



South Lanarkshire Council

Social Work

improve

Resource Plan

Performance Report 2023-24
Quarter 2 : April 2023 - September 2023

(This represents the cumulative position to September 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		1			1
<i>Education and Learning</i>					
Health and Wellbeing	7	2	1		10
Children and Young People	2			1	3
<i>Housing and Land</i>					
<i>Our Economy</i>					
<i>Delivering the plan and achieving best value</i>					
Total	9	3	1	1	14

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.

Council Plan Outcome

Resource Plan outcome

Performance Indicators

Progress update (Cumulative)

Indicator Status – are we on course to achieve?
The “traffic light” codes are:

- Green** Target met, or expected to be met with no issues
- Amber** There may be problems or minor slippage against target
- Red** Not on course to achieve target, major slippage anticipated

Measures which are to be reported later or which are “for information only” are not colour coded

Our Economy
A people-centred approach to recovery is implemented to help individuals, communities, businesses and the social and third sector thrive.

Performance Indicators	Comment/ Progress	Status	This Year		Last 3 Years		
			Target	To Date			
Number of unemployed people supported via council-operated employability programmes	We have supported 2118 people in total of which 1934 are unemployed and 184 are employed	Green	1,000	1,934	2,135	1,322	1,348
Number of unemployed people gaining sustainable employment	This one of the highest job outcome results seen in the past five years.	Green	400	1,146	863	713	410
Number of unemployed people accessing further education or training	Exceeded target	Green	200	219 people	501 people	568 people	211 people

Statistics for the current year. The **Target** shows what we want to achieve by the end of the year. The **To Date** column shows how much we have achieved so far.

Statistics for last 3 years, showing how we are doing over time.

Communities and Environment

Social Work Resources embeds sustainable development across services

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Make an annual saving from using recycled items as opposed to new through the joint store	<p>Total number of recycled items = 271 Cost of items = £41,788 Value of items = £90,009 Savings over new = £48,221</p> <p>To date, there has been a saving for the Council of £91,748, to meet the annual saving target of £200,000. Presently at 92% of Q2 target at reporting. The service implemented a change across SLHSCP services in how all equipment and adaptation needs are prioritised following assessments using the Prioritised Recommendation and Needs Assessment (PRANA) form to identify those who have critical and substantial needs for direct provision.</p>	Amber	200,000	91,748	-----	267,296	296,990

Children and Young People

Care and protect children, young people and adults from risk of harm

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
Percentage of parental attendance at initial Child Protection case conferences	<p>In quarter 2, out of 24 invitations sent to parents for initial CP Case Conferences, 23 attended (96%).</p> <p>To date, 89% of parents invited to initial case conferences have attended. (121 out of 136). This is an improvement from the Q1 position of 81%.</p> <p>Supporting the attendance of parents at case conferences continues to be a top priority which is discussed at fieldwork manager meetings and raised through supervision on a regular basis. Attendance remains high but does fluctuate in accordance with a range of family circumstances. Some families prefer to attend virtually whilst others prefer to attend in person.</p>	Green	85%	89%	-----	-----	89%
Percentage of children in attendance at initial Child Protection case conferences (aged over 5)	<p>This measure is a new measure that has been introduced across the service. Functionality has recently been added to support collation of this data, however there is currently no data available. Work is being carried out with local teams to support the collation and reporting of this data.</p> <p>The service is focussing on significantly increasing the attendance of children at case conferences which is also raised through supervision and meetings.</p>	Report Later	-----	-----	0%	0%	0%
Percentage of our looked after children and young people accommodated in residential placements	<p>As at 30 September 2023, there were a total of 723 Looked After Children, 75 (10%) were looked after in a residential setting including local authority houses, secure accommodation and residential schools. This position has been consistent since 1 April 2021, this reflects South Lanarkshire's commitment to shift the way care is delivered to Looked After Children, with continued support to children and young people within the community.</p>	Green	10.0%	10.0%	-----	10.0%	10.0%

Health and Wellbeing

Care and protect children, young people and adults from risk of harm

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of children seen by a supervising officer within 15 days	<p>To date, 80% of children made subject to a new compulsory supervision order have been seen within the 15 days timescale following a hearing. As at 30 September 2023, 400 children in South Lanarkshire are subject to a CSO.</p> <p>The children not seen within the timescales refers to a small population of children where engagement with families has been difficult. The locality Fieldwork Manager is aware of the issues and appropriate actions have been carried out to escalate.</p>	Green	75.0%	80.0%	70.0%	94.0%	89.0%

