter 4 98% (446 out of 456) of Criminal Justice Social Work Reports were submitted to the court by the due date. In 2022/23 98% (1705 from a total of 1744)of Criminal Justice Social Work reports were submitted to Court by their due date.	Green	95.0%	98.0%	98.0%	97.0%	99.0%

Children and Young People

Care and protect vulnerable children and young people

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date			
Percentage of parental attendance at initial Child Protection case conferences	In quarter 4, out of 23 invitations were sent to parents for initial CP Case Conferences and 23 attended (100%). From 1 April 2022 to date, 210 invitations have been sent and 187 have attended (89%).	Green	85%	89%	-----	-----	-----

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			
Percentage of Child Protection Investigations completed that progress to Case Conference	<p>In quarter 4, 54 out of the 131 (41%) CP investigations completed will progress to an initial child protection case conference. The year-to-date position is 237 investigations proceeding to case conference out of 626, 38% conversion rate. Although this falls below the notional target of 60%, this is not a performance-based target, the trend will be monitored and reviewed to ascertain if this low conversion rate is a result of changes in practice or another factor.</p> <p>In quarter 4, initial case conferences were held in relation to 17 children, 12 of these children were placed on the CP register, 71% conversion rate. The year-to-date position is 119 registrations out of 195 initial case conferences, 61% conversion rate.</p>	Contextual	60%	38%	-----	-----	73%
Percentage of children seen by a supervising officer within 15 days	To date, 89% of children have been seen within the 15 day timescale following a CSO being made at hearing.	Green	75.0%	89.0%	90.0%	70.0%	94.0%
Percentage of reports submitted to the Children's Reporter within agreed timescales	<p>In quarter 4, 60 out of 79 (76%) of reports submitted to SCRA were submitted within timescales.</p> <p>To date, 256 out of 332 (77%) of reports submitted to SCRA have been submitted within timescales.</p>	Green	75.0%	77.0%	71.0%	88.0%	82.0%

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			
Percentage of our looked after children and young people accommodated in residential placements	As at March 2023, 741 children are looked after, 74 (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	10.0%	10.0%	-----	-----	10.0%
Report the number of young carers supported by Action for Children on a quarterly basis to Senior Management Team	<p>The Young Carers Service (delivered by Action for Children) has been able to support over 120 children and young people, with 100% agreeing that the service has helped them achieve their goals and meet their identified needs e.g., weight management interventions, help with stopping smoking, money advice for families, one to one support, access to short breaks and groupwork.</p> <p>Action for Children were able to access additional funding which has made a positive difference to our families including providing Christmas gifts, replacement white goods and emergency payments for food.</p> <p>Young carers have also benefitted from engaging in the Summer of Fun programme and support from 'Over the Wall' who support siblings of children with serious illnesses and/or disability.</p> <p>Staff from the service work with partners to raise awareness of support on offer and how to access help. Awareness raising sessions have taken place in Holy Cross High School, Carluke High School, Larkhall Academy, Duncanrig High School, Biggar High School and Lanark Grammar.</p> <p>Between April and December last year 79 referrals were made to the service from partner organisations. In 2021 it was 39 and the year before 22, showing a really positive uptake in use of the service.</p>	Green	-----	-----	-----	-----	2,021

Health and Wellbeing**Care and protect vulnerable adults**

Performance Indicators	Comments/ Progress	----- This Year -----		----- Last 3 Years -----		
		Status	Target	To Date		
Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there were a total of 220 local authority welfare guardianship visits due with 93% (205) being completed on time. In quarter 4, there were a total of 46 local authority welfare guardianship visits due with 89% (41) being completed on time.	Green	90%	93%	93%	93% 94%
Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there were a total of 2291 private welfare guardianship visits due with 93% (2123) being completed on time. In quarter 4, there were a total of 481 private welfare guardianship visits due with 85% (410) being completed on time.	Green	90%	93%	86%	94% 95%

Deliver better health and social care outcomes for all

Performance Indicators	Comments/ Progress	----- This Year -----		----- Last 3 Years -----		
		Status	Target	To Date		
Percentage of telecare installations completed by Care and Repair within agreed timescales	Quarterly telecare data benchmarking workbook was submitted ahead of the deadline in February 2023.	Contextual	-----	-----	-----	-----

