

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 1ST JULY 2009

REPORT ON: ANNUAL REVIEW OF THE SOCIAL WORK DEPARTMENT
SERVICE PLAN 2007-11

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 339-2009

1.0 PURPOSE OF REPORT

This report is the first annual review of the Social Work Department Service Plan 2007/11

2.0 RECOMMENDATIONS

It is recommended that the committee:

- note the content of this report;
- approve the inclusion of new projects and the removal of abandoned projects and;
- approve any extensions of time for behind schedule projects.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 This report updates the Department's service plan 2007-2011 as approved by the Committee on 25th February 2008 (137/2008). The aim is to update the projects under the relevant Department objectives. The opportunity has also been taken to check that the department's objectives are aligned to the Dundee Single Outcome Agreement. The Department's performance indicators are regularly scrutinised by the Improvement and Efficiency Board and in the Council's annual performance report as well as by the Department's management team.

4.2 Links to the Single Outcome Agreement

The Council approved the Single Outcome Agreement between our Dundee partners and the Scottish Government. The Department's objectives contribute to these outcomes as follows.

Dundee SOA outcome	Department Service Plan Objective
3. Our children will be safe, nurtured, healthy, achieving, active, respected, responsible and included	<ul style="list-style-type: none">• Increase Protection for Vulnerable People• Enhance Parental Responsibilities
4. Our people will experience fewer health inequalities	<ul style="list-style-type: none">• Develop priorities and shared goals with partners• Plan, develop, deliver and evaluate integrated services• Promote Health Improvement• Promote equality and diversity

5. Our people will have improved physical and mental well-being	<ul style="list-style-type: none"> • Promote Health Improvement • Contribute to reducing poverty and its effects
6. Our people will receive effective care when they need it	<ul style="list-style-type: none"> • Increase the range, scale and quality of alternatives to residential care • Increase the range, scale and quality of alternatives to custody • Increase the range, scale and quality of alternatives to out of authority placements

Dundee SOA outcome	Department Service Plan Objective
7. Our communities will be safe and feel safe	<ul style="list-style-type: none"> • Increase Protection for Vulnerable People • Reduce Offending
8. Our people will experience fewer social inequalities	<ul style="list-style-type: none"> • Enhance Rights of Citizens and Service Users • Promote equality and diversity • Increase social inclusion • Contribute to reducing poverty and its effects
9. Our people will live in stable, attractive and popular neighbourhoods	<ul style="list-style-type: none"> • Promote Active Citizenship • Reduce Offending
10. Our people will have high quality and accessible local services and facilities	<ul style="list-style-type: none"> • Develop priorities and shared goals with partners • Plan, develop, deliver and evaluate integrated services • Agree and address better outcomes for people
11. Dundee will have a sustainable environment	<ul style="list-style-type: none"> • Develop Best Value approach for managing our physical resources

4.3 Projects and Initiatives

Appendix 1 sets out the projects and reviews being carried out under each of the department's objectives. This includes the latest update on ongoing projects.

4.4 To address new challenges and areas for improvement 32 new projects and initiatives have been added to the service plan. Each of these will be reported to committee in due course for more detailed scrutiny by members. The table below highlights some of the key new projects or reviews added to the plan. Full lists of new projects are detailed in **Appendix 2**.

Service Plan Objective	New Project Description
Develops Shared Goals with Partners	Develop joint strategy and commissioning statement that specifically addresses the needs of people with dementia by December 2009
Ensure that services are delivered effectively and efficiently	Introduction of an enablement model of care provision.
Reduce Offending	Implement by March 2010 a project targeted at offenders aged 16 -21 where there is an immediate risk of custody, high welfare needs, with presenting likelihood of failure on a community based sentence at time of referral.
Increase Protection for Vulnerable People	Promote public awareness of public protection issues through activities of Adult Protection Committee by April 2010.
Involve Service Users in Planning, Delivery and Evaluation of Services	Sponsor a review of community care procedures and systems for the development of more individualised and personalised methods of service delivery
Plan, Develop and deliver integrated Services	Ensure smooth transition between services for people with mental health problems by developing protocols and processes for improved transitions across services. March 2012
Plan, Develop and deliver integrated Services	Review CMHTs' (Adults) with Health partners and move to integrated teams (currently co-located).
Increase social inclusion	Redesign Mental Health Employment Partnership
Ensure that services are delivered effectively and efficiently	Review Mental Health Officer service ensuring that Local Authority statutory functions met.

Service Plan Objective	New Project Description
Develop and implement an effective Performance Management approach.	Introduce revised criteria and systems for access and waiting times for community care services in line with Scottish Government guidance by 2011
Develop a Best value approach to managing our financial resources	Review management cost centres and responsibility centres in line with departmental efficiency saving requirements by April 2010

Service Plan Objective	New Project Description
Develop a Best value approach to managing our financial resources	Prepare revised proposals for future governance of supporting people policy and operational arrangements following the introduction of single outcome agreement by October 2010.
Increase Protection for Vulnerable People	Develop People and Adult Protection Training.
Increase Protection for Vulnerable People	Undertake a Public Sector Improvement Framework self-evaluation of the department
Enhance individual responsibility and choice	Develop and co-ordinate the implementation of a 'Changing Lives' Change Programme
Increase Protection for Vulnerable People	Undertake a pilot project of the GIRFEC requirements
Develop and implement an effective Performance Management approach.	Prepare the Department for the Best Value 2 Audit

4.5 **Projects Completed**

There have been 146 projects completed since the service plan was approved and 9 have been abandoned due to resources not being available or the business case not being Best Value. They will be removed from the service plan. A full list of completed projects are included in **Appendix 3**.

Projects abandoned

Project	Reason for Abandonment
Commission a replacement building for Fairbairn Young Person's Unit-postponed until 2014	Postponed until 2014.
Develop implementation proposals for an integrated community base for the Children with Disabilities	The original model of integration being considered had a primary focus on co-location of services only. Other options for achieving integrated services for children with disabilities will now be explored within a Best Value and Personalisation in the community framework.
Develop Commissioning Strategy.	A group being set up by the manager Finance, Contracts and Welfare Rights to look at increasing personalisation has replaced this objective.
Develop eligibility criteria and for system of allocation for accommodation with support.	A group being set up by the manager Finance, Contracts and Welfare Rights to look at increasing personalisation has replaced this objective.

Project	Reason for Abandonment
Develop training relating to culture for national objectives and standards for social work in the criminal justice service for parole board and court reports - review accessibility.	Criminal Justice Social Work is now working to a national training plan.
Review policy for provision of ramping and storage following the conclusion of the National Wheelchair Service Review	The National Wheelchair Review is now a Government initiative on which Health Services have a lead. Within the Council there will be an inter-departmental review between Social Work, Architects and Housing by on the provision of ramping Dec 2009.
Assess impact of national objectives and standards for social work in the criminal justice service in community service; through care; employment - review accessibility December 2006.	These standards are a national publication and as such it has been agreed that it is inappropriate to undertake a review.
Review of guidelines for preparing Section 22 (2) Adoption (Scotland) Act 1978 Reports - review accessibility December 2006	Not required as guidelines are already incorporated in other Operating Procedures that have not been identified as requiring amendment, review or update.
Seek to maintain liP Status for Social Work	Abandoned on cost grounds.

4.6

Projects behind schedule

The following projects are behind schedule and corrective action is being taken however where it cannot now be completed close to the original schedule a new deadline has been set as follows:

Behind Schedule Projects

Project	Current Position/Timescales
Assess impact of provision of day opportunities for people with learning disabilities.	The project leader responsible for this item left the service. The new project leader will be required to undergo EQIA training prior to progressing this project. Review dates will be adjusted accordingly. Extend until November 2009
Action Gender impact assess the criteria for funding voluntary organisations. Outcome Report outlining any adverse impact by gender with remedial action points and outcomes. Performance Measure Gender equality action plan.	Due to be completed by 25/05/2011. No extension to date sought at this stage.
Review provision of day opportunities.	Review of day opportunities now to commence in 09/10.
Continue to monitor quality of services and promote equality and diversity.	This work will be progressed as thought the Involvement work planned for 2009
Continue to work with hospital staff to improve provision and information.	Work continues to progress on signage and leaflets however there are delays outwith our control on the validation of symbolised leaflets which we have generated.

Project	Current Position/Timescales
Develop Tayside wide training for staff working with people with ASD.	Training under consideration by the learning disability steering group.
Improve and enhance family support services to produce a reduction in numbers of accommodated children	The review of family support services will now be completed by June 2009. Delay due to additions to service managers port folio
Undertake a full review of Family Support Services	Review ongoing. Task groups making good progress in areas targeted, but competing demands on worker time have required completion date for review to be put back until May/June 09.

Project	Current Position/Timescales
Complete a Best Value Review of the Out of Hours Services and implement the outcomes	Now on track for completion in later in 2009. Delay due to Perth and Kinross Council reconsidering their position
Extend the range and increase the number of people in receipt of direct payments	Monitoring progress of direct payments. Targeted development work taking place. Turnover in Direct Payments for financial year 08/09 greater than expected so payments have not increased in line with plan
Implement Human Right priorities for Mental Health as defined by the Mental Health Action Group and the Commission for Equality	This is now being progressed through the mental health Strategic Planning Group
Promote and complete financial assessments for all Community Care service users	Delay in finalising interagency connection plans as awaiting NHS Tayside to complete update of their systems. Anticipated connection date now August 2009
Extend the use of single shared assessment to include all adult groups	Progress continues, all service areas working towards integration. Awaiting completion of health/social work connection - was to be April now delayed until August 2009 to allow NHS completion system development
Provide accommodation with care for people with mental health/forensic needs	Timescales revised by Health Service who lead on planning
Develop a financial control framework, assess financial risk levels and ensure effective financial control systems are in place within Social Work	Due to a staff vacancy the work to assess and test financial control is unlikely to be completed. Training to reinforce financial control principles has been delivered to managers as an interim measure. Once the vacancy is filled, work per the plan will be reinstated

Project	Current Position/Timescales
Implement services and buildings Health and Safety policy in Social Work	H&S Policy for Building and Services has been delayed. To be incorporated into the H&S Risk Survey, Workplace Inspection programme. All tasks to be completed by Nov 09.
Review and update Social Work Department Health and Safety Policy	25/05/2011 Policy to be sent to Directorate for approval by end of September 09

4.7 Performance Management

The service plan is at the core of the department's performance management system and is systematically monitored and reviewed by the management team. All the projects and performance measures are scrutinised in a corporate system and reported to the Improvement & Efficiency Board and exception reports are produced on performance falling behind targets or project milestones. The projects included in the attached appendix are all contained in the council's online planning and monitoring database for ongoing updating on progress. The Service Plan update will be added to the plans and performance page of the Council's website.

5.0 POLICY IMPLICATIONS

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

New projects have been screened for Equalities and Diversity issues.

There are no major issues.

6.0 CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted in preparation of this report.

7.0 BACKGROUND PAPERS

None

Alan Baird
Director of Social Work

3 June 2009

Appendix 1 Database Projects

Council Plan Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Improve the protection of vulnerable children.	On Schedule	HMIe inspection has now taken place - written report is due in June 2009	Council Plan 2007-2011 Children's Services	Objective Health & Care
Implement the Improving Educational Attainment for looked after children project.	Completed	LAC Educational Attainment Project is now complete with evaluation report submitted to Scottish Government in October 20. Remit of LAC Attainment now lead by the Attainment and Achievement Themed group of ICS	Council Plan 2007-2011 Children's Services	Project Lifelong Learning
Review levels of support and respite for children, adults and carers	On Schedule	This Plan Item covers Children's and Adults Services and carers. Levels of respite delivered to children and families and adults are recorded through K2 and reported annually to the Scottish Government. An exercise has been undertaken to establish target respite and support figures. Joint target figures for Children's Services and Adult services have been submitted to COSLA	Council Plan 2007-2011 Children's Services	Review Health & Care
	Completed	Best Value Review on	Council Plan 2007-	Review Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Carry out a Best Value Review on the use of residential schools.		Residential School has now been completed	2011 Children's Services	
Deliver the Partnership Matters Strategy to improve the opportunities for people with special educational needs.	On Schedule	The Partnership Matters Strategy is implemented through a multi agency transition forum which has operated since April 2007. In College Support Contract in place from September 20 for adults with physical and learning disabilities. Dundee good practice case study examples are being incorporated within the Scottish Government's updated Partnership Matters guidance.	Council Plan 2007-2011 Community Care	Project Lifelong Learning
Extend the range of accommodation to meet the needs of physically and learning disabled adults and older people.	On Schedule	Developments for accommodation for people with a learning disability, physical disability and older people are in the draft Strategic Housing Investment Plan. Proposal within the Strategic Housing Investment Plan is that 30% of new build accommodation will be for Community Care. 5 additional units for people with Autistic Spectrum Disorder completed.	Council Plan 2007-2011 Community Care	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop services and partnerships with carers to help meet their caring needs.	On Schedule	The action plan is currently being implemented. Carers Action Plan Implementation Group meets at least quarterly to monitor progress.	Council Plan 2007-2011 Strategy, Performance & Support Services	Objective Health & Care
Implement the improved outcomes for people who use community care services framework.	On Schedule	Strategic Planning Groups are revising their performance management frameworks to ensure a close fit between local strategic priorities and the SOA.	Council Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Through the Dundee Data Sharing Partnership develop information sharing strategy with NHS Tayside and other partners focussing on the integrated children's services strategy and community care assessments.	Completed	An Information Sharing Protocol is now in place. This links with Angus and Perth and Kinross Council in addition to NHS Tayside.	Council Plan 2007-2011 Strategy, Performance & Support Services	Project Information Strategy
SOCIAL WORK FIRST CONTACT TEAM - Single point of contact for fast and efficient assessment of new referrals for Social Work services	Completed	Team established.	Customer First Strategy	Project Modern Customer Service
DUNDEE DATA PARTNERSHIP - Agree procedures and policies with partners such as NHS, Police for joined up services.	Completed	Completed. Joint protocols in place.	Customer First Strategy	Project Modern Customer Service

Equalities Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Day opportunities for people with learning disabilities	Ahead of Schedule	Kemback Street Day service has been adapted to meet the needs of individuals with Profound and Multiple Learning Disabilities. Three Out and About teams are now in operation. A review of provision both internal and externally has been started and the existing services are being mapped. The basis of the review will be service user 'needs' profile now and in the future and will focus on quality, service modelling and best value.	Disability Equality Scheme 2007-2010	Project Equality & Diversity
Adapt procedure for providing assistance in terms of section 12 OP 6.6 to include special circumstances on racial grounds and the effect of immigration and nationality legislation, and on disability grounds - review accessibility June 2007	Completed	This procedure has been updated.	Equality Impact Assessment Screening Actions	Objective Equality & Diversity
Adapt procedures for First Contact Team CR 22-05 to make reference to race and disability issues - review accessibility July 2006	Completed	Completed current criteria meets requirements.	Equality Impact Assessment Screening Actions	Objective Equality & Diversity
	Completed		Equality Impact	Objective Equality & Diversity

