

Social Work Resources

improve

Resource Plan

Performance Report 2020-21
Quarter 4 : April 2020 - March 2021

(This represents the cumulative position to March 2021)

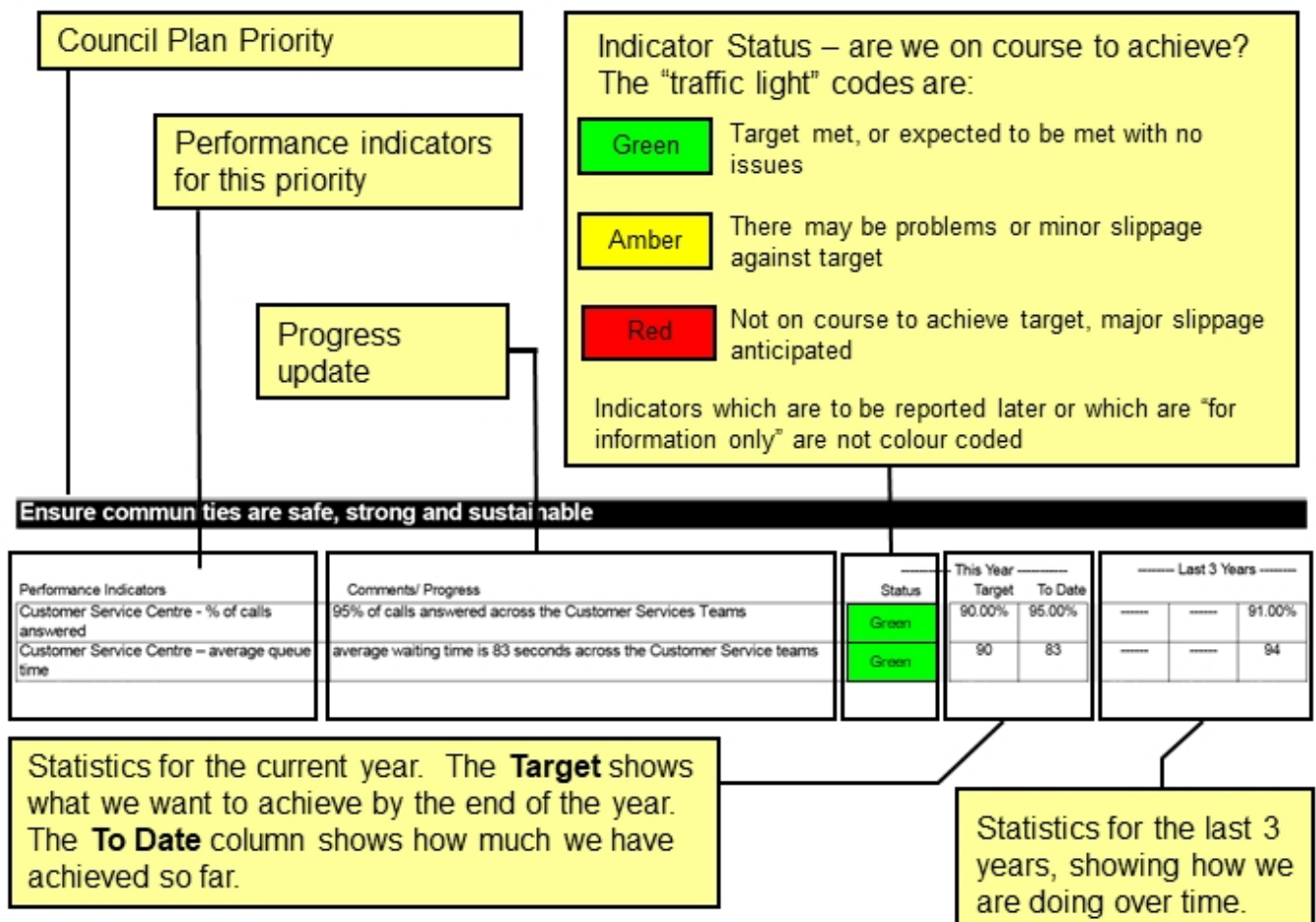


Summary - number of measures green, amber and red under each Council Plan Priority / Theme

Council Priority/ Theme	Green	Amber	Red	Report later / Contextual	Total
Ensure communities are safe, strong and sustainable	4		2		6
Get it right for children and young people	2	1			3
Improve health, care and wellbeing	5				5
Promote sustainable and inclusive economic growth and tackle disadvantage					
Delivering the plan and achieving best value					
Total	11	1	2	0	14

Guide to the Performance Indicators report

Each of the performance indicators is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented.



