

# Report

Report to:	<b>Social Work Resources Committee</b>
Date of Meeting:	<b>20 January 2021</b>
Report by:	<b>Director, Health and Social Care</b>

Subject:	<b>Social Work Resource Plan: Quarter 2 Progress Report 2020/2021</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Social Work Resource Plan Quarter 2 Progress Report 2020/2021, for the period 1 April 2020 to 30 September 2020

## 2. Recommendation(s)

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

- (1) that that the Social Work Resource Plan Quarter 2 Progress Report 2020/2021 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;
- (3) that the areas for improvement and associated management actions as detailed in paragraph 5.4. of this report, be noted; and
- (4) that the additional scrutiny of reporting the updated status of those measures identified as 'report later' at Quarter 4 2019/2020, as summarised in paragraph 5.5. and detailed at Appendix 3 of this report, be noted.

## 3. Background

- 3.1. The Social Work Resource Plan 2020/2021 was approved by this Committee on 19 August 2020 and sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2020/2021.
- 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 2017-2022.
- 3.3. As Elected Members are aware, due to the COVID-19 Pandemic, the Council was forced to suspend or reduce a number of services that could not be continued in full due to government advice, including adhering to physical distancing requirements for residents and for staff. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. There has been an inevitable impact on performance in some areas.

#### 4. Resource Objectives 2020/2021

- 4.1. The Resource has established a number of objectives to support the delivery of the Connect Priorities in 2020/2021. These are detailed at Appendix 1.

#### 5. Quarter 2 Progress Report 2020/2021

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 2 Progress Report 2020/2021, 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. Measures which are classified as 'red' are considered in detail at section 5.4. of this report. To ensure adequate scrutiny of performance across all Resources, the Council's Performance and Review Scrutiny Forum may consider 'red' and/or 'amber' measures at a future meeting.

- 5.2.1. The overall summary of progress to date is as follows and performance should be considered in the context of the impact of responding to COVID:

Status	Measures			
	Statistical	Project	Total	%
Blue	0	0	0	0%
Green	11	21	32	88%
Amber	0	0	0	0%
Red	2	0	2	6%
Report later/Contextual	1	1	2	6%
<b>Totals</b>	<b>14</b>	<b>22</b>	<b>36</b>	<b>100 %</b>

- 5.3. Key achievements for 2020-21, to date, are noted below:

Connect Priority	Ensure communities are safe, strong and sustainable
<b>Resource Objective</b>	<b>Achievement</b>
Progress the Community Justice Outcome Improvement Plan	The Unpaid Work Service has adapted their group work programmes to ensure the service can continue in the face of the current social distancing

	restrictions in place. Services are being run virtually or in smaller groups where possible.
Provide access to timely support and interventions for people/groups who are disadvantaged	To date 282 out of 296 (95%) of drug and/or alcohol clients who were referred for treatments and/or psychosocial intervention started treatments within three weeks of being referred.
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	To date 379 out of 385 (98%) of Criminal Justice Social Work reports requested were submitted to the court by the due date.

<b>Connect Priority</b>	<b>Promote sustainable and inclusive economic growth and tackle disadvantage</b>
<b>Resource Objective</b>	<b>Achievement</b>
Tackling poverty and deprivation	The Money Matters Advice Service has continued to deliver support to service users; to date 1,214 new cases have been awarded benefits, backdated benefits, and/or assisted with debt.
Strengthen engagement with service users and carers	Our Participation and Involvement Strategy 2020-2023 has been published and is now available online.

<b>Connect Priority</b>	<b>Get it right for children and young people</b>
<b>Resource Objective</b>	<b>Achievement</b>
Care and protect vulnerable children and young people	<p>The Young Carer's Service has adapted ways of working and continued service delivery throughout the Pandemic, staff have used a range of methods to keep in touch with young carers and their families.</p> <p>To date three children have been made subject to a Compulsory Supervision Order, and all children (100%) were seen within the 15-day timescales.</p> <p>In addition, to date of the 123 reports submitted to the Scottish Children's Reporter Administration, 112 (91%) were submitted within the 20-day timescale which is a marked improvement from 2019/20.</p>

<b>Connect Priority</b>	<b>Improve health, care and wellbeing</b>
<b>Resource Objective</b>	<b>Achievement</b>
Deliver better Health and Social Care outcomes for all	The resource continues to monitor the impact of the eligibility criteria through feedback from service users and analysis of complaints received. To date, no complaints have been made in regard to the eligibility criteria.

Promote, choice, control and flexibility in Social Care	To date 209 new carers were supported by dedicated Welfare Rights Officers via the Money Matters Advice Service.  Lanarkshire Carers Centre commenced operation of our Adult Carers Support Services Contract from the start of Quarter 2. During the Pandemic they have continued to support carers by phone and on digital platforms.
Care and protect vulnerable adults	To date of the 133 local authority Welfare Guardianship visits due, 127 (95%) were held within timescales.  In addition, of the 1296 private Welfare Guardianship visits due to date, 1,188 (92%) were held within timescales.