Adapt Learning Disabilities Strategy to take race and disability into account - review accessibility March 2006		The Partnership in Practice Agreement 2007 - 2010, agreed by Committee on January 28 20. As a strategy the agreement ensures that all equality issues are addressed in all future developments.	Assessment Screening Actions	
Review constitution of the fostering panel - review accessibility December 2006	Completed	This was completed in September 2006	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review constitution of the adoption panel - review accessibility December 2006	Completed	This was completed in September 2006	Equality Impact Assessment Screening Actions	Review Equality & Diversity

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Review of procedures regarding schedule 1 offenders who are HIV positive and the implications for children and young people who have been sexually abused - review accessibility December	Completed	HIV procedures cover this area and the Child Protection Procedures cover the young people	Equality Impact Assessment Screening Actions	Review Equality & Diversity

2006				
Review of policy regarding children who are looked after by the local authority - review accessibility December 2006	Completed	Been and approved at Committee November 06	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review of supervised contact procedures - review accessibility December 2006	Completed	The review has now been completed.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review of procedures of medical assessments of children who are looked after away from home - review accessibility December 2006	Completed	This review has been completed	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Develop good practice guidelines for residential care procedure - review accessibility December 2006	Completed	Practice guidelines have now been reviewed for Residential Care.	Equality Impact Assessment Screening Actions	Review Equality & Diversity

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop positive action for the recruitment of foster carers - review accessibility December	Completed	Review and further recruitment undertaken in May 2007	Equality Impact Assessment Screening	Review Equality & Diversity

2006			Actions	
Review adoption fostering enquiries, applications and decisions - review accessibility December 2006	Completed	Completed	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review Link Carer Scheme - review accessibility December 2006	Completed	Review Completed and action plan agreed by Children's Services Management Team in Dec 2006	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review procedures of admission to young people's residential units - review accessibility December 2006	Completed	Admissions policy to be formally implemented in January 2007. Preparation currently underway.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review of guidelines for preparing Section 22 (2) Adoption (Scotland) Act 1978 Reports - review accessibility December 2006	Abandoned	Not required as guidelines are already incorporated in other Operating Procedures that have not been identified as requiring amendment, review or update.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Develop disability, race and religion statement for Parental Responsibility Orders - review accessibility December 2006	Completed	Statement inserted into Operating Procedures	Equality Impact Assessment Screening Actions	Review Equality & Diversity

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Assess impact of public information strategy for the provision of community care services - review accessibility December 2006	Completed	All social work services are following corporate guidance (PR Design) around accessible public information. PR Design will respond to requests to produce information in alternative formats. The social work department is also moving towards the adoption of clear print guidelines for all internal and external communications-these guidelines will meet standards set by the Scottish Accessible Information Forum (SAIF).	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Assess impact of Complaints Procedure OP G.1.1 - review accessibility December 2006	Completed	This procedure is compliant with the guidelines issued by the then Scottish Office in 1996 (SWSG596). The procedure is publicised in our "Your Right to Be Heard" leaflet. This is printed in accordance with Council guidance on language and type font.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Assess impact of Dundee Social Care Training and Employment Academy CR 371-04 - review accessibility December 2006	Completed	This project has been moved to Dundee College no further updates will be provided.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Assess Impact of Carers' Strategy - review accessibility December 2006	Completed	As part of the Carers Consultation Strategy a full review of the existing operating procedures along with an EQIA has been recommended. Carers consultations have taken place and reference will be made to these, along with any necessary recommendations following an inspection of Older Peoples Services by the Social Work Inspectorate. This information will be used to map future service need for all carer groups.	Equality Impact Assessment Screening Actions	Review Equality & Diversity

Assess impact of Public Consultation and Involvement Strategy 2004-07 - review accessibility March 2007	Completed	This policy has been approved by Committee in April. Screening undertaken.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Assess impact of procedures for Provision of Community Alarms OP 4.6 - review accessibility July 2006	Completed	Accessibility now reviewed and special arrangements to put in place to take account of cultural ethnic requirements. Action completed.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Assess impact of the development of the Home Care Service - Social Care Support CR 651-04	Completed	This report has been implemented and analysis of home care services has been submitted to the Older People Best Value Review Group. Future home care provision will be determined in line with the recommendations from the Older People Best Value Review.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Assess impact of provision of day opportunities for people with learning disabilities - review accessibility December 2006	Behind Schedule	The project leader responsible for this item left the service. The new project leader will be required to undergo EQIA training prior to progressing this project. Review dates will be adjusted accordingly.	Equality Impact Assessment Screening Actions	Review Equality & Diversity

Assess impact of the Strategy for Older People - review accessibility December 2006	On Schedule	New strategy completed at October 20 - mid period review planned.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Assess impact of the provision of grant to voluntary organisations - review accessibility December 2006	Completed	A report was presented to Committee in October 2007 which was subject to EQIA screening	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Assess impact on national guidance on drug treatment and testing orders - review accessibility December 2006	Completed	This has been reviewed. The national guidance is being adhered to and the operation of the scheme has been revised to reflect best practice in working with the client group. We are continuing to explore possible improvements. Of those who do start the scheme, we have seen a 1% increase in the completion of Orders for male and females and a 45% increase in completion for females.	Equality Impact Assessment Screening Actions	Review Equality & Diversity

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Assess impact of East Port House Admission Policy - review accessibility December 2006	Completed	The impact of the admissions policy has been reviewed and there has not been a negative impact on any equality groups.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review criminal justice publications - review accessibility December 2006	Completed	Information leaflets have now been reviewed - the Community Justice Authority has also undertaken to review existing information for offenders and their families across the Tayside area.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review Criminal Justice Service Strategic Plan Service Plan - review accessibility December 2006	Completed	The Strategic Plan has now been replaced by the Area Plan to reduce re-offending prepared by the Community Justice Authority. The Plan contains an Equal Opportunities Statement and the Community Justice Authority has undertaken to produce an equal opportunities policy and race equality scheme.	Equality Impact Assessment Screening Actions	Review Equality & Diversity
Review operational procedures of	On Schedule	A review of National Standards is currently being conducted by	Equality Impact	Review Equality &

the criminal justice service - review accessibility December 2006		the Scottish Government and is due for completion in 2009. Our local review will be undertaken after the national review to comply with the new national framework.	Assessment Screening Actions	Diversity
Assess impact of national objectives and standards for social work in the criminal justice service in community service; through care; employment - review accessibility December 2006	Abandoned	National Objectives and Standards for Social Work Services in the Criminal Justice System are being formally reviewed on a national basis. In the light of this we will undertake the assessment once the standards have formally been re-issued.	Equality Impact Assessment Screening Actions	Review Equality & Diversity

Description	Current Status	Latest Assessment	Source	Strategic Theme
Action Agree and implement training awareness raising programme for effective implementation of Equality and Diversity Schemes across Social Work.	On Schedule	Equality and diversity training is being delivered.	Gender Equality Scheme Action Plan 2007-2010	Project Equality & Diversity
Action Revise the induction programme for social work employees to take account of the requirements contained in the Council's Equality and Diversity Schemes including the Gender Equality Scheme Action Plan 2007-2010.	Ahead of Schedule	All induction programmes for staff will include Equality and Diversity. Induction programmes are being delivered in line with equalities legislation and the SSSC codes of conduct and standards	Gender Equality Scheme Action Plan 2007-2010	Project Equality & Diversity
Action Implement User Involvement Policy by developing Strategic Action Plan to ensure effective involvement of men, women, LGBT and other equality groups. Outcome	On Schedule	The action plan has been incorporated into a strategic framework to meet the requirements of the Customer Service Excellence Standard. This will be developed and implemented during 2009.	Gender Equality Scheme Action Plan 2007-2010	Project Equality & Diversity

Description	Current Status	Latest Assessment	Source	Strategic Theme
1. User involvement profile 2. A variety of involvement activities, events etc involving men, women, LGBT and other equality groups. Performance Measure Demonstrable participation of people from various equality groups.				

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Action Develop a departmental EQIA team to monitor the implementation of gender impact assessments. Outcome Priorities for gender impact assessments will be determined with consideration of cross strand EQIA's and options for joint consultation and research considered. Performance Measure Number of completed gender impact assessments.	On Schedule	EQIAs being conducted. Monitoring in place	Gender Equality Scheme Action Plan 2007-2010	Project Equality & Diversity
Action Review of the current facilities for breast feeding and expressing and storing of breast milk within social work premises. Outcome Where possible, all centres and offices will have a private space for breastfeeding expression and storage of breast milk. Performance Measure A list of the available facilities, identified gaps and recommendations for necessary improvements.	On Schedule	All information gathered in. H&S officer working on Map over the next month which will show facilities where the standards are met, and where reasonable adjustments can be made.	Gender Equality Scheme Action Plan 2007-2010	Project Equality & Diversity

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
<p>Action Gender impact assess the criteria for funding voluntary organisations. Outcome Report outlining any adverse impact by gender with remedial action points and outcomes. Performance Measure Gender equality action plan.</p>	<p>Behind Schedule</p>	<p>No progress.</p>	<p>Gender Equality Scheme Action Plan 2007-2010</p>	<p>Project Equality & Diversity</p>
<p>Action Gender impact assess the criminal justice service strategic plan. Outcome Report outlining any adverse impact by gender with remedial action points and outcomes. Performance Measure Gender equality action plan.</p>	<p>Completed</p>	<p>Criminal Justice does not have a separate strategic plan but forms part of the overall social work strategic plan. Work has been completed as part of the approach to the social work plan.</p>	<p>Gender Equality Scheme Action Plan 2007-2010</p>	<p>Project Equality & Diversity</p>
<p>Action Gender impact assess the recruitment and carers of foster carers. Outcome Report outlining any adverse impact by gender with remedial action points and outcomes. Performance Measure Gender equality action lan.</p>	<p>On Schedule</p>	<p>Equality assessment to be undertaken when it becomes clearer what the final version is of the relevant legislation, regulations and guidance (approx July 2009).</p>	<p>Gender Equality Scheme Action Plan 2007-2010</p>	<p>Project Equality & Diversity</p>

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Action Gender impact assess adoption policy in light of new regulations. Outcome Report outlining any adverse impact by gender with remedial action points and outcomes. Performance Measure Gender equality action plan.	On Schedule	Implementation date for new legislation now delayed until June July 2009. Regulations not yet published.	Gender Equality Scheme Action Plan 2007-2010	Project Equality & Diversity
Action Gender impact assess the East Port House Admissions Policy. Outcome Report outlining any adverse impact by gender with remedial action points and outcomes. Performance Measure Gender equality action plan.	Completed	A review of the policies have been undertaken and no adverse indications identified.	Gender Equality Scheme Action Plan 2007-2010	Project Equality & Diversity

Emergency Planning Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Produce Emergency Support Centres Plan and Review Annually	Completed	An Emergency Support Centres Plan has now been completed and will be reviewed annually.	Generic Emergency Plan	Project Community Safety
Produce Care of Vulnerable People in an	Completed	Care of Vulnerable People in an Emergency Plan completed. Will be reviewed in	Generic Emergency	Project Community Safety

Emergency Plan and Review Annually		accordance with Council Generic Emergency Plan.	Plan	
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Improving Children's Services Action Plan Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Appoint a senior officer to lead the development of a strategic and corporate approach to services for looked-after children, and consider and act upon the issues relating to educational attainment of looked-after children	Completed	Appointment made and member of staff now in post.	Improving Children's Services Action Plan	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Review child protection guidelines and procedures to ensure that policy and procedures are consistent and coherent across all services, with a primary focus on the protection of the child	Completed	Interagency guidance completed.	Improving Children's Services Action Plan	Review Health & Care

Occupational Therapy Best Value Review Action Plan Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Respond to urgent need	Completed	This measure has been in place since it was	Occupational Therapy Best	Project Health & Care

within 24 hours of notification - target 100%, to be measured from April 2006		first identified in Best Value & we have been achieving the target since April 2006.	Value Review Action Plan	
Introduce improved management information systems by April 2006 to enhance performance management. Overall target is a further improvement of 20% based on other actions being implemented	Completed	Achieved. Target complete.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Hospital liaison arrangements to be strengthened by the development of a written liaison policy by September 2006	Completed	This document is now in use	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Incorporate pertinent findings from the best value review in the Joint Equipment Service	Completed	Complete.	Occupational Therapy Best Value Review Action Plan	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Explore with housing associations by April 2006 the introduction of changes to their procedures as agreed with the Council's Housing Department	Completed	Agreement has now been reach with Communities Scotland and Housing Associations.	Occupational Therapy Best Value Review Action Plan	Project Health & Care

Re-introduce the provision of small equipment on a self selection basis through the new Disabled Living Centre when funding becomes available	Completed	Continuing. Action completed.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Continue to provide ramping in accordance with existing criteria	Completed	160707 Complete no action required	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Use NHS wheelchair service to provide re-assessment where difficulties are reported by wheelchair users	Completed	In place no further action required.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Social Work Department to consider exceptional provision where recommended by NHS Tayside wheelchair service	Completed	In place, no further action required.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Review policy for provision of ramping and storage following the conclusion of the National Wheelchair Service Review	Abandoned	Abandoned as Wheelchair Review is not in a format that it can be responded to.	Occupational Therapy Best Value Review Action Plan	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Inter-departmental instructions relating to occupational therapy should be sent electronically from April 2006 (also a responsibility of the Director of Housing and Chief Architect)	Completed	This process is now achievable.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Introduce an annual allowance of £10,000 by December 2006 for the provision of small equipment	Completed	This has been included in the budget for 2006/07.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Develop recycling monitoring and targets as a priority within the commissioning of the new joint equipment service by December 2006	Completed	IT & Stock Management in place. Reporting to HALAMG agreed. Complete.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Set in place arrangements to repeat the OT client survey on an annual basis, and report results to Social Work Committee within the context of the Director's customer care reports	Completed	Completed March 2007. Forwarded for inclusion in the Customer Care Report.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Review and update the provision of equipment	Completed	Done, as per report no 7002007.	Occupational Therapy Best Value Review	Project Health & Care

criteria and bring forward a separate committee report by September 2006			Action Plan	
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop comprehensive and easily understood public information and make this available in various formats including the Council's website by December 2006	Completed	The criteria for the provision of equipment and adaptations in the homes of people with disabilities has now been published on the Dundee City Council website.	Occupational Therapy Best Value Review Action Plan	Project Health & Care
Social Work Department to establish user focus groups by September 2006 to assist in the process of continuous improvement	Completed	User involvement strategy agreed by Committee in April 2007.	Occupational Therapy Best Value Review Action Plan	Project Health & Care