Ensure communities are safe, strong and sustainable**Embed sustainable development strategy across Social Work Resources**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency.	The data for P13 is not yet available, however, for P1-12 the recycling activity through the joint store is as below:- No of items - 1,578 Cost of items - £222,419 Value of items - £459,086 Since April there has been a saving for the council of £238,236.	Green	-----	1,578	2,220	2,530	2,450

Progress the Community Justice Outcome Improvement Plan

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
98% of clients are first seen within 2 working days of a DTTO commencing	In 2020/21 100% of clients were first seen within 2 working days of a DTTO commencing. In quarter 4 there were 5 Drug Treatment and Testing Orders commenced, all of which were seen within two days of a DTTO commencing.	Green	98.0%	100.0%	100.0%	93.0%	100.0%

Provide access to timely support and interventions for people/groups who are disadvantaged

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
90% of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	In 2020/21 there have been 654 referrals made to the service with 636 (97%) of cases, have started their treatment within 3 weeks of referral. In Quarter 4 from 01 January 2021 to 31 March 2021 there were 140 referrals, 138 (99%) of these referrals started their treatment within 3 weeks of referral.	Green	90%	97%	94%	93%	94%

Ensure communities are safe, strong and sustainable

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

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date			
75% of offenders on CPO unpaid work requirement are seen within 5 working days by their case manager	In Quarter 4 57% (34 out of 60) of offenders had their induction within 5 working days. To date 57% (134 out of 236) have had their induction within the timescale. The reduction in offenders being inducted within timescale is due to Covid as the unpaid work service could not run as it previously did. Face to face contact will resume on 26th April and should increase this.	Red	75.0%	57.0%	78.0%	80.0%	77.0%
75% of people starting their placement within 7 days of a CPO unpaid work	In Quarter 4 55% (33 out of 60) people started their placement within 7 days. There have been reduced capacity on placements due to Covid. To date 47% (111 out of 236) of placements started within 7 days, however a total of 217 orders out of 236 have had placements started albeit out with timescale.	Red	75.0%	47.0%	81.0%	77.0%	77.0%
95% of Criminal Justice Social Work reports submitted to Court by the due date	In 2020/21 97% (996 from a total of 1023) of Criminal Justice Social Work reports were submitted to Court by their due date. In quarter 4 there were 282 criminal justice social work reports submitted to the court of these reports 268 (95%) were submitted by the due date.	Green	95.0%	97.0%	99.0%	99.0%	98.0%

Get it right for 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			
Monitor the number of investigations undertaken (level of child protection activity)	In quarter 4, 208 out of 224 CP referrals proceeded to investigation. From 1 April 2020 to 31 March there were a total of 878 CP referrals received by Social Work Resources, 823 proceeded to CP Investigation.	Green	-----	823	754	690	685

Get it right for 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		
75% of children seen by a supervising officer within 15 days	In Quarter 4, 2 children were made subject to a Compulsory Supervision Order. 100% were seen within 15 days of the hearing date. From 1 April 2020 to 31 March 2021, 70% of children made subject to CSO, the 30% that were seen late were from same family group, the children were seen 9 working days late due to self-isolating.	Amber	75.0%	70.0%	100.0%	93.0%
75% of reports submitted to the Children's Reporter within 20 days	In quarter 4, 95% (88 out of 93) reports were submitted to the Scottish Children's Reporters Administration within the 20 day timescale. This evidences further improvement for this measure. To date 88% of all reports have been submitted within timescales.	Green	75.0%	88.0%	75.0%	79.0%