5.3.1. In addition to working towards these Priorities, 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 objectives have also been identified under the heading Delivering the Plan and achieving Best Value.

<b>Delivering the Plan and achieving Best Value</b>	
<b>Resource Objective</b>	<b>Achievement</b>
Develop improvement activity and promote scrutiny	All statutory returns to the Scottish Government due to date were submitted within requested timescales.  Of the six children's residential houses, 5 achieved 'very good', and 1 'good' in their latest inspection reports. The Fostering and Adoption Services, and Supported Carers all received 'very good'. Of our six Lifestyles Centres, 1 was 'excellent', 5 'good', with our Care and Support Service also recorded as 'good'.

5.4. Areas for improvement  
Measures that have been classified as 'red' (major slippage against timescale or shortfall against target) are noted below, together with the reason why, and the management action now being taken, where applicable.

<b>Connect Priority</b>	<b>Ensure communities are safe, strong and sustainable</b>	
<b>Resource Objective</b>	<b>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</b>	
<b>Measure</b>	<b>Comments/Progress</b>	<b>Action by Manager (where applicable)</b>
75% of offenders on CPO unpaid work requirement are seen within five working days by their case manager	To date 54% (30 out of 56) of unpaid work inductions were held within the five-day timescale following commencement of a CPO.	The Unpaid Work Service could not operate for a period of time as a result of the Pandemic and some inductions could not take place within timescales.
75% of people starting their placement within	To date 39% of unpaid work placements started within the	The Unpaid Work Service could not operate for a

<b>Connect Priority</b>	<b>Ensure communities are safe, strong and sustainable</b>	
<b>Resource Objective</b>	<b>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</b>	
<b>Measure</b>	<b>Comments/Progress</b>	<b>Action by Manager (where applicable)</b>
seven days of a CPO unpaid work	seven-day timescale. To date 56 Unpaid Work Orders have commenced and 45 have now started a placement albeit out with timescale.	period of time as a result of the Pandemic and therefore some placements could not start within timescales.

## 5.5. Report later

5.5.1 Measures in the quarterly progress report which are not red, amber or green can be assigned a status of 'report later' or 'contextual'. Of the six measures identified in those categories at Quarter 4 2019/2020, four are Local Government Benchmarking Framework indicators, for which the 2019/2020 results will not be published until February 2021. Progress on many of the measures was adversely affected by the COVID crisis. The updated status and explanatory narrative relating to the remaining six 'report later' measures is detailed at Appendix 3.

## 6. Employee Implications

6.1. The objectives noted within the Resource Plan will inform the Service Action Plans, where applicable, and in turn the Performance Appraisal process for individual employees.

## 7. Financial Implications

7.1. The objectives 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. The Community Plan 2017-27 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the actions contained within Connect.

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.

**Val de Souza**  
**Director, Health and Social Care**

7 December 2020

**Link(s) to Council Values/Objectives**

- ◆ The Resource Plan has been structured upon the Vision, Values and Priorities in the Council Plan Connect 2017-22

**Previous References**

- ◆ Social Work Resources Quarter 2 Progress Report 2019-20: 11 December 2019
- ◆ Social Work Resources Plan 2020-21 – approved by Social Work Resources Committee on 19 August 2020

**List of Background Papers**

- ◆ Council Plan Connect 2017-22 – endorsed by the Executive Committee on 8 November 2017 and approved by the full Council on 6 December 2017: mid-term review of Connect endorsed by the Executive Committee 24 June 2020
- ◆ Social Work Resources Plan 2020-21 – approved by Social Work Resources Committee on 19 August 2020

**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 2020-21

Connect Priority	Resource Objectives
<b>Ensure communities are safe, strong and sustainable</b>	<ul style="list-style-type: none"> <li>• Embed sustainable development strategy across Social Work Resources</li> <li>• Progress the Community Justice Outcome Improvement Plan</li> <li>• Provide access to timely support and interventions for people/groups who are disadvantaged</li> <li>• 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</li> </ul>
<b>Promote sustainable and inclusive economic growth and tackle disadvantage</b>	<ul style="list-style-type: none"> <li>• Tackling poverty and deprivation</li> <li>• Strengthen engagement with service users and carers</li> </ul>
<b>Get it right for children and young people</b>	<ul style="list-style-type: none"> <li>• Care and protect vulnerable children and young people</li> </ul>
<b>Improve health, care and wellbeing</b>	<ul style="list-style-type: none"> <li>• Deliver better health and social care outcomes for all</li> <li>• Promote good mental health and wellbeing</li> <li>• Promote, choice, control and flexibility in social care</li> <li>• Care and protect vulnerable adults</li> </ul>
<b>Delivering the Plan and achieving Best Value</b>	<b>Resource Objectives</b> <ul style="list-style-type: none"> <li>• Deliver and communicate the Council Plan and ensure high standards of governance</li> <li>• Develop improvement activity and promote scrutiny</li> <li>• Improve the skills, flexibility and capacity of the workforce</li> <li>• Promote equality and the well-being of staff</li> </ul>