Partnership In Practice Agreement Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Promote innovate short breaks including holidays.	On Schedule	To be actioned 09/10.	Partnership In Practice Agreement 2007-2010 Children's Services	Objective Work & Enterprise

Implement the User Involvement Policy within Learning Disabilities Service and planning process.	On Schedule	PiP consultation and review process ongoing. Staff and Stakeholders events held. Questionnaire made available and some returned. Consultation Events for carers and adults with Learning Disabilities to take place in June 2009.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Increased involvement for carers.	On Schedule	Links made with known existing carers groups. PIP Consultation planned for May June 2009 will include survey and focus group activity.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Increase involvement of external providers.	Completed	The Association for Real Change are now coordinating a providers forum and Organisations providing social care are involved in some of the planning groups implementing the Partnership in Practice agreement	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Increase involvement of socially excluded hard to reach groups and individuals.	On Schedule	Meeting to be held with chairpersons of PiP sub-groups to plan actions to explore this issue.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Improve information about all areas of the service.	On Schedule	NHS Managed Care Network Easy read guidelines proposed as standard for Dundee. Communication Sub-Group exploring a	Partnership In Practice Agreement 2007-2010	Objective Health & Care

		variety of mediums to ensure appropriate communication e.g. Face-to-face, Power-point presentations, DVD.	Community Care	
Develop DVD of PIP agreement.	On Schedule	Current DVD plan has been revised... Proposal to be tabled at LDis Strategic Planning Group.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at ways to increase involvement of service users and their families in their own service.	On Schedule	Communication and Involvement sub group to ascertain current level of involvement and areas for action. Service Providers are to be asked to report evidence of involvement of Service Users and their Carers in Care Planning and reviews.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at how consultation events are organised e.g. venue, times, information.	On Schedule	Consultation process underway. Series of events planned tailored to needs of those being consulted. Take away Questionnaire available at events or when requested.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look into options to produce easy read documentation supported by symbols.	On Schedule	Bernie Brophy-Arnott (NHS Speech and Language Therapy Manager) will confirm information on who has appropriate software and skills to undertake this. Meeting planned with PR to discuss use of symbols in publications.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look into how to ensure a better distribution of information.	On Schedule	Family Carers Mailing List initiated to improve communication with carers about planning process and consultation events. Letters sent to carers to invite to meetings and offer questionnaire	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Establish a Being Heard Sub-Group.	On Schedule	To be established during 2009.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Promote greater uptake of Independent Living Fund.	On Schedule	The Independent living worker is looking at ways to make information more accessible, ways to provide increase support to people to manage their ILF and ways to resolve appointee issues. It is anticipated that these will reduce the barriers to accessing ILF and lead to an increased uptake.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Review Person Centred Planning	On Schedule	Work to commence 2009.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Increase self Advocacy.	On Schedule	New self advocacy group starting on the 27th March with service users from Choices	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Promote equality and diversity.	On Schedule	Work to commence 2009.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Increase Personalisation.	On Schedule	First meeting of working group 250309 from which action plan will be proposed with development targets set	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop information for people leaving school, their families and staff.	On Schedule	Programme of transition events running annually to share information regarding transition planning and development. Aspire pilot is addressing some of the information reaching people at the appropriate time.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop procedures and pathways through process of transition.	Behind Schedule	Event has been held to bring stakeholders together to work on this.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Arrange "taster sessions" for young people to experience adult services.	On Schedule	Individuals who are going to college are given an opportunity to visit before attending. A transition event takes place annually and is an opportunity for people to get more information about adult services. Taster sessions to day services will be actioned in 2009	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop a Commissioning Strategy	Abandoned	A group being set up by Dave berry to look at increasing personalisation has replaced this objective.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Develop eligibility criteria and for system of allocation for accommodation with support.	Abandoned	A group being set up by Dave Berry to look at increasing personalisation has replaced this objective.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Look at ways to monitor the quality of accommodation and support provision.	On Schedule	Looking into whether the REACH standards are appropriate as these seem to match outcomes identified in the SAY group study.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop information leaflet about housing options for people with a learning disability.	On Schedule	A draft leaflet has been written and will be on the agenda of the joint Social Work and Housing management meeting for agreement	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop four "accommodation with support" places per year (5 units)	On Schedule	09 total number of units is 13	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at ways to use technology to enhance quality of life of people living at home.	On Schedule	An evaluation group has been pulled together to look different technology systems. Outcomes have been agreed and visits have taken place to look at different systems that	Partnership In Practice Agreement 2007-2010	Objective Health & Care

		are in current developments. Jeremy Linskill NHS Tayside is looking at whether funding is available for a formal evaluation	Community Care	
Look into establishing a group to develop a specification for adapted housing.	On Schedule	This action has been rescheduled. Interested parties for this working group have been identified and will meet during 0910 to progress the work	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Engage with wider community planning to provide greater opportunities in employment.	On Schedule	Planning partnership established.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
Review provision of day opportunities.	Behind Schedule	Review of day opportunities to commence in 0910.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Continue to monitor quality and promote equality of opportunity and diversity in our services.	Behind Schedule	The work being undertaken in the consultation and communication planning will address this issue	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
Look always to support people to develop friendship and relationships.	On Schedule	CIRCLES Stan Phillips have developed a DVD resource. This is in the process of being finalised and then work will commence to look at the best way to use this	Partnership In Practice Agreement 2007-2010	Objective Work & Enterprise

			Community Care	
Develop peer support and supported friendship proposals.	On Schedule	SAY reps have developed a proposal for a peer support project. Circles around Dundee have received Big Lottery Funding for 15 months. Additional funding is being sought to continue to develop supported friendships	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
Undertake research into the barriers to people being supported in relationships.	On Schedule	Replies collated and analysis of information ongoing.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
To establish a Supporting Families sub group and ensure that carers of people with a learning disability are linked with plans for carers support and involvement.	On Schedule	Current PiP consultation process is gathering views regarding which aspects of family life require action and activity planned September 2009 to consider the way forward.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Increase respite at Whitetop Centre.	Completed	White top respite is now provided 7 days a week to people in Dundee	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop an emergency resource.	On Schedule	Proposed accommodation not available so plan has to be revisited. To be actioned 1011.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Improve information about short breaks and carer support.	On Schedule	Respite Guide for all care groups to published later in year. Supporting families sub-group to be formed which will explore if additional action is required.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Continue to monitor quality of services and promote equality and diversity.	Behind Schedule	This work will be progressed as thought the Involvement work planned for 2009	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Safety
Look at ways to support people who are caring for someone who is hard to engage.	On Schedule	Chairpersons of PiP sub group to meet to explore what action is needed. Supporting families sub-group will commence later this year to plan appropriate action.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Review and develop Local Area Co-ordination services.	On Schedule	A review of Local Area coordination has been completed and recommends that this service is tendered. It has now been agreed by the Strategic Planning Group and will go to Health and Social Work committee in June	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Look at the best way to support people with a learning disability who are parents or carers.	On Schedule	Developing links with children's Services to identify and offer support to people with a learning disability who are pregnant or parents.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at ways to increase involvement of individual carers in planning services and supports for the person they provide care for.	On Schedule	Supporting Families sub-group will meet later this year and will consider what action is needed.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Take part in Scottish Consortium for Learning Disabilities (SCLD) Parenting Network.	On Schedule	This will be actioned 09/10	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Establish a "Being Healthy" subgroup.	On Schedule	Next meeting of this group will be held on 22/4/09	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop an integrated community support team of staff who work with People with learning disabilities.	On Schedule	OT Physiotherapy and Recreation Health Staff have moved into Balmerino Road as part of the Integrated Learning Disability Team.	Partnership In Practice Agreement 2007-2010 Community	Objective Health & Care

			Care	
Implement Single Shared Assessment.	On Schedule	eCare training for extended health team has been set for 27409	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop the provision of health promotion materials and staff training on health issues in accessible formats and languages.	Completed	SALTDietetics and CLDN services have developed health promotion materials.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Provide annual health checks.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at ways to promote healthy living for people in socially excluded groups.	Ahead of Schedule	Scoping meeting held with Dundee Health Living Initiative staff on 31309 has further developed links and opportunities for clients to participate in mainstream healthily living activities.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop capacity in voluntary organisations to deliver therapeutic activities.	On Schedule	Health funding had now been agreed and full time senior Physiotherapist post has been advertised on NHS Scotland national online recruitment forum. A full time senior O.T. and a Full Time Generic Assistant will be	Partnership In Practice Agreement 2007-2010 Community	Objective Health & Care

		advertised shortly. This will allow greater capacity to progress this area of priority.	Care	
Develop training for service providers and carers.	On Schedule	The developing Providers Forum is providing the basis for a planned programme of training across all the provider groups. This will use nursing and therapist time more effectively and promote a more consistent approach across such a varied group of care providers.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop operational instructions for caring for people with gastronomy tube.	On Schedule	Draft instruction out for comment.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Ensure staffing needs of the service can be met.	On Schedule	Awaiting update on national initiatives for increasing LD Nursing training places.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at more effective ways to deliver training to providers and carers.	On Schedule	Health Team reps attending Providers Forum to progress and discuss training opportunities and priorities.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop sexual awareness training and assessment documents.	On Schedule	Tayside wide bid has been formulated and submitted for Health Inequalities Change Fund Programme. This will focus on all aspects of sexual health via a two year nursing secondment supplemented by LD specialist speech and language therapy input. This work programme will be facilitated by support from Public Health.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Continue to work with hospital staff to improve provision and information.	Behind Schedule	Work continues to progress on signage and leaflets however there are delays outwith our control on the validation of symbolised leaflets which we have generated.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Investigate options for developing hand held records.	On Schedule	PHD Student work continues.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at how better to engage with GP's as partners in delivering health care to people with a learning disability.	On Schedule	Dundee Health Team Leader has had discussions with Susan Ross, General Manager Primary Care Services to explore possible initiatives to improve the interfaces between the GPs and the specialist Community Learning Disability Nursing Team. A meeting with Neil Fraser will be organised by Susan Ross to discuss this issue from a Tayside perspective.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Establish Communication and Involvement Sub-Group.	Completed	Sub-group meets on Monday afternoon ever six weeks at Advocating Together premises.	Partnership In Practice Agreement 2007-2010	Objective Health & Care

			Community Care	
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Agree outcome measures.	Completed	ESAY returns to be submitted and will form basis of performance management.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Complete Advocacy Review.	Completed	Review complete. Tender in progress.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Identify barriers to accessing Direct Payments.	On Schedule	Questionnaire devised.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Arrange "taster sessions" for young people to experience to adult services.	On Schedule	Individuals who are going to college are given an opportunity to visit before attending. A transition event takes place annually and is an opportunity for people to get more information about adult services. Taster	Partnership In Practice Agreement 2007-2010 Community	Objective Health & Care

		sessions to day services will be actioned in 2009	Care	
Carry out a pilot project of Care Co-ordination for young people leaving school.	On Schedule	Pilot project ongoing at present. Outcomes will be shared on completion.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Establish a Moving On Sub-Group	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
SAY reps to research what service users want.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop 30 additional places in accommodation with support.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at ways to promote equality of opportunity.	On Schedule	Well attended event took place on the 28th of March to promote the With Inclusion in Mind Strategy corporately. First meeting of group	Partnership In Practice Agreement 2007-2010	Objective Health & Care

		looking at awareness raising training materials has taken place, service user led audit proposal being developed	Community Care	
Establish priorities for ongoing development of accommodation and support.	Completed	Priorities PMLDASDForensicOlder Carers. 5 units for people per year required.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Establish a learning and employment subgroup.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Commission an "In College Support Service"	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
Dundee College to continue to develop careers advice learning and volunteering. Progression opportunities employment continues to	Completed	In college support service is now in place Partnership working with careers Scotland in place across all programmes Internal and external equalities monitoring in place across all programmes Progression, which are discussed and agreed with each individual, into vocational programmes or EUGAP	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise

monitor quality of service to promote equality and diversity.		programmes in place		
Employ employment specialist.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
Develop transition pathways between in-patient service and supported employment.	On Schedule	Stakeholder meeting held on 23209 with Learning Disability Service Manager. Next meeting to be set in early April to agree referral criteria.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
Establish a Leisure and Relationship subgroup.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
Investigate ways to promote a range of meaningful relationships.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Discuss with Disability	On Schedule	Rep from Communities and Leisure to be	Partnership In Practice	Objective Work & Enterprise

Sports Team the best way to support people with a learning disability.		invited to the Strategic Planning Group.	Agreement 2007-2010 Community Care	
Increase respite at White Top Centre	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Implement the Adult Support and Protection Act.	On Schedule	Adult Protection Committee operating and monitoring progress against the requirements of the Act.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Establish Adult Protection Committee.	Completed	The Adult Protection has now been set up.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Work with adults with a learning disability on ways they can keep themselves safe.	On Schedule	To be actioned 09/10.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Review arrangements with commissioned services to ensure they operate fully with adult protection systems.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community	Objective Health & Care

			Care	
Liase with Community Planning groups to raise issues affecting people with a learning disability.	On Schedule	To be actioned 09/10.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Work with our partners to ensure we meet the needs of people from socially excluded groups.	On Schedule	this will be progressed as part of the planned involvement work for 2009	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Establish a sub group of the PIP implementation group to look at getting about.	On Schedule	To be actioned 09/10.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Promote independent travel.	Completed	Work with schools pre transition to identify need for independent travel training prior to school leaving.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look at the best way to provide transport to day services.	On Schedule	Resource manager (day service) has convened a group to look at transport to day services. This will report back with proposals as to how to improve the service	Partnership In Practice Agreement 2007-2010	Objective Health & Care

