

Report

5

Report to:	Social Work Resources Committee
Date of Meeting:	6 September 2017
Report by:	Director, Health and Social Care

Subject:	Social Work Resources' Resource Plan: Quarter 4 Progress Report 2016/2017
----------	--

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Quarter 4 Progress Report 2016/2017 against the Resource Plan 2016/2017

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Quarter 4 Progress Report 2016/2017, attached as Appendix 1, be noted;
- (2) that the achievements made by the Resource during 2016/2017, as detailed in paragraph 4.3 of this report, be noted; and
- (3) that a Quarter 2 Progress Report 2017/2018 on the Resource Plan be provided to a future meeting of Social Work Resources Committee.

3. Background

- 3.1. The Social Work Resources' Resource plan 2016/2017, which was endorsed by this Committee on 15 June 2016 and approved by the Executive Committee on 6 July 2016, set out objectives and priorities to be managed and delivered by the Resource for the next financial year 2016/2017.
- 3.2. The Resource Plan follows an agreed corporate structure and style. The Plan is a key element of the Council's performance management arrangements. It provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the objectives set out in the Council Plan.
- 3.3. Performance management is a keystone of Best Value, and ensures that the Council can demonstrate sound governance arrangements. The Resource Plan is one part of the Council's framework for planning and budgeting, and demonstrates how this leads to effective front line service delivery.

- 3.4. As part of this framework, the Resource Plan reflects the aspirations of the Council Plan, the Community Plan, the Single Outcome Agreement and the Partnership Improvement Plan, as well as being complemented by the details of individual service, business and other plans. Ultimately, these details are included in the key work objectives of individual officers. This demonstrates the ‘Golden Thread’ of performance management which ensures a clear understanding of the Council’s vision, partnership ambitions, objectives and priorities at all levels.
- 3.5. The current format for performance reporting has been established for several years and is used for Executive Directors’ reports to the Chief Executive, Resource Management Teams and Resource Committees. The focus has been on reporting progress on Council objectives, statutory performance indicators, other key performance measures and high level Resource priorities.
- 3.6. In preparing the Plan, account has also been taken of the need to ensure a robust response to risk management and control. Risks associated with delivery of the actions in this Resource Plan have been identified and evaluated and are listed in the Resource Risk Register. Where necessary, controls or further actions to mitigate these risks have been agreed. Such actions are tracked through the Resource Risk Control Plan which is kept under review by the risk sponsor for the Resource.

4. Quarter 4 Progress Report 2016/2017

- 4.1. Progress against all 2016/2017 Resource Plan measures is contained in the Quarter 4 Progress Report 2016/2017, attached as Appendix 1. 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
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. These will be reported when available
Contextual	These are included for “information only”, to set performance information in context

- 4.2. Measures which are classified as ‘red’ are considered in detail at paragraph 4.4. To ensure adequate scrutiny of performance across all Resources, the Council’s Performance and Review Scrutiny Forum may consider ‘red’ or ‘amber’ measures (where they relate to Resource or Connect priorities) at a future meeting. The overall summary of progress to date is as follows:

Status	Measures	
	Number	%
Green	81	79
Amber	3	3
Red	4	4
To be reported later/Contextual	15	14
Totals	103	100%

4.3. Achievements for 2016/2017 are noted below:

Council Objective: Improve Services for Older People (priority)	
Resource Objective	Achievement
Improve services to support older people to live in their homes and communities	We delivered 1,997 episodes of Supporting Your Independence (SYI) over 2016/2017 In total, a reduction of 26% in home care hours was achieved when comparing hours at the start of SYI and hours at the end of the intervention.
Promote mental health in later life	Dementia Awareness training is delivered by Alzheimer's Scotland. A total of 705 staff were trained on the Dementia Skilled level, and 105 on the Dementia Enhanced Level.
Build on current successful services by developing and commissioning flexible models of intermediate care	There are 22 Intermediate Care (IC) beds now in place from a starting position of 8 beds. There is also an IC Day Care Step Up model of 6 places being piloted in the McClymont Day Care Centre. This was evaluated in March 2017 with agreement to extend the model to other areas. The IC Thematic group is also considering future models in relation to rehabilitation and re-ablement.

