

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE – 28 SEPTEMBER 2015

REPORT ON: SOCIAL WORK DEPARTMENT SERVICE PLAN REVIEW

REPORT BY: HEAD OF SERVICE STRATEGY, INTEGRATION, PERFORMANCE AND SUPPORT SERVICES

REPORT NO: 331-2015

1.0 PURPOSE OF REPORT

This report reviews and concludes the performance of the Social Work Department during 2014/2015 in relation to its Service Plan 2012-2017.

2.0 RECOMMENDATIONS

It is recommended that Committee:

- 2.1 note the content of the Social Work Department Service Plan Review.
- 2.2 note the key achievements as outlined in paragraph 4.1.
- 2.3 note the areas where improvement is continuing to be progressed as outlined in paragraph 4.2.

3.0 FINANCIAL IMPLICATIONS

- 3.1 All actions noted in this report are funded from within the Social Work Department's approved revenue budget for financial year 2014/2015.

4.0 MAIN TEXT

- 4.1 The Department has made the following improvements or sustained a target level in its priority performance indicators:

Children's Services and Criminal Justice

- **The number of young people placed in secure accommodation.** This totalled 5 young people in 2014/15 compared with 6 in 2013/14. This indicator has significantly improved from high levels of secure accommodation up to 2013. The reduction has mainly been brought about by targeted use of intensive community based and residential services for young people.
- **The % of children de-registered after less than one year on the child protection register.** This was 91% in 2014/15 compared with 88.8% in 2013/14. This is a significant improvement for the Department and is now above the national average of 89%. As a rule, children in Dundee are not on the child protection register for more than one year.

- **Number of children secured in adoptive placements.** This has increased from 13 in 2013/14 to 15 in 2014/15. The number of children secured in adoptive placements is dependent on a number of factors: the number of children identified as requiring adoption, the availability of suitable adopters and the legal process via the Children's Hearing and Courts which enable children to move to prospective adoptive placements. Dundee City Council has a Permanence Action Plan which seeks to address these areas on an ongoing basis. In 2014, 25 children were matched with adoptive families, although there have been delays in moving some of these children to these placements due to legal issues. In the first 5 months of 2015 there have been 16 children matched.
- **The % of individuals (subject to a Community Payback Order) on level 1 unpaid work completed within specified timescales.** This has increased to 66% completion rate in April 2015 from 64% in April 2014.

Community Care

- **% of people requiring reduced or no homecare following enablement.** The total was 71% in 2014/15 compared to 63% in 2013/14. This increase shows that more people require less support or no further support to live independently after using our Enablement services.
- **% of all Occupational Therapy assessments completed within 20 days.** This figure has been maintained at 93% in 2014/15, at the same % as in April 2013/14 (93%).
- **Number of people with a learning disability who have productive day opportunities (employment, volunteering or education).** This has continued to increase with 605 people in 2014/15 with productive opportunities compared with 574 in April 2013/14. The service is still working towards its target of 1146 placements.
- **Number of carers' assessments completed.** This has increased to 87 in April 2014/15 from 64 in 2013/14.
- **% of carers who find it easy to get clear information about the range of social work services available.** This figure has seen a large increase to 67% in April 2015 from 58% in April 2014. Ongoing work with the Dundee Carers Centre and the roll out of revised carers' assessment processes have allowed the Department to progress towards ensuring carers are provided with services and can access the information they require.

Social Work General

- **Income generated for Dundee citizens as a result of successful claims for welfare benefits and tax credits (£).** This has increased to £4,896,623 in 2014/15 from £4,157,825 in 2013/14.
- **Annual cash amount of ongoing benefit/credit gained per case.** This has increased to £3,202 in 2014/15 from £2,972 in 2013/14.