			Community Care	
Ensure that the views of adults with a learning disability are fed into the DATAG.	On Schedule	To be actioned 09/10.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
We will look at training to support people with PMLD for carers and staff	On Schedule	This work continues to progress a broad range of training initiatives.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
We will look at the best to provide specialist equipment.	Completed	Joint health and social work OT Equipment store in place.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
We will support the PAMIS campaign for accessible toilets.	On Schedule	Fully accessible changing toilet facilities at Castle Green Brought Ferry. Option of changing places toilet in Dundee House to be discussed.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Second a recreation worker to PAMIS to	Completed	Complete.	Partnership In Practice Agreement	Objective Health & Care

develop leisure opportunities.			2007-2010 Community Care	
Develop a range of leisure activities for people with PMLD.	On Schedule	Recreation officer now concentrating on Dundee community based activities including the further development of `You and Me Yoga`, Wheelchair Ice Skating and SOMA.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Improve dental treatment for people with PMLD.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop training resources for carers and staff working with people with PMLD.	On Schedule	PAMIS and ARK Housing developing a SCOTVEC pack for staff working with people. Other proposed training includes Vision Workshop (pack to be written up for wider distribution), Family Matters.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop Moving and Handling and Postural Management training for carers of people with PMLD.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Look at how Moving and Handling postural awareness training is	On Schedule	Health Team Leader to discuss approach with Service Manager.	Partnership In Practice Agreement 2007-2010	Objective Health & Care

delivered.			Community Care	
Improve the wheelchair service.	On Schedule	Geoff Bardsley to be contacted for feedback from this event.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Provide support to Kemback Street staff to ensure they are able to meet the needs of people with PMLD.	On Schedule	Outline discussions taking place to bid for capital improvements which will improve facilities at Kemback Street for PMLD service users.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Look into the possibility of establishing a forum for younger families of people with PMLD.	On Schedule	Health Team Leader to discuss with Maureen Phillip.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Discuss who will take a lead in planning for people with ASD.	On Schedule	To be discussed at the next learning disability steering group.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Implement the recommendations of the report on ASD services in Dundee.	Behind Schedule	To be discussed at the next learning disability steering group.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Develop Tayside wide training for staff working with people with ASD.	Behind Schedule	To be discussed at the next learning disability steering group.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Continue to develop ASD specific services.	On Schedule	4 places accommodation with support available 11. ASD specific day service expanded.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Review the service that is provided at Hawkhill Day Hospital.	On Schedule	To be captured as part of Stage 3 of the Learning Disability Health Redesign work to commence 2009-10.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop risk assessment and management systems.	On Schedule	Adult protection system risk assessment under review following the enactment of AS&P Act - work ongoing Process for forensic risk assessment being piloted in relation to discharge of patients from SMH	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop a Transition Group.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Extend the use of sheltered, very sheltered housing and housing with care.	On Schedule	Evaluation of Craigie Street Pilot complete. Group to be set up to implement recommendations	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop a dating and relationship agency in Dundee.	On Schedule	It was discussed at the Dundee Providers Forum and is on the Agenda for the next Leisure and Relationship sub group	Partnership In Practice Agreement 2007-2010 Community Care	Objective Work & Enterprise
Look at the use of mobility cars and allowances to improve fairness.	On Schedule	This work will commence 09/10	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Support people with Forensic needs by enhancing the forensic community learning disability nurse service.	Completed	Complete.	Partnership In Practice Agreement 2007-2010 Community Care	Objective Health & Care
Develop Kemback Street Day Service to make it suitable for people with PMLD.	On Schedule	Personal care area has been developed and service users with PMLD are accessing the Kemback St. Service. Staffing review to address staffing levels for new service provision.	Partnership In Practice Agreement 2007-2010 Criminal Justice	Objective Work & Enterprise

Adapt Notification of Serious Incidents G.1.4 to include RIMAP and religious offences - review accessibility March 2006	Completed	These procedures have now been updated to include RIMAP and Religious Offences.	Race Equality And Diversity Scheme 2005-2008	Objective Equality & Diversity
Develop training relating to culture for national objectives and standards for social work in the criminal justice service for parole board and court reports - review accessibility December 2006	Abandoned	National Standards are currently being reviewed; training in them will not be undertaken until the revised standards are issued.	Race Equality And Diversity Scheme 2005-2008	Review Equality & Diversity

Single Outcome Agreement Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop services and partnerships with carers to help meet their caring needs	On Schedule	The action plan is currently being implemented. Carers Action Plan Implementation Group meets at least quarterly to monitor progress.	Single Outcome Agreement 2008-2011	Objective Health & Care
Improve the protection of vulnerable children	On Schedule	HMLE inspection has now taken place - written report is due in June 2009	Single Outcome Agreement 2008-2011	Objective Health & Care
Implement the Partnership Matters	On Schedule	The Partnership Matters Strategy is implemented through a multi agency	Single Outcome Agreement	Project Lifelong Learning

strategy to improve the opportunities for people with special educational needs		transition forum which has operated since April 2007. In College Support Contract in place from September 20 for adults with physical and learning disabilities. Dundee good practice case study examples are being incorporated within the Scottish Government's updated Partnership Matters guidance.	2008-2011	
Implement the Improving Educational Attainment for looked after children	Completed	LAC Educational Attainment Project is now complete with evaluation report submitted to Scottish Government in October 20. Remit of LAC Attainment now lead by the Attainment and Achievement Themed group of ICS	Single Outcome Agreement 2008-2011	Project Lifelong Learning
Implement the improved outcomes for people who use community care services framework	On Schedule	Strategic Planning Groups are revising their performance management frameworks to ensure a close fit between local strategic priorities and the SOA.	Single Outcome Agreement 2008-2011	Project Health & Care
Extend the range of accommodation to meet the needs of physically and learning disabled adults and older people	On Schedule	Requirements for accommodation for people with a learning disability, physical disability and older people are in the draft Strategic Housing Investment Plan. Proposal within the Strategic Housing Investment Plan is that 30% of new build accommodation will be for Community Care. 5 additional units for people with Autistic Spectrum Disorder completed in October 20.	Single Outcome Agreement 2008-2011	Project Health & Care
Review the levels of support and respite for children, adults and carers	On Schedule	This Plan Item covers Children's and Adults Services and carers. Levels of respite delivered to children and families and adults are recorded through K2 and reported annually to the Scottish Government. An exercise has been undertaken to establish target respite and support figures. Joint target figures for Children's Services and Adult services have been submitted to COSLA	Single Outcome Agreement 2008-2011	Review Health & Care

Carry out a Best Value Review on the use of residential schools	Completed	Best Value Review on Residential School has now been completed	Single Outcome Agreement 2008-2011	Review Health & Care
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Children's Services projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Improve and enhance family support services to produce a reduction in numbers of accommodated children	Behind Schedule	The review of family support services will now be completed by June 2009. Delay due to additions to service managers port folio	Social Work Department Service Plan 2007-2011 Children's Services	Objective Health & Care
Family Group Conferences to be available to the Target Group across Dundee	Completed	Completed in January 20	Social Work Department Service Plan 2007-2011 Children's Services	Objective Health & Care
Contribute to the development of an integrated Children's Services commissioning strategy based on a logic model	On Schedule	Review of needs is still being undertaken by an officer dedicated to working on this project.	Social Work Department Service Plan 2007-2011 Children's Services	Objective Efficient Public Service
Working for Families link worker post established in Children's Services	Completed	Link Worker commenced in post with Social Work Department on 1 October 2007. Link Worker based at Bruce Street Family Support Centre, but receiving referrals from all teams across Children's Services.	Social Work Department Service Plan 2007-2011 Children's	Project Work & Enterprise

			Services	
Complete and implement the "Extraordinary Lives" action plan for residential services	On Schedule	Action Plan reviewed in December - Update Action Plan to be completed by 310309	Social Work Department Service Plan 2007-2011 Children's Services	Project Modern Customer Service
Continue to develop the management team dataset to enable ongoing review of Children's Services capacity (needs and resources)	Completed	Completed January 20	Social Work Department Service Plan 2007-2011 Children's Services	Project Efficient Public Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop and undertake a foster carers' survey and use the results to improve the service	On Schedule	Survey has been completed and analysis will be undertaken by June 2009.	Social Work Department Service Plan 2007-2011 Children's Services	Project Health & Care
Further develop the Pre-Referral Screening Forum (Welfare) Project - Integrated information sharing, identification of need, decision making and provision of specific proportionate response for Police identified "causes of concern" for children in need	On Schedule	Proposals and funding now in place to expand the work of the pre referral screening group and to track more accurately the outcomes of decisions made about children. Expanded service will be in place by April 09.	Social Work Department Service Plan 2007-2011 Children's Services	Project Community Safety
	On	Care Co-ordination UK (CCNUK) are	Social Work	Project Efficient Public Service

Further develop the Aspire model of assessment and co-ordination of service delivery to children with additional and complex needs and their families	Schedule	engaged in an evaluation of the transition pilot.	Department Service Plan 2007-2011 Children's Services	
Undertake the co-location of Family Support Teams within 2 PPP schools	Completed	Douglas and Kirkton Family Support Teams established office bases in Claypotts Castle and Downfield PS in December and are now using other facilities in each of the schools, on a bookable basis, for providing some family support services to local families.	Social Work Department Service Plan 2007-2011 Children's Services	Project Efficient Public Service
In partnership with "Discover Opportunities" set up multi-agency support package for care leavers who are not in education training or employment	Completed	Completed and will be monitored through the collation of stats within the team and to be included in annual report for committee	Social Work Department Service Plan 2007-2011 Children's Services	Project Work & Enterprise

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Undertake the location of a social work service within a multi-agency base in Menzieshill High School	Completed	The Menzieshill Social Work Team (1 team manager, 6 social workers and 1 social work assistant) successfully moved to the co-location base within Menzieshill High School. Joint planning regarding high priority cases takes place at fortnightly JAT meetings. Physical co-location has been achieved. Review of the efficiency gains will take place on a regular basis, initially after 3 months.	Social Work Department Service Plan 2007-2011 Children's Services	Project Efficient Public Service
Extend the resources of the Child Protection	On Schedule	On track for completion by 2010	Social Work Department Service Plan	Project Efficient Public Service

Team and relocate in a replacement for Seymour Lodge			2007-2011 Children's Services	
Develop implementation proposals for an integrated community base for the Children with Disabilities Team	Abandoned	Deferred indefinitely due to proposals for use of new Kingspark School not accepted	Social Work Department Service Plan 2007-2011 Children's Services	Project Efficient Public Service
Produce "Invest to Save" proposal for development of in-house crisis care service as part of a Best Value Review	Completed	Completed as part of the option appraisal for The Elms	Social Work Department Service Plan 2007-2011 Children's Services	Project Efficient Public Service
Develop strategy to support Kinship Care placements	Completed	Kinship Care Strategy report agreed at Committee on 230209.	Social Work Department Service Plan 2007-2011 Children's Services	Project Modern Customer Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Development of Performance Improvement Framework and action plan for Children's Services	Completed	All Service Managers are in the process of completing performance reports in line with the Performance Management Framework for the Department. A report was approved at Committee in January 2009 regarding a new case file auditing procedure which will	Social Work Department Service Plan 2007-2011 Children's Services	Project Efficient Public Service

		contribute to the performance improvement agenda.		
Commission a replacement building for Strathcarron Young Person's Unit	On Schedule	On track for completion in 2010	Social Work Department Service Plan 2007-2011 Children's Services	Project Assets Management
Commission a replacement building for Fairbairn Young Person's Unit	Abandoned	This has been postponed until 2014	Social Work Department Service Plan 2007-2011 Children's Services	Project Assets Management
Implement a commitment based monitoring system for care and support packages for children with disabilities to improve the management of a large and complex budget	On Schedule	First draft of reports has been reviewed and approved by Finance Department. Agreed next steps and process of monitoring and review. Presentation format for Management Information in development.	Social Work Department Service Plan 2007-2011 Children's Services	Project Efficient Public Service
Develop and implement a system for producing annual Standards and Quality Reports by service managers and section leaders across the Children's Services Department	Completed	Completed in December 20	Social Work Department Service Plan 2007-2011 Children's Services	Project Efficient Public Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Undertake an option appraisal on reviewing systems for children in kinship care placements and for children on home supervision	Completed	Option Appraisal complete and options agreed. Now implementing.	Social Work Department Service Plan 2007-2011 Children's Services	Review Modern Customer Service
Undertake a review of services to unborn babies where there is a cause for concern as a result of parenting capacity	Completed	Review was completed in January 2009	Social Work Department Service Plan 2007-2011 Children's Services	Review Health & Care
Undertake a feasibility study by the Transitions Group on the roll out of the lead professional model	On Schedule	Report to Social Work & Health Committee on Improving Transitional Planning for Young People with Additional Support Needs includes reference to progress under this objective. The Transition Forum is attracting national attention to Dundee in the area of Transition.	Social Work Department Service Plan 2007-2011 Children's Services	Review Modern Customer Service
Undertake a full review of Family Support Services	Behind Schedule	Review ongoing. Task groups making good progress in areas targeted, but competing demands on worker time have required completion date for review to be put back until May June 09.	Social Work Department Service Plan 2007-2011 Children's Services	Review Health & Care
Review the suitability of the current referral forms across the children's service, department and other agencies	On Schedule	Work regarding initial assessments complete, and following discussion will be incorporated in the assessment framework. Work of independent consultant to be presented to CYPPC, and IMG to discuss implications and	Social Work Department Service Plan 2007-2011 Children's	Review Efficient Public Service

		implementation.	Services	
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Review existing approaches to involving foster carers by producing, implementing and evaluating an involvement strategy	On Schedule	Further work needs to be undertaken by Service Manager SPSS due to poor response to consultation exercise by foster carers.	Social Work Department Service Plan 2007-2011 Children's Services	Review Modern Customer Service
Undertake with Housing Department (as part of SHIP) the feasibility of a parent and baby accommodation and assessment service	On Schedule	Ongoing	Social Work Department Service Plan 2007-2011 Children's Services	Review Health & Care
Complete an options appraisal on reducing use of external fostering placements	On Schedule	Committee report approved in February 2009, outlining need for further review and planning. To be completed by end June 2009	Social Work Department Service Plan 2007-2011 Children's Services	Review Efficient Public Service
Review the resources and services that are available to foster carers, including the level of fees	Completed	A review was undertaken which changed the foster carer fee structure with effect from 31st December 2007.	Social Work Department Service Plan 2007-2011 Children's Services	Review Modern Customer Service
Undertake a review of the Adoption Service	Completed	Adoption Service Review report to be presented to Committee 25. Implementation	Social Work Department Service Plan	Review Modern Customer Service

		of action plan arising from report now underway.	2007-2011 Children's Services	
Review Children's Services database needs and contribute a further development of K2	On Schedule	Action plan drafted for this year and priorities set	Social Work Department Service Plan 2007-2011 Children's Services	Review Information & Communication Technology

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Complete a Best Value Review of the Out of Hours Services and implement the outcomes	Behind Schedule	Now on track for completion in June 2009. Delay due to Perth and Kinross Council reconsidering their position	Social Work Department Service Plan 2007-2011 Children's Services	Review Efficient Public Service
Review the system for access services for Children in Need	Completed	This was completed in May 20.	Social Work Department Service Plan 2007-2011 Children's Services	Review Health & Care
Undertake a Best Value review of external residential placements for children and implement the findings	Completed	This was completed in December 20	Social Work Department Service Plan 2007-2011 Children's Services	Review Efficient Public Service
Undertake an options appraisal on The Elms residential resource	Completed	completed and now for discussion at directorate	Social Work Department Service Plan 2007-2011	Review Efficient Public Service