Health and Wellbeing

Care and protect children, young people and adults from risk of harm

Performance Indicators	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of reports submitted to the Children's Reporter within agreed timescales	<p>Current performance is currently reporting at 63% (88 out of 139) of reports being submitted within timescale against a target of 75%.</p> <p>Performance appears to be stabilising and improving since the Q1 position of 51%. Most recent figures for Q2 indicate 37 out of 53 (70%) of reports submitted to SCRA were within timescale.</p> <p>Performance in relation to submitting SCRA reports within agreed timescale has been impacted by ongoing recruitment challenges and demand on resources. Vacancies remain at 30% and whilst recruitment activity continues, there has been little success in appointing experienced social work staff. The service also faced a rise in demand with a 12% increase in the number of allocations from Q1 to Q2.</p> <p>Local managers ensure that there is oversight in relation to reports that are submitted late and these are prioritised on the basis of risk.</p> <p>Service Managers and partner agencies are developing a Single Assessment Framework to reduce duplication and in turn improve the number of reports submitted to SCRA within desired timescales.</p>	Red	75.0%	63.0%	88.0%	82.0%	77.0%

Health and Wellbeing

Care and protect children, young people and adults from risk of harm

Performance Indicators	Comments/ Progress	----- This Year ----- Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	<p>In quarter 2, there was a total of 68 local authority welfare guardianship visits due with 91% (62) being completed on time. Although target has been achieved, a slight decrease can be seen from the quarter 1 2023-2024 position of 95%.</p> <p>To date, there was a total of 133 local authority guardianship visits due with 92% (123) being completed on time.</p> <p>Additional supports are now in place for the locality teams whereby reports are issued regularly providing teams with current performance levels against the target level.</p>	Green	90%	92%	93%	94%	93%
Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	<p>In quarter 2, there was a total of 640 private welfare guardianship visits due with 93% (596) being completed on time. The increase in this quarter is noted when compared from the quarter 1 2023-2024 position of 87%, target has been achieved.</p> <p>To date, there was a total of 1,253 private guardianship visits due with 91% (1141) being completed on time.</p> <p>Additional supports are now in place for the locality teams whereby reports are issued regularly providing teams with current performance levels against the target level.</p>	Green	90%	91%	94%	95%	93%

Health and Wellbeing

Promote self-care and self-management

Performance Indicators	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
		Status	Target	To Date	2020/21	2021/22	2022/23
Number of people participating in a co-produced SDS Assessment to exercise choice and control over their care	<p>In quarter 2, 862 co-produced assessments were approved and 392 new co-produced assessments commenced. An increase is noted when compared from the quarter 1 2023-2024 position.</p> <p>To date, there has been a total of 1,668 co-produced assessments approved and 729 new co-produced assessments commenced.</p> <p>This level of activity means the service is on track to exceed the annual target of 3000 and it is reassuring to see that this level of activity has continued from Q1. Workforce learning and development continues in relation to upskilling the Adults and Older People staff group in relation to all elements of SDS, assessment and outcome support planning: this is a collaborative effort between HQ SDS Support staff and SW Learning and Development colleagues.</p>	Green	3,000	1,668	0	0	-----
Number of people in receipt of a direct and managed personal budget payment to exercise choice and control over their care	<p>In quarter 2, a total of 1,162 people were in receipt of direct payment and managed personal budget payment to exercise choice and control over their care. This shows a 4% increase from the quarter 1 2023-2024 position.</p> <p>Adult and Older People services remain committed to ensuring supported people and carers fully exercise choice and control. Work continues with Take Control (commissioned SDS information and advice service) to upskill the workforce in relation to the options and practice implications for each.</p>	Green	-----	1,162	0	0	0
Spend on adults in receipt of direct payments and personal budget payments as a percentage of the total social work spend on adults	<p>At the end of quarter 2, the current annual commitment for adults in receipt of direct payments and personal budget payments is £35.5 m.</p> <p>Specific measures have recently been implemented in relation to adult carers: the Adult Carer Support Plan screen went live on SWiS in July 2023 a suite of reports will be developed to support performance monitoring and spending consistency over the localities.</p>	Green	-----	36	0	0	0