Improve health, care and wellbeing**Care and protect vulnerable adults**

Performance Indicators	Comments/ Progress	----- This Year -----		----- Last 3 Years -----		
		Status	Target	To Date		
Number of people receiving intensive (10 hrs+) home care as a proportion of all care at home provided	As at 31 March 2021, 3,749 people were in receipt of Care at Home services, of this 1,847 (or 49%) were in receipt of 10 hours or more of support.	Green	-----	49%	0%	0%
Number of hours provided for intensive (10 hrs+) home care as a proportion of all care at home provided	As at 31 March 2021, 47,130 hours of Care at Home services per week is being delivered, of this 37,349 hours(or 79%) were attached to care packages of 10 hours or more of support.	Green	-----	79%	0%	0%
90% of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there was a total of 232 local authority welfare guardianship visits due with 93% (215) being completed on time. During Quarter 4 there were 53 visits due with 49 (92%) completed within timescale.	Green	90%	93%	94%	98%
90% of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there was a total of 2474 private welfare guardianship visits due with 94% (2114) being completed on time. During Quarter 4 there were 490 visits due with 471 (96%) completed within timescale.	Green	90%	94%	91%	93%

Improve health, care and wellbeing**Promote choice, control and flexibility in social care**

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	In quarter 4, outcomes for carers, supported by dedicated Welfare Rights officers were:	Green	-----	546	962	1,057	1,080
	Number of new cases: 180						
	Weekly benefits: £19,118						
	Backdated benefits: £169,544						
	Annual benefits: £1,163,680						

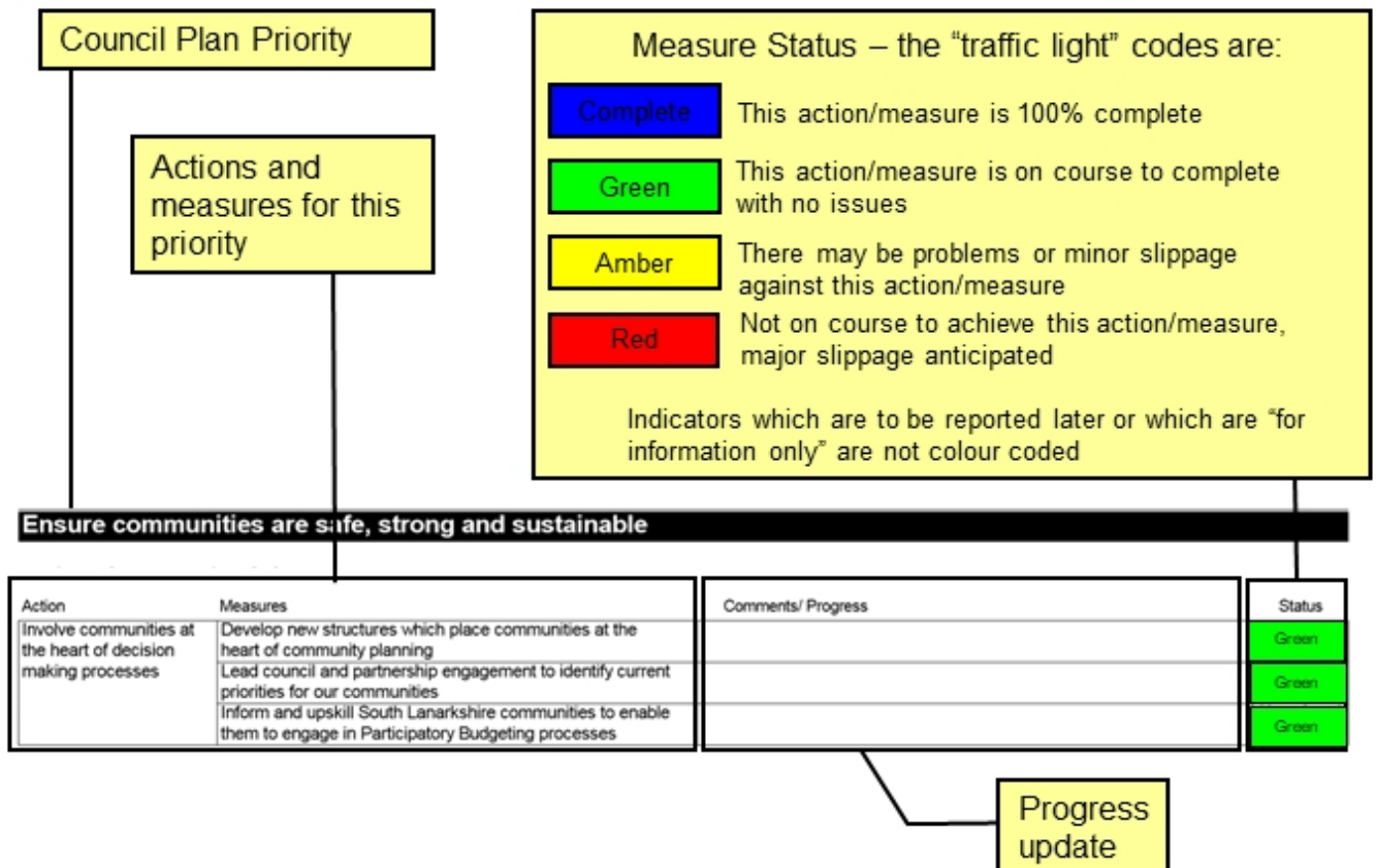


Summary - number of measures complete, green, amber and red under each Council Plan Priority / Theme

