

DUNDEE CITY COUNCIL

REPORT TO: PERSONNEL COMMITTEE - 16 APRIL 2007

REPORT ON: DUNDEE JOINT EQUIPMENT SERVICE - STAFFING STRUCTURE

REPORT BY: DIRECTOR OF SOCIAL WORK AND ASSISTANT CHIEF EXECUTIVE (MANAGEMENT)

REPORT NO: 207-2007

1.0 PURPOSE OF THE REPORT

1.1 This report advises of the proposed staffing structure for the Dundee Joint Equipment Service and seeks approval for the changes in the staffing establishment necessary.

2.0 RECOMMENDATIONS

2.1 It is recommended that the Personnel Committee approves:-

2.1.1 The staffing structure attached as Appendix 1

2.1.2 The establishment of one post of Equipment Services Officer graded AP4, £21,861 - £24,201

2.1.3 The redesignation of the post of Store Person, Occupational Therapy Service to the post of Practical Assistant graded GS3, £15,201 - £15,828

2.1.4 The establishment of one post of Store Person graded Manual Worker - Grade 2, £222.17 per week.

2.1.5 The establishment of 1.5 post of Clerical Assistant graded GS1/2, £11,211 - £14,940

2.1.6 Increase hours of the post of Cleaner, Occupational Therapy Store from 10 hours to full time; i.e. 37 hours, graded Manual Worker - Grade 1, £215.03 per week.

3.0 FINANCIAL IMPLICATIONS

3.1 The financial arrangements for the Joint Equipment Service were detailed in previous Report Number 53/2005. That report outlined the financial framework through which the partnership of Dundee City Council and NHS Tayside would fund the initial capital and ongoing revenue for this project. The proposed staffing structure will cost £212,000 per annum at 2007/2008 prices. Funding for the staffing establishment is contained within existing Social Work Department and NHS Tayside staffing budgets.

4.0 SUSTAINABILITY POLICY IMPLICATIONS

4.1 One objective of the Joint Equipment Service is to improve the recycling and the use of equipment in the community and it will have a positive impact in this regard. The equipment services play a key role in social inclusion ensuring that people who are chronically sick or disabled are supported to maintain their independence.

4.2 The services will also provide improved access to information and advice through the Disabled Living Centre.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 The Joint Equipment Service will assist in the social inclusion of people who are chronically sick or disabled by assisting in the maintenance of their independence.

6.0 BACKGROUND

- 6.1 Reference is made to Report 53/2005 to the Social Work Committee on 17 January 2005 where the commissioning of the Joint Equipment Service for Dundee on behalf of Dundee City Council and NHS Tayside was agreed. The Joint Equipment Service is to be hosted by Dundee City Council Social Work Department and to be operated by them on behalf of the partnership.

- 6.2 The proposed outcomes at that time were that the service development would produce:

- Increased capacity through economies of scale and the integration of existing scattered resources;
- More effective use of equipment resources through improved recycling, repair and infection control systems, and through IT based tracking and recovery systems;
- A single, more efficient system for the delivery installation and uplift of equipment;
- Reduction in waste and inappropriate provision by giving service users the opportunity to try equipment before it is provided;
- More effective deployment of existing staff;
- Access for health and local authority staff to up to date equipment for demonstration and assessment purposes;
- A permanent display of a range of domestic equipment;
- Ongoing provision of information and training on new equipment developments;
- Reduction in inappropriate use of staff time (e.g. district nurses) in delivering equipment;
- Reduction in discharges delayed because of delays in the provision of equipment;
- A single, equitable access system for the provision of equipment utilising single shared assessment and competency based practice;
- Added value through the co-location of staff with a body of expertise in disability issues.

And for the Service Users:-

- A single point of access for information and the provision of equipment;
- Access, both on a call-in basis and by appointment;
- Provision of equipment which is safe and appropriate to their needs;
- Enhancement of the ability to remain at home;
- A reduction in waiting time for the provision of equipment;
- Ability to obtain information from the service by telephone, E: mail, written and personal enquiries.

In addition the service would:-

- Provide a cleaning and maintenance service to meet current regulatory standards; this is not fully available on any site at present;
- Provide a Disabled Living Centre which will provide an information, advice and demonstration service to professionals and the public on all aspects of equipment and disability;
- Provide an operational base for Local Authority Occupational Therapy staff and administrative support staff.
- Rationalise delivery, installation and uplift arrangements by the creation of a more efficient and effective single system. This will also provide quicker delivery of items.
- Introduce recycling arrangements which meet current health and safety and infection control standards. This would include cleaning and repair facilities which will track and maintain equipment to a higher standard.
- Make more efficient use of existing administrative support.
- The building programme is well advanced and the proposals in this report set to place the staffing necessary to operate these new services.

7.0 PROPOSALS

- 7.1 The staffing structure brings together the store staff currently based at the Social Work Department's Occupational Therapy Service Store at Market Mews and the Community Equipment Loan Service at Wallacetown Health Centre. It also brings together the support staff currently of the Occupational Therapy Service and those staff based at Wallacetown whose responsibility is for the Community Loan Service.

The staffing structure reflects the increased scale of the service, the greater complexity of its operation given its location within a partnership arrangement and the expectation of improved standards of service delivery to the public. The scale of the service initially will be equivalent to the combined volume of the current Occupational Therapy Service and the Community Loan Service. The volume will continue to increase as the balance of care for both Health and Social Work continues to move further towards the community. The complexity relates to the expectation that the service will be able to work proactively to meet the needs of the partnership and will expand the user base. The increased expectations relate to improved public response, improved recycling, economies of scale around procurement and higher standards of health and safety and infection control regarding the management of equipment.