Council Objective: Protect vulnerable children, young people and adults (priority)	
Resource Objective	Achievement
Protect vulnerable children and young people	There were 712 Child Protection investigations undertaken across the service during 2016/2017. There are different categories of concern recorded, namely, Physical abuse 36% Neglect 27% Emotional abuse 20% Sexual abuse 7%
	The Corporate Parenting Strategy and Action Plan 2016 - 2018 is updated at regular Corporate Parenting meetings, attended by a range of partners. A successful engagement event was held on 6 December 2016 attended by over 100 corporate parents. Who Cares? Scotland co-delivered the event alongside our young care leavers.
	56 children have been secured in permanent placements. 33 have been adopted and 23 have been permanently fostered.

Protect vulnerable adults	In 2016/2017, Social Work Resources worked with a number of service users aged under 65 as a result of Adult Support and Protection (ASP) issues. There were 1,971 ASP Inquiries, with 111 investigations started in the period and 14 protection plans being progressed.
	In 2016/2017 there were a total of 214 local authority welfare guardianship visits undertaken, with 91% being completed on time.
Improve services to support adults to live in their homes and communities	5 Social Workers are currently undertaking the Mental Health Officer (MHO) course. Over the year there were 35 MHOs employed across the Health and Social Care Partnership.

Council Objective: Develop a sustainable Council and communities	
Resource Objective	Achievement
Embed sustainable development strategy across Social Work Resources	In 2016/2017, we have saved £163,958 by using recycled equipment items through the joint store (Equipu). In addition, 106 recycled stairlifts were installed resulting in a saving of £88,295.

Council Objective: Get it right for every child	
Resource Objective	Achievement
Getting it right for children in need	The Young Carers Steering Group continues to support young people on a one to one basis and also support the Young Carers Forum. Universal Connections provide group work activity.
Getting it right for every looked after child	For the year 2016/2017, 100% of children on a Supervision Order were seen by a Supervising Officer within timescale (15 days).
	We have continued to exceed the target (75%) of getting reports to the Scottish Children's Reporters Administration within timescale for the year 2015/2016, achieving a total of 88% submitted within time.

Council Objective: Improve Community Safety	
Resource Objective	Achievement
Reduce the risk of harm to individuals and communities by working in partnership to manage offenders in the community and reduce reoffending	The Multi Agency Public Protection Arrangements (MAPPA) Co-ordinator has been appointed for North and South Lanarkshire. New regulations are being monitored and training has been undertaken in preparation for the implementation of the new regulations for MAPPA.
	The Community Justice Outcome Improvement Plan 2017 - 2022 was submitted to the Scottish Government on 1 April 2017 and sets out the Partnership's aims to reduce and prevent further offending by addressing its underlying causes while managing and supporting those who have committed offences to help them reintegrate into the community.
	In 2016/2017 there were 1,653 Criminal Justice Social Work reports completed, with 99% completed within timescale. We have continued to exceed the target of 97%. Staff continue to maintain a very high standard in this area of work which is essential to the effective functioning of the Courts.

Council Objective: Strengthen partnership working, community leadership and engagement	
Resource Objective	Achievement
Strengthen partnership working, community leadership and engagement	1,010 new Carers were supported by dedicated Welfare Rights Officers and the amount of benefits awarded was £5,321,256.
	An implementation plan to monitor the impact of the South Lanarkshire Health and Social Care Partnership Strategic Commissioning Plan is in place. 72 Key Performance Indicators are measured and reported on quarterly.
	Following a multi-agency inspection of older people, an improvement action plan is in place and progress is being measured.
	The participation and involvement of service user/carers is a key focus for the Health and Social Care Partnership. Key examples over the year has been Customer Service Excellence awarded for Mental Health Services, supporting carers at seminars with Social Work students at the University of the West of Scotland, focus groups held with people affected by cancer as part of the Lanarkshire Individual Budgets project.