			Children's Services	
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Community Care Services Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Improve opportunities to access universal services, training and employment	On Schedule	Employment and training are priority areas now identified within both the Mental Health and Learning Disabilities strategy documents. Mental Health Employment Partnership service review currently being undertaken.	Social Work Department Service Plan 2007-2011 Community Care	Objective Building Stronger Communities
Promote enhanced employment opportunities in Social Work services	On Schedule	Development in learning disability and mental health continuing.	Social Work Department Service Plan 2007-2011 Community Care	Objective Equality & Diversity

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Contribute to the delivery of the Long Term Conditions Multi-Agency 'promises'	Completed	Action plan in place and agreed.	Social Work Department Service Plan 2007-2011 Community Care	Objective Health & Care

Ensure people are not inappropriately delayed in hospital	On Schedule	Regularly monitoring progress against target. Position being maintained.	Social Work Department Service Plan 2007-2011 Community Care	Objective Efficient Public Service
Meet agreed absence management targets in Community Care	On Schedule	Monitoring continuing.	Social Work Department Service Plan 2007-2011 Community Care	Objective Efficient Public Service
Regularly monitor Community Care financial performance against the departmental financial framework	Completed	Process undertaken for 09 and process agreed for 0910.	Social Work Department Service Plan 2007-2011 Community Care	Objective People
Regularly monitor Community Care external purchasing to ensure we achieve best value for money	On Schedule	In progress.	Social Work Department Service Plan 2007-2011 Community Care	Objective People
Develop, implement and evaluate an adult protection framework which meets legislative requirements	On Schedule	Adult Protection Committee is up and running. Working group established to review guidelines. Database established to monitor progress against requirements. Staffing agreed for Adult Protection Unit.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Invest in SMART technology that provides additional protection for citizens	On Schedule	This project is ongoing in partnership with other local agencies and is being reviewed by the Joint Improvement Team (JIT) in January 2009. A team budget is being used to purchase telecare equipment.	Social Work Department Service Plan 2007-2011 Community Care	Project Community Safety
Develop a range of mental health community based self help activities through service user, carer, voluntary sector involvement	Completed	Services now in place and delivering. Monitoring through contract monitoring process.	Social Work Department Service Plan 2007-2011 Community Care	Project Equality & Diversity
Extend the range and increase the number of people in receipt of direct payments	Behind Schedule	Monitoring progress of direct payments. Targeted development work taking place. Turnover in Direct Payments for financial year 09 greater than expected so payments have not increased in line with plan.	Social Work Department Service Plan 2007-2011 Community Care	Project Equality & Diversity
Implement the User Involvement Policy and strategic action plan in Community Care Services	On Schedule	Monitoring our progress against strategy, adapting planning, audit and individual practice to take account of strategy.	Social Work Department Service Plan 2007-2011 Community Care	Project Involving Communities
Work with a multi-agency group to develop a centre for ethnic minority communities which includes a meals service	Completed	New centre opened on the 15th July 20.	Social Work Department Service Plan 2007-2011 Community Care	Project Equality & Diversity

Implement Human Right priorities for Mental Health as defined by the Mental Health Action Group and the Commission for Equality	Behind Schedule	To be progressed through SPG	Social Work Department Service Plan 2007-2011 Community Care	Project Equality & Diversity
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Further develop enabler services for people with mental health problems	Completed	Service up and running. Contract monitoring in place.	Social Work Department Service Plan 2007-2011 Community Care	Project Building Stronger Communities
Deliver the Partnership Matters Strategy to improve the opportunities for people with additional support needs in further education	Completed	In College support service now in place. Agreement in place regarding respective roles, responsibilities and decision making in supporting people to access further education and life long learning.	Social Work Department Service Plan 2007-2011 Community Care	Project Building Stronger Communities
Promote and complete financial assessments for all Community Care service users	Behind Schedule	Delay in finalising interagency connection plans as awaiting NHS Tayside to complete update of their systems. Anticipated connection date now August 2009	Social Work Department Service Plan 2007-2011 Community Care	Project Equality & Diversity
Act on the	On Schedule	As previously anticipated the research has	Social Work Department	Project Equality & Diversity

recommendations arising from research commissioned to evaluate the Older People Engaging Needs (OPEN)Project		now been concluded and a draft report is available. "OPEN" group members are currently analysing the content of the report and recommendations from this research will follow by the next update. Other forms of evaluation of OPEN continue to take place through Fairer Scotland monitoring framework. All targets and indicators set out last financial year have been met.	Service Plan 2007-2011 Community Care	
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop joint strategies and commissioning statements for all community care client groups: (older people, people with mental health problems, physical disabilities, adults with drugs and alcohol problems and adults with blood borne viruses)	Completed	The strategies are complete.	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service
Develop an overarching commissioning plan for community care	On Schedule	Programme plan developed for overarching commissioning strategy.	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service
Continue to implement the recommendations from Tayside-wide mental health review	On Schedule	Workstreams and group leads have been identified and progressing work	Social Work Department Service Plan 2007-2011	Project Health & Care

			Community Care	
Implement integrated community mental health teams in accordance with the mental health review	On Schedule	SSA meeting held 13.1.09 - scoped issues. Next meeting currently being arranged.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Implement the agreed outcomes of the Dementia Care Network	On Schedule	Dementia Strategy progressing.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Implement and develop the integrated learning disability community team	On Schedule	Final stage of Health Redesign being completed i.e. Allied Health Professionals for Dundee Team have been identified. Health Team Leader appointed, team is co-located, procedure and policy development for integrated team in progress.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Implement Integrated Drug and Alcohol services in accordance with Drug and Alcohol Team Strategy	On Schedule	D&ABBV Team moved to Constitution House as planned. Now progressing with Integrated services agenda - ICP being progressed.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care

Develop a multi-agency team at the White Top Centre with social work holding the lead agency agreement	On Schedule	Recommendations of staffing review now due June 2009 due to operational commitments timescale has been revised. These will include the structure and partnership arrangements for the future.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Deliver on the agreed work streams for Palliative Care (Marie Curie)	On Schedule	Work in progress. End of life approaches being integrated into mainstream service delivery.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Deliver on the agreed work streams for Acquired Brain Injury (Sue Ryder)	On Schedule	Awaiting high level direction before work can commence.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Further develop the joint rehabilitation and crisis services to improve the service delivery	Completed	This stage of the redesign has now been completed.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Extend the use of single shared assessment to include all adult groups	Behind Schedule	Progress continues, all service areas working towards integration. Awaiting completion of health/social work connection - was to be April now delayed until August 2009 to allow NHS completion system development	Social Work Department Service Plan 2007-2011 Community	Project Health & Care

			Care	
Introduce a revised model of intermediate care	Completed	Action completed: revised model of intermediate care introduced.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Complete the resettlement programme	On Schedule	Committee Report produced and financial resources agreed	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Provide additional supported accommodation for adults with a disability	On Schedule	Future requirements for accommodation are reflected within the Housing strategy and the Strategic Housing Investment Plan.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Increase the range and scale of care at home services	On Schedule	Monitoring waiting lists for care at home, numbers of people waiting and hours of service awaited reducing.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Complete the re-provisioning of Elmgrove House (residential care for adults with a learning disability)	On Schedule	Site identified at South Road. Initial design work undertaken, cost plan in progress. Timescale revised to be 2011 as initial site identified was too small	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop additional accommodation with care for older people	On Schedule	Work with several of the Housing Associations has moved forward with draft service models being developed. Within the next six months it is expected that the actual numbers of new services will be identified in specific areas. Work to review the whole allocations policy framework along with Housing colleagues is also due to start in the next month.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Provide accommodation with care for people with mental health forensic needs	Behind Schedule	Awaiting contact from Forensic services - behind schedule due to lack of contact - timescales set by Health	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Develop online self referral and self-assessment tools	On Schedule	On schedule for self referral (2010). Work will commence on this once full integration with health is completed.	Social Work Department Service Plan 2007-2011 Community Care	Project Equality & Diversity
Consult and develop a policy on independent living	On Schedule	A revised timeframe of December 2009 has been set for this.	Social Work Department Service Plan 2007-2011 Community Care	Project Modern Customer Service
Establish performance improvement frameworks for each service area in community care	On Schedule	Update report on progress delivered to April Health and Local Authority Management Team. Reporting developing.	Social Work Department Service Plan 2007-2011 Community	Project Efficient Public Service

			Care	
Standardise approach to case file audit and report on findings in line with Social Work Department policy and protocol	Completed	Audit process completed by strategy and performance service and approved at social work and health committee. All staff now following audit framework. Monitoring arrangements put in place.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Establish practitioner forums for community care	Completed	Departmental practitioner's forum established with participation from community care reps.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Involve every community care employee in an employee development review	On Schedule	In progress of roll out. Evaluated by survey and demonstrating progress.	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop a joint work force development strategy to support joint working in Community Care	Completed	0912 Staff development integrated into organisational development plans.	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service
Redesign intake/first contact services for community care and integrated the revised service into the Council	Completed	0309 Changes to service now completed. Teams separated and new service in place for community care service users accessing social work department	Social Work Department Service Plan 2007-2011 Community	Project Efficient Public Service

Customer First Strategy			Care	
Implement and evaluate a review team model for older people in residential and nursing care	Completed	130209 Now in permanent accommodation. Agreement to establish permanent posts agreed	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service
Redesign Drug and Alcohol/HIV team to meet the priorities from Drug and Alcohol Team/Blood Bourne Virus Strategies	On Schedule	130209 Consultation meetings with team and Trade unions held 4.12.09 and 23.1.09.	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service
Implement the Effective Support to Staff Handbook (Community Care)	Completed	230209 Satisfied arrangements in place for implementation.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Evaluate and implement the recommendations of the Multi-Agency Inspection of Older People report	Completed	Actions completed. Signed off by Inspectorate. Concluding review October 20.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Evaluate and implement the recommendations of the Performance Inspection of Social	Completed	Final submission completed.	Social Work Department Service Plan 2007-2011	Project Health & Care

Work Services in Dundee (SWIA) report			Community Care	
Implement the Best Value Review of older people's services	Completed	Final best value review meeting has taken place and report has now been approved by Committee.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Review Service Level Agreements in accordance with strategic plans	On Schedule	In progress and on target according to revised schedule for completion of reviews.	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service
Implement and monitor the new care home contract	On Schedule	The National Care Home Contract was negotiated with all the local care home providers in early 2007. It is now being monitored and reviewed by the Contracts Section and discussed in the three monthly Care Home Provider's meeting.	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service
Introduce performance management information sets for Community Care	Completed	A management information dataset has now been fully revised, produced on a quarterly basis and discussed at the Community Care Management Team and Directorate.	Social Work Department Service Plan 2007-2011 Community Care	Project Efficient Public Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Implement our staff development program for community care in accordance with the SSSC standards	Completed	Report received by Management Team. Staff Development Programme in place to meet SSSC standards.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Safety
Undertake the stress audit for all staff	Completed	Audit completed.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Safety
Implement the lone working policy	On Schedule	The introduction of lone working phones for all teams with an associated monitoring and review procedure and the establishing of an after 5 pm Control Centre response has now been completed.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Safety

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Implement the agreed outcomes of the Dementia Care Network.	On Schedule	The work of the Managed Clinical Network will be incorporated into the Joint Dundee Strategic Plan for People with Dementia which is currently being developed by the Dundee Dementia Strategic Planning group. We hope to have this strategy finalised by the end of 2009.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Further develop the joint rehabilitation and crisis services to improve the service delivery.	On Schedule	The two night care services have been amalgamated to better meet the current demand for night care services to support both the service users, and their carers.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Increase the range and scale of care at home services	On Schedule	A requirement for an equitable level of social care service across each day of the week has been established. Planning for the implementation of this is in progress. Telecare equipment is being used to expand the range of care at home services.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Introduce a revised model of intermediate care.	Completed	25 beds have been provided at Pitkerro Care Home, which will enhance our existing intermediate care provision.	Social Work Department Service Plan 2007-2011 Community Care	Project Health & Care
Review the level and range of respite care	On Schedule	The first phase of the review has been completed in relation to controlling the provision of residential respite care in Craigie House. Discussions to take place around funding an appropriate model for the provision of nursing respite care and	Social Work Department Service Plan 2007-2011 Community Care	Review Health & Care

		placement data is being reviewed to inform for an increase in overall expenditure on residential care. Taking account of domiciliary based respite provision and overall bed night day respite levels.		
Complete a process improvement review on access for users in Ninewells Hospital and implement the recommendations	On Schedule	Agreed to implement new duty system permanently.	Social Work Department Service Plan 2007-2011 Community Care	Review Efficient Public Service
Conclude a programme of supporting people service reviews	On Schedule	Timescales renegotiated for some reviews. Revised target being met.	Social Work Department Service Plan 2007-2011 Community Care	Review Efficient Public Service

Criminal Justice Services Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Ensure that all offenders access targeted offending behaviour programmes appropriate to their needs	Completed	New system introduced and being monitored on a quarterly basis.	Social Work Department Service Plan 2007-2011 Criminal Justice	Objective Community Safety
Ensure all sex, violent and other relevant offenders are identified and managed through MAPPA	Completed	New system introduced and being monitored on a quarterly basis	Social Work Department Service Plan 2007-2011 Criminal Justice	Objective Community Safety

Implement and evaluate new offender risk assessments and associated risk management plans	On Schedule	New system introduced and being monitored on a quarterly basis	Social Work Department Service Plan 2007-2011 Criminal Justice	Project Community Safety
Develop clear assessment and treatment pathways for offenders with substance misuse problems	Completed	Tayside Substance Misuse Strategy Group Draft Protocol now in place for offenders leaving Perth Prison with DAATs and agencies for consideration. Assessment and treatment link established maintained between East Port House and Arrest Referral Service. All CJS substance misuse services have assessment processes in place, using ATOP forms for reviews which is consistent with NHS Tayside.	Social Work Department Service Plan 2007-2011 Criminal Justice	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop and address specific outcome measures for offenders with substance misuse problems	Completed	All CJS substance misuse services have agreed outcome measures with local DAATs and agreed set of performance indicators are in place reported quarterly to the Partnership Management Team. ATOP forms are used to collect outcome information across all services and quarterly reports will be available from December 20.	Social Work Department Service Plan 2007-2011 Criminal Justice	Project Health & Care
Undertake, analyse and	On Schedule	Survey ready for testing	Social Work Department	Project People

develop actions from an annual internal staff satisfaction questionnaire (Criminal Justice)			Service Plan 2007-2011 Criminal Justice	
Explore options on the different roles and responsibilities of Social Workers and paraprofessional staff	On Schedule	This project is currently being looked at for feasibility. Long term approach.	Social Work Department Service Plan 2007-2011 Criminal Justice	Review People
Undertake a review of the East Port House Admissions Policy	Completed	The new admissions policy was agreed at the CJA meeting on 18 June 20 and has been implemented fully. Links with Arrest Referral Service provide a direct link to assessment and treatment for residents at EPH to further support the policy implementation.	Social Work Department Service Plan 2007-2011 Criminal Justice	Review Community Safety
Evaluate the impact of staff support and development systems in Criminal Justice to ensure we are providing effective support	On Schedule	Introductory sessions on the How Good Is Our Team self evaluation approach have been undertaken with extended management team and CJS Core Services Teams. Included brief worked examples. Further work to be done with teams to identify priority key processes for evaluation.	Social Work Department Service Plan 2007-2011 Criminal Justice	Review People