4.2 The following indicators have shown a decline in trend and will be subject to detailed performance review in the period ahead:

Children's Services and Criminal Justice

- **Number of high risk victims of domestic abuse discussed at MARAC meetings.** This figure has decreased in 2014/15 to 127 from 130 in 2013/14. A large increase had been seen from 2012/13 to 2013/14 but this progress was not maintained. An external evaluation of MARAC was completed in 2014. This highlighted significant capacity issues associated with the transition of Tayside Police to Police Scotland that directly impacted on capacity within MARAC to receive referrals. Remedial actions have now been agreed and implemented, however the capacity issues experienced in 2014 have delayed the progress of plans to incrementally increase referral levels towards the target level. Incremental increases in referrals are now taking place but will be delivered behind the original target date.
- **% of individuals commencing a Community Payback Order (CPO) within 7 days (unpaid work or other requirements).** This has reduced from 58% in 2013/14 to 50% in 2014/15. Since the introduction of CPOs in 2011, this figure has fluctuated between 50-58%. Everyone who is sentenced to a CPO is instructed to start within this timeframe and where they fail to do so, appropriate enforcement action is taken. It should be noted that early engagement is important as this is deemed to be a factor in ensuring orders are successfully completed. However, successful completions remain at 76% and do not appear to have been adversely affected by this reduction.



Community Care

- **Number of people receiving Direct Payment.** This figure has decreased slightly to 49 in April 2014/15 from 50 in 2013/14. There is work being progressed across the city to highlight the benefits of self-directed support and ensure people are offered the relevant assessments for Direct Payments. Although the figures have decreased, Direct Payment spend has increased to £776, 814 in 2014/2015 from £763,479 in 2013/12014.
- **% of OT service users seen within 24 hours of referral.** This has reduced to 24% in 2014/15 from 32% in 2013/14. This reduction has arisen as a result of an increase in the volume of referrals being received on a monthly basis with limited staff capacity to manage the increase. In line with eligibility criteria, priority has been given to seeing those people requiring discharge from hospital and at critical risk within 24 hours to ensure that those most at risk receive the quickest service.

4.3 The table below presents the Department's top priority performance indicators:

Key Performance Indicators

Definition	11/12	12/13	13/14	14/15	2017 Target	Improvement Status
Number of young people placed in secure accommodation per year	19	13	6	5	12	↑
% of children de-registered after less than one year on the child protection register	72%	90%	89%	91%	85%	↑
Number of children secured in adoptive placements	18	13	13	15	19	↑
% of individuals on level 1 unpaid work completed within specified timescales	73%	61%	64%	66%	90%	↑
% of individuals commencing CPO within 7 days(unpaid work or other requirements).	50%	55%	58%	50%	60%	↓
Number of high risk victims of domestic abuse discussed at MARAC meetings.	80	101	130	127	208	↓
Number of people receiving Direct Payment		48	50	49	95	↓
% of people requiring reduced or no homecare following enablement	54%	58%	63%	71%	61%	↑
Number of people with a learning disability who have productive day opportunities (employment, volunteering, education).	955	526	574	605	1146	↑
% of carers who find it easy to get clear information about the range of social work services available	58%	58%	58%	67%	80%	↑
Number of carers' assessments completed	114	104	64	82	184	↑
% of OT service users seen within 24 hours of referral.	35%	38%	32%	24%	40%	↓
% of all Occupational therapy assessments completed within 20 days	74%	N/A	93%	93%	80%	↔

Definition	11/12	12/13	13/14	14/15	2017 Target	Improvement Status
Income generated for Dundee citizens as a result of successful claims for welfare benefits and tax credits (£).	£3.1 million	£3.1 million	£4.3 million	£4.8 million		
Annual cash amount of ongoing benefit/credit gained per case	n/a	£2887	£2972	£3202		

4.4 **Highlights**

The Department's key achievements during the year were:

- The Department has continued to reduce the number of young people in secure accommodation to 5 in 2015, this is half the target of 12 set for 2017. This reduction ensures children remain in their communities and have access to local services which will be available to them into adulthood. Significant improvement has been brought about by ensuring more targeted use of local services.
- The Department has successfully worked across services and multi-agency partnerships to develop and implement the Protecting People Communication Strategy which was established in September 2014. As part of this strategy, the Financial Harm Group has set up a Calendar of Action for 2015. This includes regular inputs on scams and rogue traders in local newsletters/LCPP on the joint Facebook page with the Community Safety Partnership which was launched in April 2015, and on the ASP website <http://www.dundeeprotects.co.uk/> Leaflets have been developed for financial harm and scams and distributed at events such as the November 2014 Police Doorstep Crime/Rogue Traders/National Consumer Week, Citizen's Advice Bureau Scams awareness month, Elder Abuse Day and Farmer's Markets in June 2014 and a Financial Harm 'Think Jessica' event that was held in September 2014.

4.5 Social Work Services along with other agencies are undergoing preparation for the Integrated Children's Services Inspection which commences in September 2015 and work is being done to progress the preparation of the self evaluation report, which will be submitted to the Care Inspectorate prior to the inspection beginning. The self evaluation framework will form the basis of the Children and Families self evaluation improvement plan.

4.6 **Council Restructure**

4.6.1 The Social Work Department is in the process of transitioning to new structural arrangements. The newly formed Children and Families Service will assume responsibility for the reporting of Children's Services and Criminal Justice social work activity over the coming year.

4.6.2 By 1st April 2016, arrangements will be progressed for adult social work services to be delivered through the new Dundee Health and Social Care Integration Authority. This will bring together into one body, all adult social work services and a range of community health services, for adults over the age of 16 years in Dundee.

5.0 POLICY IMPLICATIONS

5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

5.2 An Equality Impact Assessment is attached to this report.

6.0 CONSULTATIONS

6.1 The Chief Executive, Executive Director of Corporate Services and Head of Democratic and Legal Services were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

7.1 None.

LAURA BANNERMAN

HEAD OF SERVICE

STRATEGY, INTEGRATION, PERFORMANCE AND SUPPORT SERVICES

16 SEPTEMBER 2015

EQUALITY IMPACT ASSESSMENT TOOL

Part 1: Description/Consultation

Is this a Rapid Equality Impact Assessment (RIAT)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Is this a Full Equality Impact Assessment (EQIA)?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Date of Assessment:	27 August 2015	Committee Report Number: 331-2015
Title of document being assessed:	Social Work Service Plan Annual Update	
1. This is a new policy, procedure, strategy or practice being assessed (If yes please check box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If yes please check box) <input checked="" type="checkbox"/>	
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.	Update on indicators and action from the 2012-2017 Social Work Service plan.	
3. What is the intended outcome of this policy, procedure, strategy or practice?	To provide an update to Committee on the progress of targets and actions.	
4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	Social Work Service Plan 2012-2017.	
5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.	N/A	
6. Please give details of council officer involvement in this assessment. (e.g. names of officers consulted, dates of meetings etc)	Head of SIPSS, Head of Community Care, Head of Children's Services & Criminal Justice, Head of Finance Contract & Welfare Rights.	
7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy? (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	N/A	

Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 3: Impacts/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	N/A
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	N/A
<p>3. What action is proposed to overcome any negative impacts?</p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	N/A
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	A full EQIA was carried out on the original service plan in 2012.
<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	N/A

Part 4: Contact Information

Name of Department or Partnership	Social Work
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Type of Document	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>

Manager Responsible	Author Responsible
Name: Laura Bannerman	Name: Laura Mill
Designation: Head of SIPSS	Designation: Senior Officer, SIPSS
Base: Dundee House	Base: Dundee House
Telephone: 01382 433085	Telephone: 01382 433127
Email: Laura.bannerman@dundeecity.gov.uk	Email: Laura.mill@dundeecity.gov.uk

Signature of author of the policy:	Laura Mill	Date: 27 August 2015
Signature of Director/Head of Service:	Laura Bannerman	Date: 27 August 2015
Name of Director/Head of Service:	Laura Bannerman	
Date of Next Policy Review:	Annually	