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			
Number of new carers supported by the commissioned carer support from Lanarkshire Carers	<p>In Quarter 4, a total of 339 new carers were identified, 1,297 carers engaged and were supported, 7,516 services were accessed and 253 Adult Carer Support Plans were undertaken by our Commissioned Services.</p> <p>To date, 1,113 new carers have been identified, 5,426 carers have engaged and been supported, 25,133 services have been accessed by carers and 803 Adult Carer Support Plans have been progressed.</p> <p>Lanarkshire Carers continues to increase the number of carers they support and the range of support and services they provide for our carer population.</p>	Green	-----	1,113	-----	-----	912

Promote choice, control and flexibility in social care

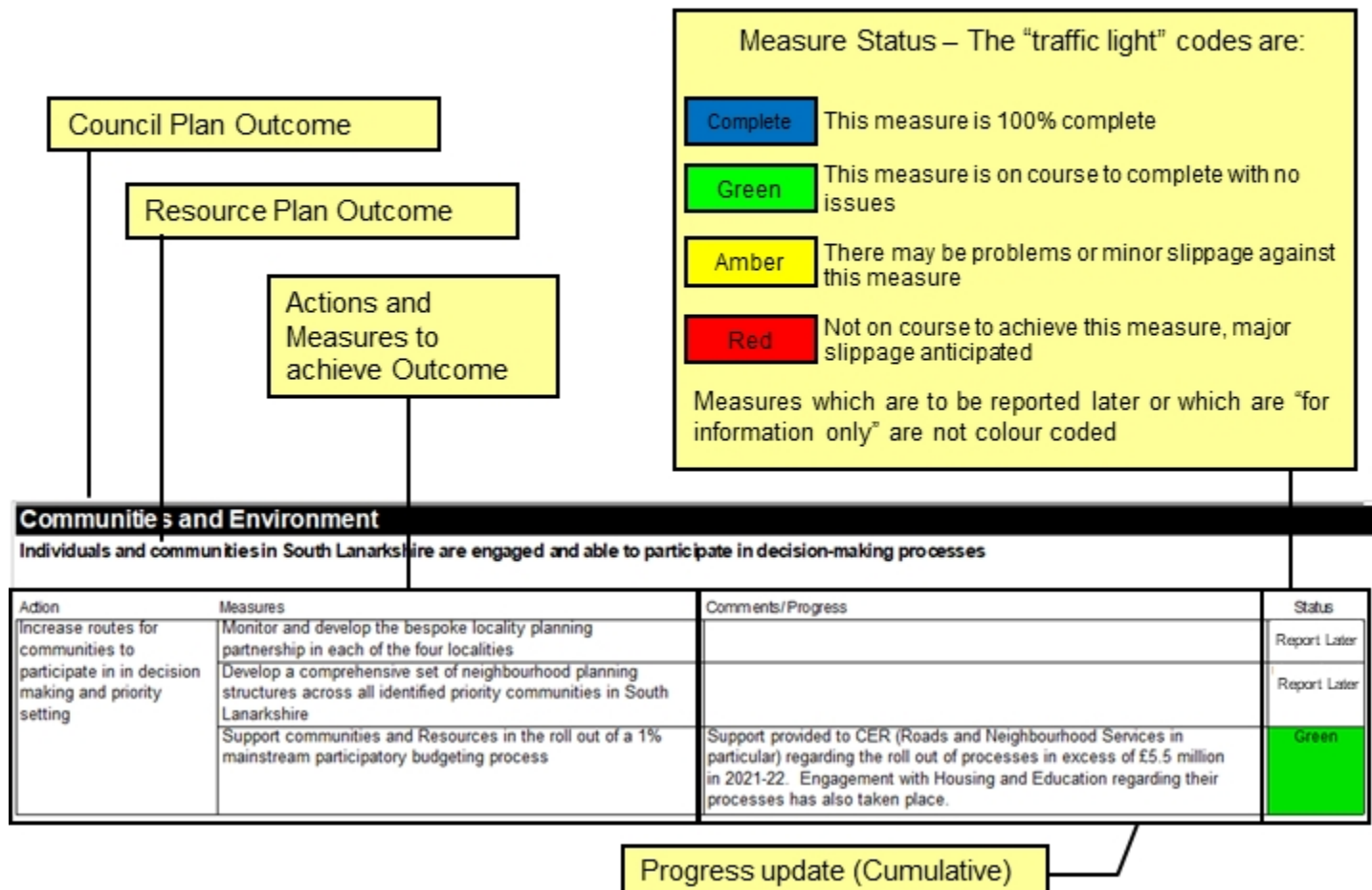
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
Percentage of personalised outcomes being achieved through service users reviewed support plans	<p>To date there were a total of 695 outcomes due to be met through reviewed L15 support plans with 76% (528) being achieved.</p> <p>In quarter 4, there were a total of 145 outcomes due to be met with 70% (102) being achieved.</p> <p>It is important to note that outcomes recorded as 'no longer required' cannot be fully progressed, usually as a result of a significant change to the service user's health/circumstances which requires a full re-assessment to identify their eligible needs for which a new support plan is required (where applicable), it does not mean that an outcome has not been achieved.</p>	Green	75.0%	76.0%	-----	-----	76.0%