Council Priority/ Theme	Complete	Green	Amber	Red	Report later	Total
Ensure communities are safe, strong and sustainable	1	1				2
Get it right for children and young people		3				3
Improve health, care and wellbeing	1	8				9
Promote sustainable and inclusive economic growth and tackle disadvantage	1	1				2
Delivering the plan and achieving best value	3	3				6
Total	6	16	0	0	0	22

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.



Ensure communities are safe, strong and sustainable**Progress the Community Justice Outcome Improvement Plan**

Action	Measures	Comments/ Progress	Status
Embed the national model for Community Justice in Scotland in South Lanarkshire Justice Services	Provide update reports to the Community Justice Partnership and the Safer South Lanarkshire Board	Over the last quarter public protection and all statutory work has continued in accordance with restrictions. Court reports have been delivered virtually where possible. In accordance with Chief Medical Officer advice, unpaid work has not been delivered face to face. Unpaid Work at Home and Other Activity have continued to be delivered to maximise our ability to deliver unpaid work where possible. The backlog in unpaid work hours is closely monitored and a recovery plan is in place and commencing over the coming weeks in accordance with changes to restrictions. A recovery plan is also in place to address the backlog in group work activity.	Green

Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential for benefits of all

Action	Measures	Comments/ Progress	Status
Improve management of all offenders including high risk offenders	Produce MAPPA annual report and present to the Community Justice Partnership	MAPPA Annual report has been submitted for 2020. Work ongoing for 2021 submission.	Complete

Get it right for children and young people**Care and protect vulnerable children and young people**

Action	Measures	Comments/ Progress	Status
Implement the Corporate Parenting Strategy and Action Plan	Report the number of looked after children by placement type in order to compare home and community placements on a 6 monthly basis	In Quarter 4, there were a total of 766 looked after children. The balance of care being 705 (92%) in a Community setting and 61 (8%) in a residential setting. This is in line with the Scottish average. Within this split is a wide range of placement types and options, aimed at ensuring that all our children and young people are cared for in a setting appropriate to their needs. There has been an increase of 7 looked after children/young people since Q4 last year.	Green
Work in partnership to resource carers appropriately in their caring role	Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers	Action For children continue to fulfil the requirements of the Carers (Scotland) Act 2016. Children and Families service and the Planning Section continue to provide support and oversight to ensure that young carers needs are being met.	Green
	Monitor the current commissioned carer support services, information and engagement services in respect of young carers will be remodelled	Action for Children now provide the service for young carers within SLC. They have an established data base for monitoring the progress of the requirements of the act as it pertains to young carers. The current pandemic has impacted on their ability to meet families face to face to under take statements. They however have put systems in place to ensure the regular contact is maintained.	Green

Improve health, care and wellbeing**Care and protect vulnerable adults**

Action	Measures	Comments/ Progress	Status
As a result of multi-agency inspections, continue to improve outcome for people to live in their own homes and communities for as long as possible	Continue to deliver robust action plans which may arise as a result of inspection activity across the Resource	For those services inspected in 2020, action plans are in place The Care at Home Services have individual action plans, and a Transformation Board is driving forward improvement plans for the whole service. Following the Joint Inspection of Children's Services in 2019, and action plan has been agreed with the Care Inspectorate and regular updates provided. Planning is well underway for an inspection of Adult Support and Protection.	Green
Monitor vulnerable adults referrals/activity	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults under 65	In Quarter 4 the Resource worked with a number of service users aged under 65 as a result of Adult Support and Protection (ASP) issues. There were 192 ASP inquiries, with 75 investigations started in the period and 4 protection plan being progressed. From 1 April 2020 to 31 March 2021, there were 893 inquiries, 347 investigations and 25 protection plans.	Green
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	In Quarter 4 the Resource worked with a number of service users aged 65 over as a result of Adult Support and Protection (ASP) issues. There were 457 ASP inquiries, with 171 investigations started in the period and 5 protection plan being progressed. From 1 April 2020 to 31 March 2021, there were 2059 inquiries, 814 investigations and 21 protection plans.	Green

