

Social Services Committee  
27 February 2007

**IRVINE, 27 February 2007** - At a Meeting of the Social Services Committee of North Ayrshire Council at 2.00 p.m.

**Present**

Alan Munro, Margaret Munn, Ian Clarkson, Margie Currie, Jane Gorman, John Moffat, Samuel Taylor and Nan Wallace.

**In Attendance**

I. Snodgrass (Chief Executive); L Raeside, Head of Service (Finance and Performance); S Paterson, Head of Service (Children, Families and Criminal Justice) and S. Gault, Head of Service (Community Care) (Social Services); A. Grossart, Finance Manager (Finance); J. Stevenson, Communications Officer and M. McKeown, Corporate Support Officer (Chief Executive's).

**Also In Attendance**

David Cumming and Linda Connolly, Social Work Inspection Agency.

**Chair**

Councillor Munro in the Chair.

**Apologies for Absence**

John Bell, Drew Duncan, Jean Highgate, Alan Hill, Elisabeth Marshall, David O'Neill and John Reid.

**1. Presentation: Social Services Performance Inspection**

The Committee received a presentation from the Social Services Inspection Agency (SWIA) on the ongoing performance inspection of Social Services in North Ayrshire.

The overall role of SWIA is to improve the quality of Social Work Services in Scotland and to promote public confidence in these services. The performance inspection of Social Services in North Ayrshire is being carried out in consultation with staff, elected Members, and service users, and against SWIA's established Inspection Model. The inspection will evaluate Services in relation to:-

- key outcomes
- impact on people who use services
- impact on staff
- impact on the community
- delivery of key processes
- policy and service development
- management and support of staff
- resources and capacity building
- leadership and direction
- capacity for improvement

It is anticipated that a draft Inspection Report will be available to the Council for comment by June 2007 and a final report published by October 2007. Thereafter the Council will be required to put in place an action plan to address any recommendations arising.

Noted.

## **2. Minutes**

The Minutes of the Meeting of the Committee held on 16 January 2007, copies of which had previously been circulated, were confirmed.

## **3. Social Services Standing Sub Committee**

Submitted the annexed report (Appendix SS1), being the Minutes of the Meeting of the Social Services Standing Sub Committee held on 7 February 2007.

The Committee agreed to approve the Minutes.

## **4. Revenue Budget 2006/07: Budgetary Control**

Submitted report by the Assistant Chief Executive (Finance) on the budgetary control position for Social Services at the end of December 2006 and on projections to the end of financial year 2006/07.

Based on the position at the end of December 2006, Social Services is expected to break even by the end of financial year 2006/07. The Corporate Director will continue to take action to ensure a break even position is achieved.

Noted.

## **5. Strategic Service Statement 2007 - 2010**

Submitted report by the Corporate Director (Social Services) on the proposed Strategic Service Statement for Social Services over the period 2007 - 2010.

The Strategic Service Statement sets out the role of Social Services and its principle activities, outlines the main challenges facing the Service over the next 3 years, and proposes areas of activity that will be given priority over that period. Performance against the priorities set out in the Strategic Service Statement will be monitored and reported to Members.

The Committee agreed (a) to approve the Strategic Service Statement, as appended to the report; and (b) that a plain English version of the Statement be produced for the public.

## **6. Social Work Charges 2007/08**

Submitted report by the Corporate Director (Social Services) on proposed charges for Social Services for the financial year 2007/08.

The Committee agreed (a) to approve the proposed charges set out in the appendix to the report; and (b) that Day Care services be integrated within the non residential charging policy on the terms set out in the report.

## **7. Strategic Review of Learning Disability Services**

Submitted report by the Corporate Director (Social Services) on the findings of the Strategic Review of Learning Disability Services.

The Strategic Review of Services for people with learning disabilities was undertaken in order to ensure that the Council, in conjunction with its Partners, is providing services that continue to meet the needs of individual service users and their carers. The Review involved Partners in Health, Housing and Educational Services.

A range of stakeholders were represented on the Strategic Review Group and a consultation exercise was carried out to ensure that the views of service users and carers were obtained. The appendix to the report set out the key findings and recommendations arising from the Review in relation to:-

- Assessment and Care Management
- Housing and Support
- Childhood and Transitions
- Education and Lifelong Learning and
- Day Opportunities and Employment

The Committee agreed to approve the recommendations arising from the Strategic Review of Learning Disability Services as set out in the report.

## **8. Valedictory**

The Chair recorded his thanks to all elected Members and Officers who have contributed to the work of the Committee since 2003.

The meeting ended at 3.00 p.m.

**Social Services Committee**  
**27/02/2007**

Appendix No  
**SS1**

Social Services Standing Sub Committee  
7 February 2007

**IRVINE, 7 February 2007** - At a Meeting of the Social Services Standing Sub Committee of North Ayrshire Council at 2.00 p.m.

**Present**

Margaret Munn, Ian Clarkson, Jean Highgate and Nan Wallace.

**In Attendance**

S. Paterson, Head of Service (Children, Families and Criminal Justice), S. Gault, Head of Service (Community Care); L. Raeside, Head of Service (Finance and Performance); M. McKeown and C. Graham, Corporate Support Officers (Chief Executive's).

**Chair**

Councillor Munn in the Chair.

**Apologies for Absence**

David O'Neill.

**1. Service Performance Report**

Submitted report by the Corporate Director (Social Services) on the Service Performance Report for the 6 months ended 30 September 2006.