Finance, Contracts & Welfare Rights Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Provide training to Social Work Managers to access the financial ledger and conduct regular review meetings	Completed	Delivery to Service Managers completed	Social Work Department Service Plan 2007-2011 Finance,	Project Finance

			Contracts & Welfare Rights	
Develop a financial control framework, assess financial risk levels and ensure effective financial control systems are in place within Social Work	Behind Schedule	Due to a staff vacancy the work to assess and test financial control is unlikely to be completed. Training to reinforce financial control principles has been delivered to managers as an interim measure. Once the vacancy is filled, work per the plan will be reinstated	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Finance
Develop a Social Work estates strategy in line with the Corporate asset management plan	On Schedule	Strategic placement of office staff considered in corporate review of office accommodation. Joint working with NHS staff included in this review. Strategic aims of remainder of social work property still to be updated in line with service plan.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Finance
Enhance Social Work automated payment and charging system to further benefit external customers	On Schedule	The system to charge for adult services is being refined to include all chargeable services. Discussions with IT are planned to automate the billing process for respite services.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Modern Customer Service
Enhance provision of Social Work partnership financial information to elected members	On Schedule	No further progress this financial year.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Finance

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop Social Work service planning process to ensure links with available resources as set out in financial plans	Completed	Current Social Work Service Plan now includes detail of funding and sources where applicable for most projects. This will be fundamental part of process in future plans.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Finance
Develop and maintain a contracting and procurement procedure which fits within the overarching Social Work Department Commissioning Strategy	On Schedule	To be approved at Directorate and Committee - April 2009. KPI's developed to measure the effectiveness of the Procurement Process.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Health & Care
Develop and maintain a contracts database to improve the quality of management information held in relation to contracted services	Completed	Database fully operational from 281120.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Assets Management
Increase the number of organisations on the list of Approved Providers of social care services	On Schedule	66% of current service provider approved.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Health & Care
Monitor all care home providers for compliance with the requirements of the national care home	On Schedule	Implementation of jointly agreed monitoring framework on target for beginning of 2009/10 financial year.	Social Work Department Service Plan 2007-2011	Project Health & Care

contract			Finance, Contracts & Welfare Rights	
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Establish a robust co-ordinated referral tracking system between advice agencies in Dundee. Co-ordinated Advice Tracking System (CATS)	On Schedule	The Co-ordinated Advice Tracking System was set up on 21507. In the period from 0110 to 3112 there have been 179 referrals recorded between agencies. There are currently 26 agencies signed up to the system. All the major benefit and money advice agencies in Dundee are currently on board. New agencies recently added to the system have been The Lily Walker Centre, SACRO and the Homelessness Strategy Team. The system continues to be publicised to agencies and the general public.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Efficient Public Service
Establish a local internet based forum to improve information sharing between local advice agencies. www.dundeeadvice.org	On Schedule	www.dundeeadvice.org went live to the public on 2804. 18 of the agencies currently involved in the CATS database are signed up members of the forum and have the ability to discuss advice focused issues online. The online information sharing forum is now able to allow agencies to swap and discuss documents needed to meet the Scottish National Standards for Information and Advice with the upload facility having went live on 24th November 20.	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project Efficient Public Service
Review and develop Social Work charging policies and procedures for equality, cost	On Schedule		Social Work Department Service Plan 2007-2011	Review Finance

effectiveness and consistency of application			Finance, Contracts & Welfare Rights	
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Strategy, Performance & Support Services Projects

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Ensure requirements are met for recording, monitoring and reporting on adult protection cases	On Schedule	Prototype screen designs continue to be considered by staff.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective Health & Care
Promote equality and diversity by developing, implementing and reviewing equality action plans, implementing EQIA, and monitoring ethnicity, disability, gender and age across Social Work services	On Schedule	Regular monitoring in place. To be reviewed on introduction of the new Equality Act	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective Equality & Diversity
Strengthen Social Work Department involvement in community planning process	On Schedule	Steering Group meeting held. Not all SMs managing to attend LCPP groups. Paper to be prepared for Directorate by end of April 2009 suggesting alternative representation for some groups. Once revised	Social Work Department Service Plan 2007-2011 Strategy,	Objective Involving Communities

		representation agreed work will commence on community engagement strategy for SW.	Performance & Support Services	
Explore and develop more shared Social Work services with others	On Schedule	3 areas for development identified - induction (Angus), protecting people (Dundee) & research and evaluation (Perth & Kinross). Leads producing remit, scope and membership for task groups which are in the process of being established - next steering group to take place on 21.4.09	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective Efficient Public Service
Develop community engagement strategy and framework for Social Work services	On Schedule	Steering Group meeting held. Not all SMS managing to attend LCPP groups. Paper to be prepared for Directorate by end of April 2009 suggesting alternative representation for some groups. Once revised representation agreed work will commence on community engagement strategy for SW.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective Involving Communities
Pursue Quality Scotland Committed to Excellence Recognition for Social Work	On Schedule	Submission for award prepared. Subject to final proof prior to submission in March 2009. In May 09 we achieved the Bronze Award for Recognised for Excellence	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective Efficient Public Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Provide Social Work staff with the information they need to do their day to day job	On Schedule	A quarterly Staff Development dataset has been added to the range of datasets prepared for the Directorate and Management Teams. Datasets now cover all	Social Work Department Service Plan 2007-2011	Objective Information Strategy

		service areas i.e. Children's Services; Community Care; Criminal Justice as well as K2 data quality and Health & Safety information. A staff information dataset has also been designed and is circulated via email to all staff - 2 issues have been circulated to date. Improvements have been made to our key policy database, based on comments from a staff survey. The intranet re-design working group is progressing well, with a target date for re-launch at the end of August 2009.	Strategy, Performance & Support Services	
Pursue Healthy Working Lives Gold Award for Social Work Department	On Schedule	Bronze award won in March. Silver award meeting set for 2nd June. Mental health training being designed to run after summer - pursue mental health award and gold in second half of year.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective People
Determine ways of encouraging creativity and innovation across all Social Work services	On Schedule	Proposal paper approved by Directorate. 3 Performance Improvement Groups (PIGS) being established. Communication to be chaired by GL (CJS) - initial meeting date set; Involvement to be chaired by MB (CC) and Job satisfaction (chair still to be identified). All groups to meet before end of April 2009.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective Efficient Public Service
Seek to maintain IIP Status for Social Work	Abandoned	Abandoned on cost grounds	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective People

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Further develop communication by senior managers within Social Work	On Schedule	Staff information meetings held good evaluation results about new communication methods (digital stories)	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective People
Evaluate the implementation of Social Work absence management policy and procedures	On Schedule	Review group established and terms of reference set. Meeting 19 February to confirm	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective People
Develop joint outcomes for all themed groups in Social Work	On Schedule	A working group is currently developing a Physical Disabilities Strategy and joint outcomes.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Objective People
Enable process improvement in defined areas of Social Work services	On Schedule	Process improvement work in Staff Development is progressing well.	Social Work Department Service Plan 2007-2011 Strategy, Performance &	Objective Efficient Public Service

			Support Services	
Implement Community Care responsibilities in accordance with the Social Work Department's risk register	On Schedule	Awaiting feedback from Zurich consultants on draft business continuity plan	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Safety

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Evaluate the implementation and effectiveness of the multi-agency protocol in respect of children who put themselves at risk through their own behaviour	On Schedule	Pilot training 'Risky Business' has identified the need for a practice assessment 'tool' which will fit below the protocol. Being informed by training (final session had to be reset due to illness of trainer - complete by July 2009 alongside update of protocol.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Develop and implement Child Protection Messaging IT System	On Schedule	Final draft of specification was circulated 01-10- to all interested parties. IT Division to confirm documents contain all necessary data. Implementation on hold pending review by Tayside Data Sharing Partnership of role of local Data Sharing Partnerships in the project.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
	On		Social Work	Project Health & Care

Develop and implement a new LAC and Child Protection IT System	Schedule	Child Protection continues to be development priority. Prototype screens developed. Testing plan for "Daily Log" component to begin in new year. Content of documentation database continues to be validated. Children's' Services Pathway business process mapping document continues to be prepared.	Department Service Plan 2007-2011 Strategy, Performance & Support Services	
Develop, implement and evaluate an intradepartmental staff development programme on child and adult protection	Ahead of Schedule	National adult protection training is now underway. A working group is to be set up to establish a protecting people training programme which includes children and adults.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Implement the requirements of vulnerable groups legislation	On Schedule	Legislation due June 2009	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Develop and implement a quality assurance framework for child	On Schedule	Inspection and SCR taking place which will inform the framework - pending	Social Work Department Service Plan 2007-2011	Project Health & Care

protection			Strategy, Performance & Support Services	
Develop and implement a co-ordinated approach to local community planning	On Schedule	Steering Group meeting held. Not all SMs managing to attend LCPP groups. Paper to be prepared for Directorate by end of April 2009 suggesting alternative representation for some groups. Once revised representation agreed work will commence on community engagement strategy for SW.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Involving Communities
Design and pilot training for 'Risky Business' to multi-agency staff members and evaluate response	On Schedule	Final date in March had to be cancelled due to illness of trainer. Reset for 3rd July. Evaluation will follow.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Community Safety
Conduct research into the experiences of children and parents involved with the child protection service	On Schedule	Survey running again from Jan-June2009 and will be followed by another evaluation of findings. Report will be completed by end of Aug 09 and previous results already being used to improve CP procedures.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Conduct research into the experiences of adults	On Schedule	The Adult Support and Protection Committee has been established and met three times.	Social Work Department Service Plan	Project Community Safety

and carers involved with adult protection services		The Committee will review and monitor activity, including research and consultation.	2007-2011 Strategy, Performance & Support Services	
Implement Social Work User Involvement Policy and Action Plan	On Schedule	A strategic framework was approved at Social Work and Health Committee 24th November 20. Focus groups of staff will be established to agree specific actions and timescales.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Modern Customer Service
Conduct research into the experiences of children who are looked after and accommodated and their parents	On Schedule	Analysis now been undertaken on the forms returned. The findings will be incorporated in the RO's annual report. This exercise will be repeated in the Autumn 09 with redesigned questionnaires	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Design and deliver one new customer care initiative per service per year for the life of the plan	On Schedule	These are detailed in the Customer Care Service Annual Reports. The 2009 report went to the Social Work and Health Committee in March 2009.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Modern Customer Service
Conduct research into experiences of children and young people moving on from foster care and residential	On Schedule	Questionnaires have now been created and exit interviews will commence at the end of July 20. The construction of a database to input the results to is in progress.	Social Work Department Service Plan 2007-2011 Strategy,	Project Health & Care

placements			Performance & Support Services	
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop methods of evaluating the implementation and impact of the Customer Care Charter and Standards	On Schedule	Report has been delayed due to non availability of information, now being finalised for publication.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Modern Customer Service
Revise and update the Social Work Department public information strategy and standards	On Schedule	The department's Public Information Officer joined a time limited sub group of the Disability Equality Working Group (chaired by the Council's Equality & Diversity Coordinator) in January 2009 to look at a corporate approach to accessible information. This involves sharing social work public information practice with colleagues from other council departments and contributing to the development of a corporate accessible communication strategy. Work continues on updating and revising social work public information (both on the council's website and in printed formats).	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Modern Customer Service
Co-ordinate and report on quality assurance activity (surveys/questionnaires) across Social Work	On Schedule	A framework for conducting both customer and other stakeholder survey activity across the department is being developed.	Social Work Department Service Plan 2007-2011 Strategy,	Project Efficient Public Service

Department			Performance & Support Services	
Involve Children, young people, their parents and carers in the planning, delivery and evaluation of LAAC reviews	On Schedule	The returns now being analysed to incorporate in RO's annual report	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Involve children, young people, their parents and carers in the planning, delivery and evaluation of adoption and permanence planning	Completed	LAC Youth-led forum established. Adopters and carers invited to participate in implementation group for new adoption & permanence legislation. Ongoing evaluation exercise for adopters established.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Ensure full implementation and evaluation of customer care standards in Social Work	Completed	Completed results will be reported in the Customer Care Service Annual Report going to Committee in March 2009	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Modern Customer Service
Deliver staff development training based on the Health and Mental well being policy and evaluate	On Schedule	Training for staff (basic awareness) and managers (on policy) being designed. Pilot early after summer with further dates in autumn 09 and spring 2010.	Social Work Department Service Plan 2007-2011 Strategy,	Project Health & Care

			Performance & Support Services	
Further develop the Social Work Department as a health promoting organisation through deployment of the health improvement plan	On Schedule	Annual action plans being drawn up across the services for April 09 - 10	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Develop and implement an advocacy strategy	On Schedule	Review report was approved at Directorate on 30th October 20 and discussions are now underway with providers and commissioners to develop and implement a strategy during 2009.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop and co-ordinate implementation of 'Getting It Right for Every Child' framework	On Schedule	Girfec strategy being written to fit with ISC Plan. Pilot the use of the GIRFEC plan with sw team and partner agencies. Presentation workshop with IMG to take place on 21st July 09	Social Work Department Service Plan 2007-2011 Strategy, Performance &	Project Efficient Public Service

			Support Services	
Complete delivery of Improving Educational Attainment of Looked After Children Project	Completed	LAC Educational Attainment Project is now complete with evaluation report submitted to Scottish Government in October 20. Remit of LAC Attainment now lead by the Attainment and Achievement Themed group of ICS	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Lifelong Learning
Evaluate Improving Educational Attainment of Looked After Children Project	Completed	Evaluation report completed. Project completed and recommendations being considered by LAC group and Education and attainment group	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Lifelong Learning
Develop a joint performance and strategic planning reporting framework to ensure there is partnership responsibility for monitoring children's services	On Schedule	Presentations well underway. Delayed starting date due to on-going work agreeing content of SOA for Dundee City Council. Presentation on Performance Improvement Model Framework (PIM) to be give at Dundee Partnership Group on 6.3.09	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service
Develop a joint performance and strategic planning reporting framework to ensure there is partnership responsibility for monitoring community care services	On Schedule	Strategic Planning Groups are revising their performance management frameworks to ensure a close fit between local strategic priorities and the SOA.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop IT systems to support Single Shared Assessment	On Schedule	Further refinement of system being carried out.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service
Deliver ecare priorities on single shared assessment and CP messaging	On Schedule	Both SSA and CP messaging progressing satisfactorily. Technical requirements being progressed by Council IT Division. Concern that progress on national 'adaptors' will delay completion of this work within timeframes.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service
Develop, implement and evaluate a supporting people plan	On Schedule	Background, Introduction and Older People's Section in draft ready for consultation.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Deliver effective integrated emergency management within SW Department	On Schedule	Care of People Plan integrated in to Council Emergency Plan for first time - report presented to committee in November 20. Annual Performance Report and action plan also presented to committee. Steering group to co-ordinate implementation of the action plan. Steering group to meet on 26.2.09.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support	Project Community Safety