Improve health, care and wellbeing**Deliver better health and social care outcomes for all**

Action	Measures	Comments/ Progress	Status
Continue to monitor the impact of eligibility criteria/prioritisation for service users and carers on a six monthly basis	Roll out and monitor the impact of eligibility criteria/prioritisation for service users and carers on a six monthly basis	Eligibility criteria has successfully been rolled out and all relevant training has been undertaken.	Complete

Improve health, care 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 on progress against trajectories for the 6 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	<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. Data for January – March 2021/2020 is not yet available. However year on year comparison between April – November shows</p> <ul style="list-style-type: none"> • A&E attendances down by 27% against 2019/20 • emergency admissions down by 23% against 2019/20* • unscheduled bed days (Acute) down by 25% against 2019/20* • Unscheduled Care (UC) Bed days Acute/Geriatric Long Stay (GLS)/Mental Health (MH) down by 32% against 2019/20* • delayed discharge non-code nine bed days down by 53% against 2019/20 <p>*(NB emergency admissions and unscheduled care bed days will increase as episodes of care are completed.)</p> <p>The improved performance in delayed discharge has continued in SLHSCP alongside the whole system roll out of Planned Date of Discharge multi-disciplinary approach.</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 10.1%. As the range of services in the community setting increases, it is expected that the numbers of people who spend the last six months in the community will similarly increase.</p> <p>Balance of care The percentage of people over 75 who are not thought to be in any other setting, or receiving any Home Care, has increased since 2015/16 and given the increase in the 75+ age group, the 2015/16 percentage remains the target through to 2019/20.</p>	Green

Improve health, care 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	<p>The Strategic Commissioning Plan (SCP) and the issue of Directions to the Health Board and the Local Authority for the financial year 2020/2021 was approved on 30 March 2020.</p> <p>The IJB acknowledged the potential impact of the Covid-19 pandemic on each partner's ability to implement the strategic commissioning intentions and the Directions as originally planned.</p> <p>To date there have been 37 Directions issued by the IJB.</p>	Green
Extend the range and choice of day opportunities for older people	Develop and modernise day care services for older people which supports personal outcomes	<p>The Outreach day service which was developed in response to the Covid pandemic remains in place and building based day services have not recommenced during quarter 4. There are recovery plans in place to gradually re-open building based day services from mid-May 2021 which will be guided by the Scottish Government's easing of restrictions and informed by local public health information.</p> <p>The Day Service Review report was delivered during the period February/March 2021 to the Integration Joint Board and SW Committee. Plans are now being developed to continue with consultation which will focus on designing a remodelled service.</p>	Green

Improve health, care and wellbeing**Deliver better health and social care outcomes for all**

Action	Measures	Comments/ Progress	Status
Implement Government Strategies relating to mental health, additional support needs, physical, sensory and learning disability	Provide updates on national strategies, e.g. See Hear, Mental Health	<p>The See Hear strategic planning group has been temporarily suspended due to the pandemic. However, information detailing supports available for people living with a sensory impairment have been widely distributed.</p> <p>In relation to the Mental Health Strategy, a review and redesign of Hospital Based Complex Clinical Care bed provision for Old Age Psychiatry is underway, a proposal and business case has been agreed; consultation and engagement with families and carers is being planned. A review of the Mental Health Rehab and Recovery Service is also being undertaken with a number of process mapping workshops examining inpatient and community rehabilitation services. In addition, transfer of South Lanarkshire CMHT's from current hosting arrangements in North Lanarkshire is being considered.</p>	Green

Promote choice, control and flexibility in social care

Action	Measures	Comments/ Progress	Status
Work in partnership to support carers to continue in their caring role	Monitor and report on the remodelled commissioned carer support, information and engagement services	Lanarkshire Carers and Action for children are the main providers of our Adult Carers and Young Carers support services. Due to Covid 19 demands on Adult Carers Supports and Services have increased. Services developed digitally in response to the pandemic and additional funding was provided by Scottish Government and the Health and Social Care Partnership to support carers in having a creative break from caring. The delivery of traditional day care and respite services had to change as restrictions on social interactions changed.	Green