The Strategic Service Statement 2006/2009 set out the undernoted key priorities for Social Services over that period:-

- to successfully develop and resource an appropriate workforce plan
- to redesign Children's Services in accordance with the Strategic Review
- to redesign Older People Services to reflect changing demographics and the challenge of eradicating delayed discharges
- to redesign Adult Services to reflect a growing population and complexity of need
- to establish meaningful partnership working which bring tangible benefits to service users, carers and staff
- to enhance the current performance framework that supports a culture of continuous improvement, reduces bureaucracy and focuses attention appropriately
- to develop a financial strategy that considers resource allocation and competing demands while simultaneously acknowledging both the finite resource envelope and the need to continue to drive down costs while maintaining service levels

The Service Performance report, a copy of which was appended to the report, provided details on the performance of Social Services during the 6 months to 30 September 2006. The following information was highlighted:-

### **Performance Highs**

- Successful implementation of the Recruitment and Retention Strategy in relation to Qualified Social Workers within the Children and Families Fieldwork Service
- Appointment of additional staff to the Care at Home Service to reduce waiting times for the provision of this service
- Establishment of a specific post and supporting arrangements to develop the Direct Payments Scheme across all client groups
- Systematic approach to the determination of priorities within existing financial resources which have been reflected in effective budget management
- Positive contribution to the development of the Ayrshire Criminal Justice Partnership and the Community Justice Authority
- In conjunction with partners, the development and implementation of the Integrated Children's Services Plan
- Increased number of service users having access to an Intermediate Care facility through admission to the David White Centre
- Establishment of Working Groups with partner agencies to review services for older people on Arran and Cumbrae
- Continued emphasis on the Person Centred planning approach for adults with learning disabilities and the corresponding increase in the number of Person Centred Plans completed
- Additional services provided to adults with profound disabilities within their own tenancies
- Provision of appropriate care arrangements for adults with a range of disabilities previously on waiting lists for services
- Increase in the number of Carers Assessments completed
- Improved Throughcare services for those leaving prison
- Increase in community safety and public protection through rigorous supervision of offenders
- Ongoing programme for the upskilling of the relevant members of the Social Services workforce to meet Scottish Social Services Council (SSSC) requirements
- Implementation of Moving and Handling Training programme for staff
- Development of a Health and Safety Plan
- Action Plan for supporting front line staff
- Improvement in the percentage of Children's Hearing Reports submitted within 20 days and the percentage of children seen by a supervising officer within 15 days

### **Performance Lows**

- Staff absence rates failed to meet the Council target
- Delayed Discharge targets (as set by the Scottish Executive) not achieved
- Re-design of Community Care Services has not been able to be progressed within the original timetable for implementation
- Joint Future/Joint Community Care Plan has not been finalised
- Revised timetable for the re-design of Montgomery Court Residential Unit in Kilbirnie
- The Strategic Review of Services for Adults with Learning Disabilities now scheduled for completion by the end of March 2007
- Commissioned respite unit for adults with learning disabilities not yet in place due to a number of factors external to Social Services
- Local target to increase the number of service users receiving 10+ hours of support from the Care at Home service not achieved
- Replacement programme for replacement of children's units subject to revision in terms of the original timescales
- Development of an overall performance framework for Social Services

### **Immediate Priorities**

- Implementation of a strategy to reduce Delayed Discharges
- Completion of the implementation of in-house Community Care Service re-design to create locality teams for Older People's Services and Adult Services Specialist Teams
- Ongoing implementation of the Strategic Review of Older People's Services by completing the redesign of Montgomery Court
- Provision of specialised Day Care Services for people suffering from dementia
- Finalise and publish the Joint Future/Community Care Plan that will outline joint objectives for future developments with partner agencies
- Collaboration with partner agencies in the development of joint premises for staff within the North West Resource Centre in Largs
- Completion of the Strategic Review of Services for adults with a learning disability and development of an Action Plan for implementation of the key proposals
- Development of appropriate service provision (including Additional Support for Learning) to support young people moving in to Adult Services
- Agree funding structure for mental health retraction programme
- Implement revised arrangements for the transition of young people with disabilities into community care services
- Continue to work with partner agencies to consider the establishment of a Sensory Impairment Resource Centre
- Develop a service to support adults with a learning disability who have challenging behaviour
- Upgrading and maintenance at Interlink Day Care Service to be addressed

- Continue to implement the Care at Home redesign to increase flexibility at weekend/evenings
- Finalise the implementation of a revised management structure and increased staffing levels for the existing residential children's units
- Progress the next phase of the Residential Child Care Strategy to replace existing children's units with accommodation that is purpose built and meets the standards of the Care Commission
- Ongoing recruitment of 'fee based' Foster Carers
- Finalise the arrangements for appointment of additional staff to assess the needs of children with complex needs as they move in to Adult Services
- Contribute to the implementation of the Integrated Children's Service Plan
- Development of a new Throughcare facility
- Contribute to the development of the Community Justice Authority as it becomes established and fully operational
- Ongoing review of procedures in order to ensure that people placed on probation receive an appointment within seven days
- Improved targeting of community disposals so that people placed on probation are at least of medium risk of re-offending and those receiving Community Service Orders are at least of moderate risk of custody
- Develop IT systems in order to improve efficiency and effectiveness of the Criminal Justice Service
- Continue to manage expenditure to deliver a balanced budget for the full year

The officers in attendance responded to Members' questions and provided clarification on the information presented in the report. Issues surrounding funding for the provision of aids and adaptations, and fee-based carers, were discussed.

Noted.

The meeting ended at 3.10 p.m.