			Services	
Develop a framework for engaging Social work service users in the determination of outcomes	On Schedule	A Customer Service Excellence Standard action plan is currently being drafted.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Implement and evaluate a Carers Strategy and action plan, ensuring that carers knowledge and expertise are harnessed	On Schedule	The action plan is currently being implemented and a monitoring group meeting regularly, Plans underway to ensure effective ongoing contribution of carers.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Implement the improved outcomes for people who use community care services framework	On Schedule	Strategic Planning Groups are revising their performance management frameworks to ensure a close fit between local strategic priorities and the SOA.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Develop, implement, monitor and review a strategic action plan for Children and Young People affected by substance abuse	Completed	Action plan completed (April 20) and incorporated in DAAT action. Implementation, monitoring and review of action plan to be led by sub group.	Social Work Department Service Plan 2007-2011 Strategy, Performance &	Project Community Safety

			Support Services	
Develop a system of undertaking LAC exit interviews and identify areas for improvement and outcome measures	Completed	The system has now been implemented and will be reported on in CRO report April 09	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Develop a public performance reporting framework for Social Work that includes making maximum use of the internet as a comprehensive information source	On Schedule	There is a member of staff involved in this process of updating and improving our internet provision. This will continue for the foreseeable future.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Information Strategy

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Produce an annual standards and quality monitoring report on Child Protection Standards	On Schedule	Agreed Framework implemented and annual report produced by end of June 09 to incorporate findings of CP inspection	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Produce an annual standards and quality monitoring report on Looked After Children Standards	On Schedule	Information now completed and to be incorporated, with analysis, in Review Officers Annual report	Social Work Department Service Plan 2007-2011 Strategy,	Project Efficient Public Service

			Performance & Support Services	
Produce an annual report to elected members in respect of children for whom the Council has Corporate Parenting Responsibility	On Schedule	The Charter went to Committee in November and was adopted. A leaflet has been produced for dissemination. The Annual Report is on track for completion June 2009.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service
Develop, implement and evaluate the use of a Performance Management Framework	On Schedule	The department's submission to Quality Scotland under their 'Recognised for Excellence' scheme was successful. The department was awarded a 3 star 'bronze' certificate.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service
Identify and improve key Social Work processes to deliver improved outcomes for people	On Schedule	The first report for the period 1 Oct - 31 March 09 is currently being prepared for the Directorate.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Identify Social Work services to be developed/provided for	On Schedule	Access Team and Welfare Rights to be involved in One Stop Shop systems thinking project due to commence in March 09.	Social Work Department Service Plan 2007-2011	Project Modern Customer Service

the one stop shop at the new Dundee House		Proposal still that access team will move to Tayside house for pilot before final decisions and moves are underway for Dundee House.	Strategy, Performance & Support Services	
Develop, implement and review Social Work business continuity plan	On Schedule	Awaiting feedback from Zurich consultants on the draft. Exercises will be carried out during 2009 to test the plan.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Care
Develop and implement a records management and filing system for the Social Work Department	On Schedule	A major part of this project is underway and due for completion on the 13th May 2007. This project has been modified to attempt to reduce potential costs and a lower cost option to enable movement of bulk paper files.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Information Strategy
Develop K2 according to priorities defined by the IT Project Board	On Schedule	Priorities remain the same.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Information & Communication Technology
Develop the use of the Social Work Department intranet and internet sites	On Schedule	Currently being worked on by a Departmental Working Group	Social Work Department Service Plan 2007-2011 Strategy, Performance &	Project Information Strategy

			Support Services	
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Design and implement a Social Work Department policy data base	Completed	The Key Social Work Policy and Performance Database is now in place and proving a successful tool in the location of Department/Council documentation in addition to relevant external documentation.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Information Strategy
Update, implement or revise an IT strategy for the Social Work Department	Completed	Report: Dundee City Council Social Work Department IT Strategy 20-11. Completed March	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Information & Communication Technology
Identify and implement priority actions for Social work from the Council's one stop shop integrated services strategy	On Schedule	Access Team and Welfare Rights to be involved in One Stop Shop systems thinking project due to commence in March 09. Proposal still that access team will move to Tayside house for pilot before final decisions and moves are underway for Dundee House.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Modern Customer Service
Develop an extract of K2 to enable critical business continuity	On Schedule	Ripplestone Server installed and "backup" PCs in situ. Manual transfer of minimum emergency backup extract in place. Configuration exercise for Ripplestone	Social Work Department Service Plan 2007-2011	Project Information & Communication Technology

		scheduled for April 2009	Strategy, Performance & Support Services	
Manage the transition of Social Work services to Dundee House	On Schedule	Changing Working Practices group have now met twice and are beginning to put together and action plan in relation to working practices which have to change to facilitate move to Dundee House. Work is to be closely linked with that of eRecords management group.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project People

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Develop and deliver a Social Work workforce plan	On Schedule	work on-going	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project People
Develop and deliver a Social Work staff development strategy	On Schedule	The staff development strategy continues to develop in relation to practice learning and national priorities.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project People
Implement Single Status	On Schedule	Briefing meetings for social care workforce	Social Work Department	Project People

within Social Work		organised for April/May 2009	Service Plan 2007-2011 Strategy, Performance & Support Services	
Carry out an annual staff Social Work staff survey and follow up action plan	Completed	Survey completed and now being analysed	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project People
Ensure that CPD is covered in supervision and that all SSSC registered staff compile portfolios and keep them updated	On Schedule	The employee development review and practice learning Framework are being reviewed and continue to be integrated into supervision. This all core to the departmental Induction programme	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project People

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Implement services and buildings Health and Safety policy in Social Work	Behind Schedule	H&S Policy for Building and Services has been delayed. To be incorporated into the H&S Risk Survey, Workplace Inspection programme. All tasks to be completed by Nov 09.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Health & Safety
	On		Social Work	Project People

Evaluate implementation of "Effective Support to Staff and Good Practice in Management" policies and strategies in Social Work	Schedule	On line survey (with hard copies where appropriate) carried out in December January 09. 902 people have activated the survey; (50%) of staff. Results being collated and analysed and report will be provided to Directorate by end of April 09.	Department Service Plan 2007-2011 Strategy, Performance & Support Services	
Develop a sound Social Work commissioning strategy which matches service development to need	On Schedule	Needs assessment project commenced - scoping exercise completed. Timeline established - work to inform overall commissioning strategy for social work. Manager SPSS to review strategic statements for department and consult again on strategic priorities.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service
Create an up to date risk register for Social Work, integrated with the service plan and incorporating risk management arrangements	Completed	Completed	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Ensure all key Social Work services delivery	On Schedule	Needs assessment project commenced - scoping exercise completed. Timeline	Social Work Department	Project Efficient Public Service

areas have integrated strategic plans which incorporate robust performance management, workforce planning and financial planning		established - work to inform overall commissioning strategy for social work. Manager SPSS to review strategic statements for department and consult again on strategic priorities.	Service Plan 2007-2011 Strategy, Performance & Support Services	
Develop the use of Resource Link to provide robust employee resources performance management information in Social Work	On Schedule	work on-going	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project Efficient Public Service
Review and redevelop advocacy provision with full involvement of advocacy providers	On Schedule	Review report was approved at Directorate on 30th October 20 and discussions are now underway with providers and commissioners to develop and implement a new model of service provision.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Review Health & Care
During lifetime of Social Work Service Plan review vision, values and aims to ensure still fit for purpose	On Schedule	Current vision, values and aims confirmed as fit for purpose. In the employee survey 2007, 94% of departmental staff said they understood the purpose, aims and objectives of their department. Aims, values and vision to be reviewed as relevant future opportunities arise.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support	Review Efficient Public Service

			Services	
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Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Review Social work Client Information Systems with a view to striking the correct balance between accessibility of information and protecting sensitive data about individuals and families	Completed	Final proposal paper agreed at Directorate in December 2009. Solution involves proposed amendments to Event Recording, updated case recording procedures and proposed training for all staff on ethical recording. Final meeting held with SWIA in December 20 when they fully accepted proposal and agreed that recommendation had been met in full.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Review Information Strategy
Review and update Social Work Human Resource Strategy	On Schedule	work on-going	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Review People
Review and update safe systems of work for Social work staff undertaking lone working	On Schedule	Updated report to be submitted to SWD Directorate 25 February 2009	Social Work Department Service Plan 2007-2011 Strategy, Performance &	Review Health & Safety

			Support Services	
Review and update Social Work Department Health and Safety Policy	Behind Schedule	Policy to be sent to Directorate for approval by end of Sep 09	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Review Health & Safety

Project Description	Current Status	Latest Assessment	Source	Strategic Theme
Review implementation of SSSC Codes of Practice	Completed	Review complete	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Review People
Determine feasibility of pursuing Charter Mark Status for Social Work services	Completed	Report and framework going to committee on 24th November. Achieving this award should be feasible between 20-2011.	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Review Modern Customer Service
	Completed		Personnel	Objective Efficient Public Service

Improved Personnel support to Social Work Department		A personnel team has now been out posted to Floor 7, Tayside House. This team will provide dedicated personnel support the Social Work Department.	Department Service Plan 2007-2011	
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Appendix 2 New projects

New Projects Community Care

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Further Develop Partnership Working that leads to Improved Services and Better Outcomes for People.	Develops Shared Goals with Partners.	Develop joint strategy and commissioning statement that specifically addresses the needs of people with dementia.	Diane McCulloch	August 2008 – August 2009	As per strategy	N/A	As per strategy	Efficient Public Service
Achieve Best Practice in Managing Our people and Resources	Ensure that Services are Delivered Effectively and Efficiently	Review management cost centres and responsibility	Laura Bannerman	April 2009 – April 2010	N/A	N/A	N/A	Efficient Public Service

		centres in line with departmental efficiency saving requirements.						People Asset Management
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Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Shift the Balance of Care from Residential, Custodial Telecare and Out of Authority Service to Community Based Services	Increase Range and Scale of Alternatives to Residential Care	Prepare action plan and establish project management board for the development telecare strategy for Dundee.	Avril Smith Hope	April 2009 - April 2010	From existing resources.	N/A	Scottish Govt Funding to be confirmed	Health & Care Equality and Diversity.
Achieve Best Practice in Managing Our People and Resources	Ensure Services are Delivered Efficiently and Effectively.	Introduce revised criteria and systems for access and waiting times for community care services in line with Scottish Government guidance	Laura Bannerman	July 2009 – To be confirmed by Scottish Govt	From Existing resources		N/A	Health & Care Efficient Public Service

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Provide Safer Communities which Protect our Citizens from Abuse and Exploitation	Increase Protection for Vulnerable Adults	Promote public awareness of public protection issues through activities of Adult Protection Committee.	Laura Bannerman	April 2008 – April 2009	Within budget allocation allocated by Scottish Government	N/A	Awaiting confirmation of funding from Scottish Government	Health & Care Community Safety
Develop More Personalised Services and Promote Greater Self Determination of Service Users	Involve Service Users in Planning, Delivery and Evaluation of Services	Sponsor a review of community care procedures and systems for the development of more individualised and personalised methods of service delivery.	Project sponsor L Bannerman Project Manager D Berry	March 2009- Dec 2009	From existing resources	N/A	N/A	Equality & Diversity

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Achieve Best Practice in Managing our People and Resources	Develop a Best value approach to managing our financial resources	Prepare revised proposals for future governance of supporting people policy and operational arrangements	Laura Bannerman	March 2009- October 2010	Within existing budget	N/A	N/A	Efficiency Assets

		following the introduction of single outcome agreement						
Develop More Personalised Services and Promote Greater Self Determination of Service Users	Involve Service Users in Planning, Delivery and Evaluation of Services	Introduction of an enablement model of care provision	Denise Morton		Within existing budget	N/A	N/A	Health and Care

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Further develop partnership working that leads to improved services and better outcomes for people.	Plan, Develop and deliver integrated Services	Ensure smooth transition between services for people with mental health problems by developing protocols and processed for improved transitions across services.		Jan. 09- Jan. 2012	existing budget	N/A		Health & Care - Equality & Diversity
Further develop partnership working that leads to improved services and better outcomes for people.	Plan, Develop and deliver integrated Services	Review CMHTs (Adults) with Health partners and move to integrated teams (currently co-located).		Jan. 09- Jan. 2012	existing budget	MH & WB Strategy Resource Transfer	MH & WB Strategy Resource Transfer	Health & Care - Equality & Diversity
Achieve best practice in managing our people and resources	Ensure that services are delivered effectively and efficiently	Review MHO service ensuring LA statutory functions met.		Feb.09 - Sept. 09	existing budget	N/A	N/A	Efficient public Services & Health & Care

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Achieve best practice in managing our people and resources	Ensure that services are delivered effectively and efficiently	Develop and deliver integrated services in response to actions plans and policies for BBV and substance misuse services.		Feb. 09- Sept. 09		N/A	RT. Alcohol & Hep. C Action plans.	Efficient public Services & Health & Care
Identify & reduce disadvantage, inequality & discrimination	Increase social inclusion	Redesign Mental Health Employment Partnership		April 09 September 09	Existing budget	N/A	N/A	Health & Care & equality & diversity

New Projects Strategy Performance and Support Services

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Continue to achieve an improved quality of service which delivers better outcomes for people	Develop a culture of continuous improvement	Following service restructure, revise and develop personal action plan	Frances Greig	June 09 Aug 09	Existing budget	N/A	N/A	Efficient Public Services
Achieve Best value in managing our people and resources	Develop a Best Value approach to managing our people	Review Employee Development Process	Frances Greig	June 09	Existing budget	N/A	N/A	Life Long Learning
Continue to achieve an improved quality of service which delivers better outcomes for people	Develop a culture of continuous improvement	Review Staff Development Strategy (Will be called learning and development strategy)	Frances Greig	June 09	Existing budget	N/A	N/A	Lifelong Learning Health and Care Health and Safety
Achieve Best value	Develop Best Value	Develop Learning	Frances Greig	Jan 09	Existing budget	N/A	N/A	Efficient

in managing our people and resources	approach to knowledge management	and Development Data Set	Pauline Stirling					Public Services
Promote safer communities which protect our citizens from abuse and exploitation	Increase protection for vulnerable people	Develop People and Adult Protection Training.	Frances Greig Jane Finlayson Dave McCaw	April 09	Adult Protection monies	£44,000	N/A	Health and Care Community Safety

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Continue to achieve an improved quality of service which delivers better outcomes for people	Develop a culture of continuous improvement	Develop Digital Stories and e-learning	Frances Greig Jane Finlayson	March 09	Existing budget	N/A	N/A	Lifelong Learning Health and Care Customer Service
Continue to achieve an improved quality of service which delivers better outcomes for people	Develop a culture of continuous improvement	Review plan for Registration priorities and Continuous Professional Development	Frances Greig Sandra Brogan Margaret Smith	Aug 09 March 10	Existing budget	N/A	N/A	Efficient Public Services Life Long Learning
Continue to achieve an improved quality of service which delivers better outcomes for people	Develop a culture that promotes evaluative practice	Develop and Deliver Ethical Case Recording Briefings	Frances Greig Ray Wilson	Feb 09 June 09	Existing budget	N/A	N/A	Community Safety Health and Care Customer Services
Achieve Best Value in managing our people and resources	Develop Best Value approach to managing our people	Review Admin Systems in Staff Development Service	Frances Greig Dianne Crooks Brenda Porter	Sept 08 Dec08	Existing budget	N/A	N/A	Customer Services Efficient Public Services

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Continue to achieve an improved quality of service which delivers better outcomes for people	Develop an organisational culture that promotes evaluative practice.	Develop Processes and Procedures for Learning and Development	Frances Greig All staff Development Team	Jan 09 April 11	Existing budget	N/A	N/A	Efficient Public Services
Achieve Best Value in managing our people and resources	Develop a Best Value approach to managing our people	Implement the new recruitment and selection procedures	Gillian Milne		N/A	N/A	N/A	Health and Care, People
Achieve Best Value in managing our people and resources	Develop a Best Value approach to managing our financial resources	Undertake an efficiencies review and restructuring of the Strategy Performance and Support Service	Jenni Tocher		N/A	N/A	N/A	Efficient public services
Continue to achieve an improved quality of service which delivers better outcomes for people	Develop a culture of continuous improvement	Develop a Strategic Framework for the department	Jenni Tocher		N/A	N/A	N/A	Efficient public services, Health and Care.

