

# DUNDEE CITY COUNCIL

**REPORT TO:** Social Work Committee - 16 September 2002  
Personnel & Management Services Committee - 16 September 2002

**REPORT ON:** Social Work Department - Practical Support Services - Provision of Meals at Home and Shopping Services

**REPORT BY:** Director of Social Work and Director of Personnel and Management Services

**REPORT NO:** 639-2002

## 1 PURPOSE OF THE REPORT

- 1.1 This report provides the detailed financial and staffing requirements to implement report referred to in Article VIII of minute of Policy and Resources Committee of 10<sup>th</sup> June 2002 and Article VI of minute of meeting of Social Work Committee of 17<sup>th</sup> June 2002; and advises Committee of changes to the Home Care staffing establishment to facilitate the provision of delivery based services for meals and shopping and to develop escorted shopping services for people unable to travel to shops on their own

## 2 RECOMMENDATIONS

It is recommended that the Social Work Committee approves:-

- 2.1 the establishment of a delivery service for meals and shopping;
- 2.2 the establishment of an escorted shopping service for older people and other vulnerable adults who have been assessed as requiring such a service.

It is further recommended that the Personnel and Management Services Committee approves the establishment of:-

- 2.3 565.2 Driver hours, MW3 (£5.36 per hour);
- 2.4 547.2 Attendant hours, MW3 (£5.36 per hour);
- 2.5 a post of Home Care Organiser, AP3 (£16,673 - £18,296);
- 2.6 a post of Clerical Assistant, GS1/2 (£9,680 - £12,899).

## 3 FINANCIAL IMPLICATIONS

- 3.1 The total cost of the revised service outlined in the report will be £445,000 in a full financial year (see Appendix 1). This will be met from the existing home care and meals budgets. These proposals are consistent with the Council's approach to Best Value and the previously agreed review of the Home Care Service.

## 4 LOCAL AGENDA 21 IMPLICATIONS

- 4.1 The provision of these services is consistent with the Council's objective to support the delivery of services to defined neighbourhoods. This will ensure accessibility and equity of access across the city. The escorted shopping service will enable individuals to be able to undertake tasks which they were prevented from doing because of their lack of mobility or confidence in the use of other forms of public transport.

## 5 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 This report takes account of the right of vulnerable service users to have equal access to services, which allow them to play their full part in the community. These services will provide direct support to carers.

## 6 MAIN TEXT

### **Service development**

- 6.1 The Social Work and Policy & Resources Committees agreed in June 2002 to the development of the welfare meals provision across the city and instructed the Director of Social Work to bring forward a report providing a detailed analysis of the budget and staffing implications. This report also takes account of the recommendations contained in the Best Value review report on the Council's Home Care service and the recommendation of the Scottish Executives response to the Joint Future report. These reports recommended the introduction of delivery and escorted services for shopping
- 6.2 Committee agreed that the Council should move to a distribution system of hot meals to service users to replace a variety of different methods currently in use. This calls for the establishment of an effective distribution network to make sure that meals are delivered timeously and to rigorous safety standards. The Director of Environmental and Consumer Protection has commenced consultation on developing council wide monitoring arrangements for the production and distribution of food for council departments and this will be reported on at a later date.
- 6.3 Committee is asked to note that there are efficiencies in the deployment of resources in treating meals and shopping services as a single distribution network with staff organised accordingly. The use of the same vehicles to deliver meals and shopping and to take people to shops also promotes efficient and economic use of resources.

### **Meals service**

- 6.4 The existing arrangements for providing meals has been previously reported to committee. These arrangements will be replaced by a purpose built facility together with an effective distribution system across the city. Meals will be cooked and delivered promptly to the service user's home. A system of menu choice will be introduced to ensure variety for people who are otherwise dependant on the meals service

- 6.5 An evaluation of the existing temporary arrangements has confirmed that 12 vehicles will be required to meet the needs of the meals service. Each vehicle will require a driver and attendant to ensure prompt delivery of the meals within timescales which ensure the meals remain hot. This will be required 7 days per week. The proposed amendment to the staffing establishment will ensure this
- 6.6 The meal choices, routes and billing are now maintained within an electronic database. This requires 1 Whole Time Equivalent clerical assistant to maintain accuracy of records to ensure that people are charged appropriately and only for meals they have actually received.
- 6.7 The service will require coordination of deliveries and meals production; review and continuity of routing; quality assurance including compliance with health and safety and food standards; rotas for staff and supervision of work performance. It is proposed that an additional organiser post be established to lead and manage this service.

### **Shopping service**

- 6.8 The Best Value report on the Home Care service recommended that a delivery based shopping service should be made available for all older people assessed as having shopping needs. This was demonstrated as more efficient and economic than the traditional method of shopping for each individual service user. This service development also addressed serious manual handling issues for employees.
- 6.9 This recommendation can now be implemented city wide by making use of the vehicles and staff resources identified for the meals service. This combination will ensure that there is no 'down time' between meal times for either equipment or employees and that they are fully utilised throughout the weekday. Meals will be delivered at lunchtime between 11.45 am and 1.15 pm and at tea time between 3.45 pm and 6.15 pm. The vehicles will be used for shopping deliveries in the periods in between ie 1.15pm to 3.45pm
- 6.10 It is expected that 600 people will make use of the meals delivery service and a further 600 people will benefit from the shopping delivery service. This method of service delivery represents a significant improvement in the efficiency of delivering these services by the council.
- 6.11 The teams and vehicles will be used at weekends to escort and support frail older people who have been assessed as requiring assistance to get out shopping at those times when the vehicles are not required to deliver meals

### **Staffing establishment**

- 6.12 It is recommended to Committee that the Social Work Home Care establishment is amended establishing 1 additional organiser post; 565.2 driver hours MW3; 547.2 attendant hours MW3; and 1 clerical assistant post, GS1/2. This will provide sufficient staff resources to ensure that a full 7 day a week delivery service for meals and shopping can be maintained and an escorted shopping service developed.

**Access to these services**

- 6.13 These services will only be available to individual service users who have been assessed as requiring assistance with meals or shopping.

**7 CONSULTATION**

- 7.1 The Chief Executive and Director of Finance have been consulted about this report. The report has also been the subject of consultation with the relevant trade unions

**8 BACKGROUND PAPERS**

- 8.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any confidential or exempt information), were relied on to any material extent in preparing the above report.

**9 SIGNATURES**

A. Baird  
Director of Social Work .....

Date .....

J.C. Petrie  
Director of Personnel & Management Services .....

Date .....

**Appendix 1**

<b>Staffing</b>	<b>FTE</b>	<b>Hours</b>	<b>SCP</b>	<b>Salary £</b>	<b>Full Year £</b>
Home Care Organiser	1.0	37.0	26	18,296	18,300
Clerical Assistant GS1/2	1.0	37.0	10	12,296	12,300
	<b>2.0</b>	<b>74.0</b>			<b>30,600</b>

<b>Staffing</b>	<b>FTE</b>	<b>PAID Hours</b>	<b>SCP</b>	<b>ARPH £</b>	<b>Full Year £</b>
Driver	15.3	565.2	MW3	278.96	157,700
Chargehand Allowance					1,000
Attendant	14.8	547.2	MW3	278.96	152,600
Weekend premiums					40,100
	<b>30.1</b>	<b>1,112.4</b>			<b>351,400</b>

**Total Pays** **382,000**

NI & Superannuation 63,000  
**445,000**

**FUNDING:**

Existing Meals Budget 293,000  
468 Hours MW5 (Home Care) 152,000  
**445,000**