Council Objective: Achieve results through leadership, good governance and organisational effectiveness	
Resource Objective	Achievement
Embed governance and accountability	90% of Data Protection Act (DPA) requests to be processed within 40 calendar days. In 2016/2017 performance was 92% set against a target of 90%.

4.4. Areas of Improvement

- 4.4.1. Four measures that have been classified as “red” (major slippage against timescales or shortfall against target) are noted below, together with the reason why, and the management action now been taken, if required.

Council Objective: Improve services for older people			
Resource Objective: Improve services to support older people to live in their homes and communities			
Action	Measure	Progress	Management action, responsibility, deadline
Continue to implement Supporting Your Independence approach across adult and older people services	Percentage of referrals for home care go through SYI	In 2016/2017, 80% of new referrals to home care were suitable for a Supporting Your Independence (SYI) intervention. This is slightly below the target of 90%.	There are a number of reasons why this figure may drop at any given time, for example the suitability of the referral for SYI, in that there can be instances where there can be a higher number of people who are at an end of life stage or require palliative care. In such instances, these cases would not be suitable for an SYI intervention.

Council Objective: Improve community safety			
Resource Objective: Reduce the risk of harm to individuals by working in partnership to manage offenders in the community and reduce reoffending			
Action	Measure	Progress	Management action, responsibility, deadline
Ensure high standards of compliance are maintained for Community Payback Orders (CPOs)	Percentage of people seen within one working day of a CPO	The percentage for 2016/2017 was 64%. A percentage of the failures to attend within the timescales is as a result of service user issues such as employment, custody or ill-health.	The Unpaid Work Steering Group is focusing on improving performance in this service. Improving the links between Justice of the Peace and the Unpaid Work Service, as well as progressing an improvement plan, should contribute to increasing the percentage of people seen within one working day.
	Percentage of people starting their placement within 7 days of a Community Payback Order Unpaid Work	The percentage for 2016/2017 is 66%	Service user issues can account for some of the non attendance. The service has enhanced its capacity through having introduced SACRO (Scottish Association for the Care and Resettlement of Offenders). The service is continuing to look at additional ways to enhance service capacity through, for example, increasing the level of activity and personalised placements.

Council Objective: Achieve results through leadership, good governance and organisational effectiveness			
Resource Objective: Embed governance and accountability			
Action	Measure	Progress	Management action, responsibility, deadline
Compliance with statutory response timescales for information in terms of Environmental Information (Scotland) Regulations (E(S)Rs), Freedom of Information (FOISA) and for subject access requests under DPA.	90% of Freedom of Information FOISA requests to be processed within 20 working days. (All Director measure)	In 2016/2017, 83% performance against a target of 90%	This is due to the complexity of a small number of requests. Measures have been put in place to reduce delays. Following implementation of new internal processes, we achieved 96% in Q4.

5. Employee Implications

- 5.1. The objectives and priorities noted within the Resource Plan will inform the service action plans, where applicable, and in turn the performance development and review process for individual employees in 2017/2018.

6. Financial Implications

- 6.1. The objectives and priorities noted within the Resource Plan are reflected in the respective resource revenue and capital budgets for 2017/2018 and, longer term, within the framework of the Council's approved financial strategy.

7. Other Implications

- 7.1. 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.
- 7.2. The Resource Plan takes into account Resource responsibilities in relation to sustainable development.
- 7.3. There are no other issues associated with this report.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. Many of the actions detailed within the Resource Plan reflect ongoing strategies and policies which will be or have been subject to consultation and equality impact assessment.

Val de Souza
Director, Health and Social Care

12 July 2017

Link(s) to Council Values/Objectives

- ◆ the Resource Plan has been structured upon the vision, partnership ambitions, objectives and priorities of the Council Plan – Connect

Previous References

- ◆ Social Work Resources Committee – 15 June 2016
- ◆ Executive Committee – 6 July 2016

List of Background Papers

- ◆ Social Work Resources Resource Plan 2017/2018

Contact for Further Information

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

Colette Brown, Performance and Planning Manager

Ext: 3745 (Phone: 01698 453745)

Email: colette.brown@southlanarkshire.gcsx.gov.uk