Health and Wellbeing

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	2020/21	2021/22	2022/23
Percentage of people on CPO unpaid work requirement seen within five working days by their case manager	<p>There has been a total of 97% Community Payback Orders inducted, with 74% of placements (268 out of 364) inducted within 5 working days, against a 75% target.</p> <p>In quarter 2, 71% (123 out of 174) were inducted within 5 working days, a decrease from 77% in quarter 1.</p> <p>The unpaid work service has continued to be impacted by non-attendance of service users. The majority fail to show for appointment or were late, whilst other reasons include illness, paid employment or a return to custody.</p> <p>In addition, 47% of Unpaid Work requirements were level 1 orders where there is no justice social work report requested by the court prior to the order commencing and therefore the service is unable to engage with the service user before court appearance or monitor their outcomes in court.</p> <p>Justice Social Work implemented a text reminder service for all unpaid work service users as of 18th October 2023 to encourage attendance at unpaid work. This will be supported by 4 weekly reviews for all non-attenders as standard, regardless of circumstances, to ensure robust management of the order(s).</p>	Amber	75.0%	74.0%	57.0%	68.0%	69.0%

Health and Wellbeing

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

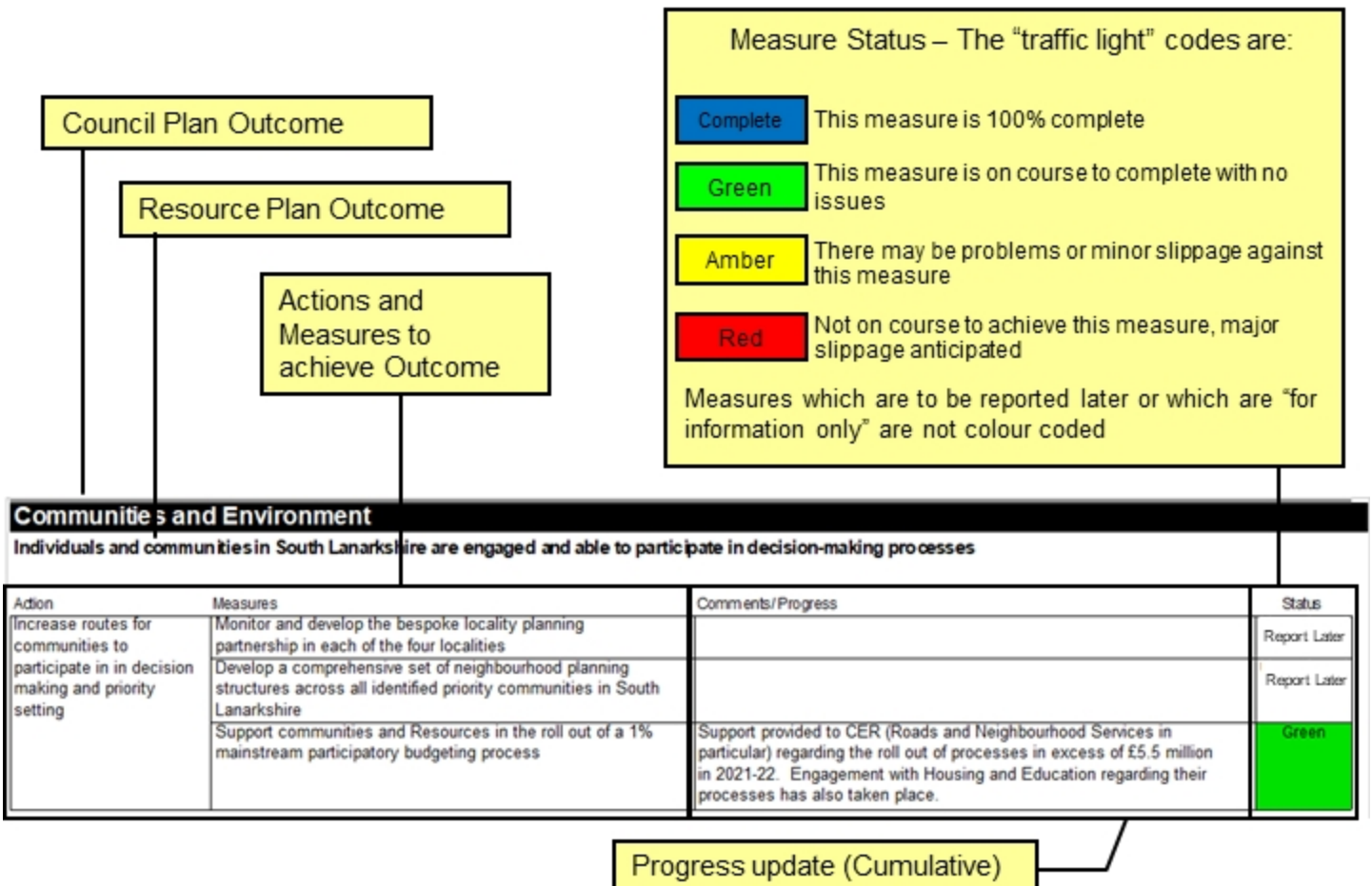
Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
Percentage of people starting their placement within seven days of a CPO unpaid work	<p>To date 72% (263 out of 364) of placements have commenced within 7 days against a 75% target. Performance reduced in quarter 2 to 70% (121 out of 174), compared to 75% in quarter 1.</p> <p>The unpaid work service has continued to be impacted by non-attendance of service users. The majority fail to show for appointment or were late, whilst other reasons include illness, attending paid employment or a return to custody.</p> <p>In addition, 47% of Unpaid Work requirements were level 1 orders where there is no justice social work report requested by the court prior to the order commencing and therefore the service is unable to engage with the service user before court appearance or monitor their outcomes in court.</p> <p>Justice Social Work implemented a text reminder service for all unpaid work service users as of 18th October 2023 to encourage attendance at unpaid work. This will be supported by 4 weekly reviews for all non-attenders as standard, regardless of circumstances, to ensure robust management of the order(s).</p>	Amber	75.0%	72.0%	47.0%	65.0%	67.0%
Percentage of Justice Social Work reports submitted to Court by the due date	<p>In quarter 2, 97% (442 out of 454) of Justice Social Work Reports were submitted to the court by the due date. This measure is on target.</p> <p>To date, 98% of Justice Social Work Reports have been submitted within timescale.</p>	Green	95.0%	98.0%	97.0%	99.0%	98.0%