- 7.2 The staffing establishment reflects these high expectations of the service.
- 7.3 The Equipment Services Officer graded AP4, £21,861 - £24,201, is a key position. The post holder will direct a dynamically developing service. As well as this they will be required to manage equipment budgets on behalf of both partner agencies, to manage budgets and provide management reports on behalf of a partnership, and to manage a service which will deliver a more responsive and higher standard of service than either individual partner agency is providing currently.
- 7.4 The creation of the two posts of Practical Assistant graded GS3, £15,201 - £15,828, was previously reported in Report 315-2006 to the Personnel Committee on 14 August 2006. The further post created in this report relates to the increased scale of the new joint service. The grade reflects the higher level of expectation of the post with regards to the following up of equipment issue and reporting on its use. The upgrading of this aspect of the service is central to the improvement in the capacity of the service. The/...

The post holders will be trained to a higher level to carry out equipment installation and maintenance, testing and follow up check visits to clients to support the appropriate use of equipment. This will improve the quality of our service to the public and ensure the effective ongoing use of equipment.

- 7.5 The post of Store Person and the post of Cleaner are essential to the operation of the store. They will be responsible for the receipt of deliveries; the cleaning and maintenance of returned equipment; storage; stock control and preparation of equipment in a manner that meets current infection control and health and safety requirements. The grade of Store Person, Manual Worker - Grade 2, £222.17 per week, reflects the duties of equipment delivery, home visiting and reporting on the use of equipment having been removed and included in the Practical Assistant role. The increase in hours for the post of Cleaner is due to the increase in equipment.
- 7.6 The revision in the clerical assistant establishment takes account of the ongoing needs of the Social Work Department occupational therapy service, the administration support needs of the Social work Department equipment provision, the NHS community loan service, and the Disabled Living Centre. Currently these responsibilities are carried out by four staff within occupational therapy, two staff within NHS, and additional support being provided for the Disabled Living Centre (Ability Centre) by reception staff at the Mackinnon Centre. Initial economies of scale and the implementation of common systems will allow us to provide this service with 5.5 FTE. An increase of 1.5 FTE from the existing 4 FTE within the occupational therapy service is required to provide support to all services in the new building.
- 7.7 Staffing will be met by a combination of recruitment and matching from existing services.
- 7.8 The Social Work Department Occupational Therapy store staff and clerical staff will transfer to the new location on existing conditions. The staff currently employed in the Community Loan Service in Wallacetown will transfer as part of the partnering agreement. In the longer term these posts will be recruited by Dundee City Council as vacancies arise and ultimately the Equipment Service will be fully staffed by Dundee City Council. At this time the expectation is that three NHS Tayside staff will transfer into the new service although this is still subject to negotiation with the individuals.
- 7.9 The time frame for the completion of the building programme and therefore the transfer of services is June 2007.

8.0 CONSULTATION

- 8.1 The Chief Executive, Depute Chief Executive (Support Services) and Depute Chief Executive (Finance) have been consulted in the preparation of this report. Consultation has also taken place with NHS Tayside and the relevant Trade Unions.

9.0 BACKGROUND PAPERS

- 9.1 Committee Report Number 53-2005 Dundee Joint Equipment Service and Committee Report Number 315-2006 Social Work Department - Occupational Therapy Service - Review of Staffing Structure.

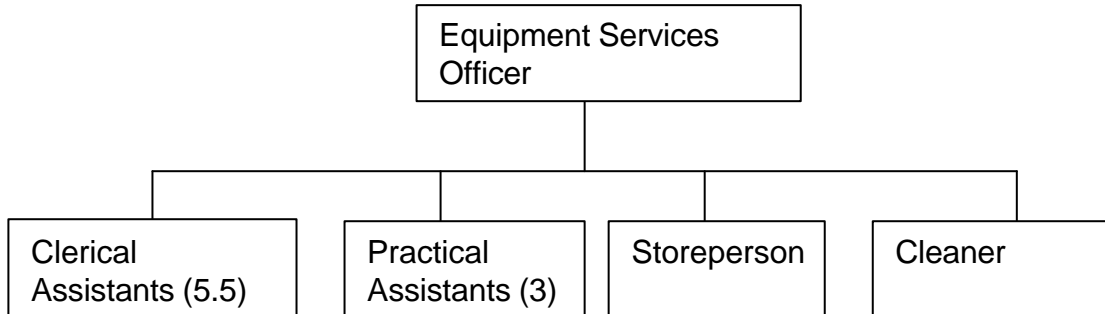
Alan G Baird
Director of Social Work

9 April 2007

Jim Petrie

Assistant Chief Executive (Management)

9 April 2007

JOINT EQUIPMENT SERVICE – PROPOSED STAFFING STRUCTURE**CURRENT STAFFING POSITION**

	Proposed Establishment	Currently	Vacancies
Equipment Services Officer	1 FTE		1 FTE
Clerical	5.5 FTE	3 FTE Dundee City Council 2 FTE NHS Tayside	0.5 FTE
Practical Assistants	3 FTE	2 FTE	1 FTE
Storeperson	1 FTE	1 FTE NHS Tayside	
Cleaner	1 FTE		1 FTE