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	3	9				12
<i>Children and Young People</i>						
<i>Housing and Land</i>						
<i>Our Economy</i>						
Delivering the plan and achieving best value	4	2				6
Total	8	13	0	0	0	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	Due to the delay of the Scottish Government's National Strategy and related documents, performance framework and delivery plan, the progress of developing the new Community Justice Outcome Improvement Plan has been rescheduled to be produced by end of June 2023.	Green

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

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	This has been completed via input into an ASP Event with Care Homes to explain the MAPPA process on 13/07/22.	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.	Complete
Monitor vulnerable adults referrals/activity	Produce quarterly Adult Protection report for Adult Protection Committee and Chief Officers Group to monitor ASP activity	In Quarter 4 the Resource worked with a number of service users as a result of Adult Support and Protection (ASP) issues. There were 892 ASP inquiries, 381 investigations started in the period and 10 protection plans progressed.	Green

Health and Wellbeing

Deliver better health and social care outcomes for all

Action	Measures	Comments/ Progress	Status
Support progress against the six Ministerial Steering Group indicators	Report against trajectories for the six Ministerial Steering Group indicators: 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.	Information on the 6 MSG indicators is monitored monthly and formally reported on a quarterly basis to the Integration Joint Board, Performance and Audit Sub Committee. Year on year comparison between April – October 2022 against 2021 shows <ul style="list-style-type: none"> • A&E attendances down by 2% • emergency admissions down by 6% • unscheduled bed days (Acute specialties) down by 0.5% • Unscheduled Care (UC) Bed days Acute/Geriatric Long Stay (GLS)/Mental Health (MH) down by 4% • delayed discharge non-code nine bed days are 9% above trajectory It should be noted that emergency admissions and unscheduled care bed days will increase as episodes of care are completed.	Green
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.	A report on the progress of the strategic directions was presented to South Lanarkshire Integration Joint Board (IJB) at its meeting on 28th March 2023. The IJB approved the removal of a Direction in relation of Adults with Incapacity (AWI) off-site acute beds which is primarily due to a change of approach in terms of the care management of such patients with more robust review processes being applied regardless of where the patient is resident. This reduces the total number of Directions from 26 to 25. The IJB agreed that the remaining 25 directions be issued to NHS Lanarkshire and South Lanarkshire Council effective from 1 April 2023. To ensure that the existing Directions remain aligned to the Strategic Commissioning Plan 2022 – 2025 (SCP) a review of the Directions will be undertaken in 2023/24 and brought back to the IJB for discussion and approval. Any proposals for any new Directions that flow from the implementation of the SCP will be presented to the IJB for consideration and approval.	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	The final review of day services report is expected to be presented at the IJB and Social Work Committee in June 2023. Currently, all services are continuing to be delivered from building bases which has been the case since November 2022. Offering choice and control over how services are delivered remains a central focus towards improving outcomes for individuals.	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 See Hear Strategy has 7 national recommendations. The See Hear Strategic Working Group (SHSWG) is currently focussed on Recommendation 4. Local partnerships should be able to evidence that their service planning reflects the need in their area and reflects appropriate responses to the hierarchy of need. A public information awareness raising event is planned for the Lanark Locality end of April. A range of specialist providers and agencies will be available to provide support and information on the day. This type of event once evaluated, will be repeated across other localities in 2023/2024. Representatives from the Health and Social Care Alliance Scotland will be in attendance at the event.	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	<p>We transferred service users from Canderavon Intermediate Care (IC) to the intermediate care unit within the new innovative Blantyre LIFE in March 2023. The move went very well for service users and staff and we are now working towards full capacity within the IC unit.</p> <p>We are finalising the fit out for the ground floor area and anticipate being open to the public from 3 April, however staff have been busy working alongside this with key partners to ensure enhanced service delivery is available within the facility.</p> <p>Our award-winning technology enabled houses (20) are fully occupied and have reached their first milestone with our first residents having been in occupancy for one year.</p>	Green
Prepare for the Analogue to Digital	Complete telecare asset audit, including testing of all peripheral technology by July 2022.	Asset audits were incorporated into digital alert alarm installation process from September 2022.	Green