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				1
<i>Education and Learning</i>						
Health and Wellbeing	1	5			5	11
Children and Young People		1				1
<i>Housing and Land</i>						
<i>Our Economy</i>						
Delivering the plan and achieving best value			1			1
Total	1	7	1	0	5	14

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 .



Health and Wellbeing

Community Justice Outcome Improvement Plan is progressed

Action	Measures	Comments/ Progress	Status
Embed national model for Community Justice in Scotland with out partners in South Lanarkshire	Present a progress report on the priorities set out within the Community Justice Outcome Improvement Plan 2023-2026 by March 2024	To be reported on in quarter 4.	Report Later
Contribute to a reduction of the national prison population through the use of SDS assessments and diversion from prosecution.	Provide a report to Social Work Committee on progress	Report to Committee to be provided in quarter 4.	Report Later

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
Promote the use of alternatives to remand in South Lanarkshire	Provide a report to Social Work Committee on the use of movement restriction conditions, restriction of liberty orders and bail supervision as alternatives to remand	Report to Committee to be provided in quarter 4.	Report Later

Care and protect children, young people and adults from risk of harm

Action	Measures	Comments/ Progress	Status
Report on the Adult Support and Protection Inspection Improvement Plan	Report to Social Work Committee on the implementation of the ASP Inspection Improvement Plan	The Continuous Learning Group continues to meet 4-weekly to implement and discuss the recommendations from the Adult Support and Protection (ASP) inspection improvement plan. A report on progress will be presented to the Social Work Committee in the future.	Green

Health and Wellbeing

Care and protect children, young people and adults from risk of harm

Action	Measures	Comments/ Progress	Status
Monitor public protection activity	Report annually to the Community Planning Partnership on public protection activity	To be reported in quarter 4. Date to be confirmed by CPP.	Report Later
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 2023	The CSWO report 2022-2023 has been drafted and is currently under internal approval processes before submission to the Scottish Government. The timescale for submission to the Scottish Government has been extended to 31 October 2023.	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.	The Partnership is currently rolling out Phase 3 of Care Opinion with a launch date confirmed for the 26/10/2023. Training sessions have now been delivered throughout the first week of October which was pre-empted with a series of Espresso Webinars to support the dissemination of information regarding Care Opinion. A press release has been drafted which will be circulated to support the launch. Since the Partnership's soft launch on the 15/02/2023, 33 stories have been received.	Green

Health and Wellbeing**Work with our communities to deliver person-centred care and support**