Promote sustainable and inclusive economic growth and tackle disadvantage**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	Monitor and report on the Participation and Involvement Strategy	The updated Social Work Participation and Involvement Strategy 2020-23 is now available to download by staff and service users. Throughout the Covid pandemic effort has continued to involve service user and identify their views individually and collectively. Where possible, staff have maintained contact with individuals and families by a range of electronic systems enabling continued involvement. Consultation has continued to take place, most recently in relation to Home Care, Adult Support and Protection and Advocacy.	Complete

Tackling poverty and deprivation

Action	Measures	Comments/ Progress	Status
Contribute to the tackling poverty agenda	Provide detail of the income generated (benefit awards/back dated benefits/debt advice) for clients of the Money Matters Advice Service on a quarterly basis	Outcomes for people supported by local Money Matters Advice Service teams in quarter 4:- Number of new cases - 1116 Weekly benefits - £98,042 Backdated benefits - £869,458 Annual Benefits - £5,967,642 New debt dealt with - £1,232,180 Advice where issues resolved at 1st contact(this is additional to number of new cases) 2881	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	Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	The annual risk register was presented and approved at Social Work Committee on 20th January 2021. The Corporate Risk Register is currently under review and the Social Work Risk Register and associated risk scorecards will be reviewed in line with the three lines of defence model. A report will be presented to Social work Committee in November 2021.	Complete
Ensure monitoring, compliance and control of externally purchased services	Ongoing monitoring of the quality of care provided by externally purchased services	<p>Within South Lanarkshire, we currently have 110 externally registered Care Services. Care Homes for Children and Young People (18), Five of these services newly registered in 2020. Care Homes for Older People (38) Four of these services have changed ownership in 2020. Two services have grades of weak in the area of support/wellbeing (Kingsgate, East Kilbride and Clinton House, Larkhall). Care Homes for Adults (15) One service is adequate and others good and above. Arran House has no grades recorded as registered late 2019. There are 27 Housing support services registered. Care at Home Services (34) six services no inspection grades, three services adequate and the remaining services good and above. (Housing Support and Care at Home can be dual registered services). Support Services Day Care (5) one with no inspection grades, two good, and two very good.</p> <p>Regular reporting of these services grades are being developed and will be circulated across the Resource.</p>	Green
Produce annual Chief Social Work Officer Report	Chief Social Work Officer Report is produced and forwarded to Scottish Chief Social Work Officer by September 2020	The Chief Social Work Officer report 2019/2020 was submitted to the Scottish Government in October 2020.	Complete

Delivering the plan and achieving best value**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	Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability; Homecare and Respite	All statutory returns due from 1 April 2020 to 31 March 2021 have been completed and submitted within agreed timescales.	Complete
Ensure registered care services are compliant with health and social care standards	Report on annual care inspectorate evaluations of our 42 registered services	South Lanarkshire, Social Work registered Care Services total (40). Care Homes for Older People (6), Dewar House having adequate grades and the remaining care homes good and above. Care Homes for Children and Young People (6) All graded good and above. Children's Community Support Services (3) Fostering, Adoption and Support Carers all graded good and above. Support Services Older Peoples Day Care (13) all graded good and above. Support Services Adult Lifestyles (6) 5 graded very good and 1 excellent. Support Services Adult Community (2) graded Good and above. Care at Home (4) 2 graded adequate, 1 good, 1 very good. Only 6 services have been inspected in 2020, all services have completed their annual returns.	Green

Delivering the plan and achieving best value**Improve the skills, flexibility and capacity of the workforce**

Action	Measures	Comments/ Progress	Status
Contribute to a fair, healthy and sustainable food system	Contribute to the development of the Council's Food Strategy which will encompass social, health, economic and environmental concerns related to food	<p>A Project Review Group has now been established and the first meeting took place on 25th February 2021. The purpose of this group is to increase collaboration across partners so that food sourced, prepared, and served in schools and council properties supports the development of healthier, fairer, and more sustainable food systems" (Good Food Strategy, 2020-2025).</p> <p>There is ongoing work being developed within this Project Review Group and this will be reported through the progress update report of the Good Food Strategy (at Q2 and Q4) to the Climate Change and Sustainability Committee. This is linked with the Monitoring Framework of the Procurement Strategy (2020-2023).</p>	Green