Health and Wellbeing**Deliver better health and social care outcomes for all**

Action	Measures	Comments/ Progress	Status
Migration for Assistive Technology	Provide a quarterly update to Senior Management Team on findings from the Telecare Quarterly Benchmarking submission and agree relevant actions for 2023/24	Quarterly reports was compiled and submitted to Claire Rae, Head of Health and Social Care in March 2023.	Green
Put Home First Model in place to support people to maximise their independence, safe and timely hospital discharge and avoid unnecessary hospital admission.	Develop project plan for implementation by June 2022	A Project Plan is in place and is progressing alongside the implementation of the Home First service across the localities.	Complete
	Develop measurement plan which tracks progress and implementation of Home First Model by September 2022	A measurement plan is in place and IT systems have been updated to support data capture.	Complete
	Undertake phased recruitment of staffing to embed the model across the HSCP by January 2023	Recruitment, selection, and retention of Social Care staff is challenging as there is a national shortage of skilled workforce across all sectors. Recruitment continues across localities. There is a national shortage of skilled workforce. Care at Home social media recruitment campaigns and targeted recruitment campaigns continue. A Lanarkshire wide Care Academy is being created with a dual focus on further supporting the ambitions of existing staff and fostering a new generation of health and care professionals.	Green

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>Opportunities for individual participation have continued during meetings and contacts including the processes of self-directed support and reviews of service provision.</p> <p>Three consultation sessions were held in February in partnership with Lanarkshire Carers Centre. The sessions provided the option of joining in person or online to promote wide access and included participation of carers from the minority ethnic community. Participants provide their viewpoint on a range of issues and the service responses they would like to see.</p> <p>Building on previous consultation an event was held for secondary school aged care experienced young people throughout South Lanarkshire. They came together in person to discuss and share their viewpoint of the priorities they would like to see the Children's Services Partnership address over the next few years. The outcome of their discussions has informed the development of the Keeping the Promise plan which will support and develop services for care experienced children and young people throughout the Council area.</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	A report on the SW Risk Register is now presented to every meeting of the Social Work Committee. Most recent report presented on 15 February 2023.	Complete

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 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	Report prepared in December 2022 for Senior Management Team consideration.	Complete
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	The CSWO Report was completed in September 2022.	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	All key milestones for the Liquidlogic Implementation are on target. As of 31st March, we have now completed Phase 1 of Data Migration and User Acceptance Testing (UAT) for Children's, Adult's, Justice and Adult's Finance. Data cleansing is ongoing in preparation for phase 2 of data migration.	Green

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	A Market Capacity Assessment was carried out by Fare Consulting Ltd to advance objectives of the Climate Change and Sustainability Strategy to better understand the capacity of the local food and drink business to supply food and drink to the different council resources. The outcome of the analysis from the assessment will help to take this work forward. Once the basis for the development to achieving best value for Social Work establishments will be reported to the Senior Management Team.	Green

SWR: Quarter 2 to Quarter 4 2022-23 - scrutiny of change in measure status

Measure	Q2 Status	Q4 Status	Q4 Comments
Performance has improved from Q2 to Q4			
Percentage of people on CPO unpaid work requirement seen within five working days by their case manager	Amber	Green	Additional measures are being taken by staff to follow up on same day with service users' non-attendance. Further work is being done to understand the reasons behind non-attendance.
Percentage of people starting their placement within seven days of a CPO unpaid work	Amber	Green	Justice Services have introduced service users starting same day induction and placements. This supports the Community Payback policy approach of immediacy in undertaking hours.
Awaiting results....			
Report on the priorities set out within the new CJ Outcome Improvement Plan 2022-2025 by March 2023	Report later	Report later	Due to the delay of the Scottish Government's National Strategy and related documents, performance framework and delivery plan, the progress of developing the new Community Justice Outcome Improvement Plan has been rescheduled to be produced by end of June 2023.
Percentage of telecare installations completed by Care and Repair within agreed timescales	Report later	Report later	The quarter 4 telecare data benchmarking workbook was submitted ahead of the deadline in February 2023. The report for quarter 4 will be available following the telecare benchmarking workshop in May 2023.