Action	Measures	Comments/ Progress	Status
Ensure monitoring, compliance and control of delivered services	Provide bi-annual reports to Social Work Committee on internal registered care services	A progress report will be presented to Social Work Resources Committee on 6 December 2023.	Report Later

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

Action	Measures	Comments/ Progress	Status
Report on services and supports provided to adult carers by Commissioned Services	Provide quarterly reports to Senior Management Team and a report to Social Work Committee on the support and services provided by commissioned third sector organisations	<p>Within Q2 (July to September 2023) high demand for carers support continues across all localities (43% increase with same quarter last year). In Q2, 380 new carers were identified, 316 Adult Carer Support Plan (ACSP) were progressed, and 1,459 carers engaged/supported. 6,274 carers are known to Lanarkshire Carers (per locality areas) in South Lanarkshire.</p> <p>Preparation for the annual report to Social Work Committee continues.</p>	Green

Health and Wellbeing

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

Action	Measures	Comments/ Progress	Status
Report on MAT Standards 1-5 - to be implemented 2023-24	Report to Social Work Committee on the performance of MAT Standards 1-5	<p>Test of change Triage service in place for 2 locality areas within CAREs patients are called on day of the referral being received. Patient advised on the assessment process what to expect, including choice of appointment location for the assessment. This incorporating patient choice and Trauma information approach. Service user leaflet working on with some lived experience staff members aiming for this to be launched within the next few months.</p> <p>To date the Urgent Response Team have seen 265 patients across North and South Lanarkshire Experiential lead started with the service on 21st August, reviewing all experiential data coming from the service user, provider and external commissioning teams. Experiential lead and MAT implementation manager have collated a project plan to highlight key areas for improvement of patient care and working on putting some of these changes in place.</p>	Complete

Children and Young People

Improve the health and wellbeing of children, young people and families

Action	Measures	Comments/ Progress	Status
Report on services and supports provided to young carers by Commissioned Services	Quarterly reports to Senior Management Team and a report to Social Work Committee on the support and services provided by commissioned third sector organisations	In quarter 2, young carers enjoyed over 40 short break experiences, including the Young Carers festival. Currently 145 young carers using the service and registered with the service. All children and young people referred to Action for Children who have been assessed have been given access to the support they require, whether that be one to one support, group support, a mixture of both or limited support i.e. help accessing funding and a Carers Statement completed and sent to their school. Action for Children has established their roles within schools across the local authority area.	Green

Health and Wellbeing

Promote early intervention and prevention to achieve healthy, active lives and reduce inequalities

Action	Measures	Comments/ Progress	Status
Embed Family Support Hubs across each locality	Develop effective consultation and feedback methods to identify and report on improved outcomes for families in receipt of early intervention	Family Support Hubs in Hamilton, East Kilbride and Cambuslang are fully operational and are utilised by children and their families, as well as partners from Health and Social care, community and third sector. The family support staff group are now operating from Lanark family support Hub and the hub should be open to families and partners in November 2023. In their first year of operation the Hubs have successfully diverted 63 % of new referrals to social work away from our local office teams. This has been achieved through an earlier help and preventative approach to the provision of holistic family support. Feedback from families in receipt of supports from the Hub has been positive and will be included in the annual report at the end of October.	Green

Delivering the plan and achieving best value

Digital and ICT services meet the needs of the council and its customers

Action	Measures	Comments/ Progress	Status
Deliver the implementation programme to replace the existing Social Work IT system within timescale	Implement the new Social Work IT system by January 2024	The project is on track to meet the revised timescales of June 2024. Liquidlogic have recently adopted the lead role in data migration and the first round of testing commences on 9 October 2023. Now that Liquidlogic have adopted the lead role in data migration, early indication shows that timescales for system configuration and integrations are progressing well.	Amber

Health and Wellbeing

Help people to continue to live within their homes and communities through integrated community health and social care services

Action	Measures	Comments/ Progress	Status
Continue to champion the home first approach by enhancing health and care provision in the community	Report to Social Work Committee on continued development of home first approach, including operational commencement of services from Blantyre Life facility	<p>Regular updates are provided to SMT in relation to the Home First Service, a development day is being held in November 2023.</p> <p>In quarter 2, Blantyre Life supported a total of 27 admissions and 21 discharges with 16 service users returning home.</p> <p>Staff have attended SWiS training enabling the team to complete "Living the Life you choose Co-Produced Assessments" ensuring a recent assessment is available and inform future assessments.</p>	Green