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
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Continue to achieve an improved quality of service which delivers better outcomes for people	Develop a culture of continuous improvement	Undertake a PSIF self-evaluation of the department	Jenni Tocher		N/A	N/A	N/A	Efficient public services, Health and Care
Develop more personalised services and promote greater self-determination of service users	Enhance individual responsibility and choice	Develop and co-ordinate the implementation of a 'Changing Lives' Change Programme	Jenni Tocher		N/A	N/A	N/A	Efficient public services, Health and Care
Promote safer communities which protect our citizens from abuse and exploitation	Increase protection for vulnerable people	Undertake a pilot project of the GIRFEC requirements	Lynne Cameron				GIRFEC Monies	Efficient public services, Health and Care
Achieve Best Value in managing our people and resources	Develop a Best Value approach to managing our people	Prepare, distribute and analyse a staff survey for 2009/10	Ray Wilson		N/A	N/A	N/A	People
Achieve Best Value in managing our people and resources	Develop and implement an effective Performance Management approach.	Prepare the Department for the Best Value 2 Audit	Jenni Tocher		N/A	N/A	N/A	Efficient Public Services

New Projects Criminal Justice

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Promote safer communities which protect our citizens from abuse and	Reduce Offending	Implement by March 2010 a project targeted at offenders aged 16 -	Jane Martin	March 09 March 10	Existing Budget		100% funded service	Community Safety

exploitation		21 where there is an immediate risk of custody, high welfare needs, with presenting likelihood of failure on a community based sentence at time of referral.						
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New Projects Finance Contracts and Welfare Rights

Department Aim	Service Objective	Project Description	Lead Officer	Start Date & End Date	Revenue Budget Allocation	Capital Budget	External Funding	Strategic Theme
Develop more personalised services and promote greater self determination of service users	Enhance individual responsibility and choice	The manager of Finance, Contracts and Welfare Rights to establish chair a group look at increasing personalisation.	Dave Berry	May 2009- Dec 2010	N/A	N/A	N/A	Health and care

Appendix 3 Completed Projects

Project	Source	Theme
Implement the Improving Educational Attainment for looked after children project.	Council Plan 2007-2011 Children's Services	Project / Lifelong Learning
Carry out a Best Value Review on the use of residential schools.	Council Plan 2007-2011 Children's Services	Review / Health & Care
Through the Dundee Data Sharing Partnership develop an information sharing strategy with NHS Tayside and other partners focussing on the integrated children's services strategy and community care assessments.	Council Plan 2007-2011 Strategy, Performance & Support Services	Project / Information Strategy
Social work first contact team - Single point of contact for fast and efficient assessment of new referrals for Social Work services	Customer First Strategy	Project / Modern Customer Service
Dundee Data Sharing Partnership - Agree procedures and policies with partners such as NHS, Police for joined up services.	Customer First Strategy	Project / Modern Customer Service

Adapt procedure for providing assistance in terms of section 12 OP 6.6 to include special circumstances on racial grounds and the effect of immigration and nationality legislation, and on disability grounds - review accessibility June 2007	Equality Impact Assessment Screening Actions	Objective / Equality & Diversity
Adapt procedures for First Contact Team CR 22-05 to make reference to race and disability issues - review accessibility July 2006	Equality Impact Assessment Screening Actions	Objective / Equality & Diversity
Adapt Learning Disabilities Strategy to take race and disability into account - review accessibility March 2006	Equality Impact Assessment Screening Actions	Objective / Equality & Diversity
Review constitution of the fostering panel - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review constitution of the adoption panel - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review of procedures regarding schedule 1 offenders who are HIV positive and the implications for children and young people who have been sexually abused - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review of policy regarding children who are looked after by the local authority - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review of supervised contact procedures - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review of procedures of medical assessments of children who are looked after away from home - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity

Project	Source	Theme
Develop good practice guidelines for residential care procedure - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Develop positive action for the recruitment of foster carers - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review adoption/fostering enquiries, applications and decisions - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review Link Carer Scheme - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review procedures of admission to young people's residential units - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Develop disability, race and religion statement for Parental Responsibility Orders - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Assess impact of public information strategy for the provision of community care services - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Assess impact of Complaints Procedure OP G.1.1 - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Assess impact of Dundee Social Care Training and Employment Academy CR 371-04 - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity

Assess Impact of Carers' Strategy - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Assess impact of Public Consultation and Involvement Strategy 2004-07 - review accessibility March 2007	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Assess impact of procedures for Provision of Community Alarms OP 4.6 - review accessibility July 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Assess impact of the development of the Home Care Service - Social Care Support CR 651-04	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Assess impact of the provision of grant to voluntary organisations - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity

Project	Source	Theme
Assess impact on national guidance on drug treatment and testing orders - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Assess impact of East Port House Admission Policy - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review criminal justice publications - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity
Review Criminal Justice Service Strategic Plan/Service Plan - review accessibility December 2006	Equality Impact Assessment Screening Actions	Review / Equality & Diversity

Action Gender impact assess the criminal justice service strategic plan. Outcome Report outlining any adverse impact by gender with remedial action points and outcomes. Performance Measure Gender equality action plan.	Gender Equality Scheme Action Plan 2007-2010	Project / Equality & Diversity
Action Gender impact assess the East Port House Admissions Policy. Outcome Report outlining any adverse impact by gender with remedial action points and outcomes. Performance Measure Gender equality action plan.	Gender Equality Scheme Action Plan 2007-2010	Project / Equality & Diversity
Produce Emergency Support Centres Plan and Review Annually	Generic Emergency Plan	Project / Community Safety
Produce Care of Vulnerable People in an Emergency Plan and Review Annually	Generic Emergency Plan	Project / Community Safety
Appoint a senior officer to lead the development of a strategic and corporate approach to services for looked-after children, and consider and act upon the issues relating to educational attainment of looked-after children	Improving Children's Services Action Plan	Project / Health & Care
Review child protection guidelines and procedures to ensure that policy and procedures are consistent and coherent across all services, with a primary focus on the protection of the child	Improving Children's Services Action Plan	Review / Health & Care
Respond to urgent need within 24 hours of notification - target 100%, to be measured from April 2006	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Introduce improved management information systems by April 2006 to enhance performance management. Overall target is a further improvement of 20% based on other actions being implemented	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Hospital liaison arrangements to be strengthened by the development of a written liaison policy by September 2006	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Incorporate pertinent findings from the best value	Occupational	Project / Health & Care

review in the Joint Equipment Service	Therapy Best Value Review Action Plan	
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Project	Source	Theme
Explore with housing associations by April 2006 the introduction of changes to their procedures as agreed with the Council's Housing Department	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Re-introduce the provision of small equipment on a self selection basis through the new Disabled Living Centre when funding becomes available	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Continue to provide ramping in accordance with existing criteria	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Use NHS wheelchair service to provide re-assessment where difficulties are reported by wheelchair users	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Social Work Department to consider exceptional provision where recommended by NHS Tayside wheelchair service	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Inter-departmental instructions relating to occupational therapy should be sent electronically from April 2006 (also a responsibility of the Director of Housing and Chief Architect)	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Introduce an annual allowance of £10,000 by December 2006 for the provision of small equipment	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Develop recycling monitoring and targets as a priority within the commissioning of the new joint equipment service by December 2006	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Set in place arrangements to repeat the OT client	Occupational	Project / Health & Care

survey on an annual basis, and report results to Social Work Committee within the context of the Director's customer care reports	Therapy Best Value Review Action Plan	
Review and update the provision of equipment criteria and bring forward a separate committee report by September 2006	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Develop comprehensive and easily understood public information and make this available in various formats including the Council's website by December 2006	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Social Work Department to establish user focus groups by September 2006 to assist in the process of continuous improvement	Occupational Therapy Best Value Review Action Plan	Project / Health & Care
Increase involvement of external providers.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Increase respite at Whitetop Centre.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care

Project	Source	Theme
Develop the provision of health promotion materials and staff training on health issues in accessible formats and languages.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Provide annual health checks.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Establish Communication and Involvement Sub-Group.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Agree outcome measures.	Partnership In	Objective / Health & Care

	Practice Agreement 2007-2010 Community Care	
Complete Advocacy Review.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Establish a Moving On Sub-Group	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
SAY reps to research what service users want.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Develop 30 additional places in accommodation with support.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Establish priorities for ongoing development of accommodation and support.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Establish a learning and employment subgroup.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Work & Enterprise
Commission an "In College Support Service"	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Work & Enterprise
Dundee College to continue to develop careers advice/learning and volunteering. Progression opportunities/employment continues to monitor quality of service to promote equality and diversity.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Work & Enterprise
Employ employment specialist.	Partnership In Practice Agreement 2007-2010	Objective / Work & Enterprise

	Community Care	
Establish a Leisure and Relationship subgroup.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Work & Enterprise

Project	Source	Theme
Investigate ways to promote a range of meaningful relationships.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Work & Enterprise
Increase respite at White Top Centre	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Establish Adult Protection Committee.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Review arrangements with commissioned services to ensure they operate fully with adult protection systems.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Promote independent travel.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
We will look at the best to provide specialist equipment.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Second a recreation worker to PAMIS to develop leisure opportunities.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Improve dental treatment for people with PMLD.	Partnership In	Objective / Health & Care

	Practice Agreement 2007-2010 Community Care	
Develop Moving and Handling and Postural Management training for carers of people with PMLD.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Develop a Transition Group.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Support people with Forensic needs by enhancing the forensic community learning disability nurse service.	Partnership In Practice Agreement 2007-2010 Community Care	Objective / Health & Care
Improved Personnel support to Social Work Department	Personnel Department Service Plan 2007-2011	Objective / Efficient Public Service
Adapt Notification of Serious Incidents G.1.4 to include RIMAP and religious offences - review accessibility March 2006	Race Equality And Diversity Scheme 2005-2008	Objective / Equality & Diversity
Implement the Improving Educational Attainment for looked after children	Single Outcome Agreement 2008-2011	Project / Lifelong Learning

Project	Source	Theme
Carry out a Best Value Review on the use of residential schools	Single Outcome Agreement 2008-2011	Review / Health & Care
Family Group Conferences to be available to the Target Group across Dundee	Social Work Department Service Plan 2007-2011	Objective / Health & Care

	Children's Services	
Working for Families link worker post established in Children's Services	Social Work Department Service Plan 2007-2011 Children's Services	Project / Work & Enterprise
Continue to develop the management team dataset to enable ongoing review of Children's Services capacity (needs and resources)	Social Work Department Service Plan 2007-2011 Children's Services	Project / Efficient Public Service
Undertake the co-location of Family Support Teams within 2 PPP schools	Social Work Department Service Plan 2007-2011 Children's Services	Project / Efficient Public Service
In partnership with "Discover Opportunities" set up multi-agency support package for care leavers who are not in education training or employment	Social Work Department Service Plan 2007-2011 Children's Services	Project / Work & Enterprise
Undertake the location of a social work service within a multi-agency base in Menzieshill High School	Social Work Department Service Plan 2007-2011 Children's Services	Project / Efficient Public Service
Produce "Invest to Save" proposal for development of in-house crisis care service as part of a Best Value Review	Social Work Department Service Plan 2007-2011 Children's Services	Project / Efficient Public Service
Develop strategy to support Kinship Care placements	Social Work Department Service Plan 2007-2011 Children's Services	Project / Modern Customer Service
Development of Performance Improvement Framework and action plan for Children's Services	Social Work Department Service Plan 2007-	Project / Efficient Public Service

	2011 Children's Services	
Develop and implement a system for producing annual Standards and Quality Reports by service managers and section leaders across the Children's Services Department	Social Work Department Service Plan 2007- 2011 Children's Services	Project / Efficient Public Service

Project	Source	Theme
Undertake an option appraisal on reviewing systems for children in kinship care placements and for children on home supervision	Social Work Department Service Plan 2007- 2011 Children's Services	Review / Modern Customer Service
Undertake a review of services to unborn babies where there is a cause for concern as a result of parenting capacity	Social Work Department Service Plan 2007- 2011 Children's Services	Review / Health & Care
Review the resources and services that are available to foster carers, including the level of fees	Social Work Department Service Plan 2007- 2011 Children's Services	Review / Modern Customer Service
Undertake a review of the Adoption Service	Social Work Department Service Plan 2007- 2011 Children's Services	Review / Modern Customer Service
Review the system for access services for Children in Need	Social Work Department Service Plan 2007- 2011 Children's Services	Review / Health & Care
Undertake a Best Value review of external residential placements for children and implement the findings	Social Work Department	Review / Efficient Public Service

	Service Plan 2007-2011 Children's Services	
Undertake an options appraisal on The Elms residential resource	Social Work Department Service Plan 2007-2011 Children's Services	Review / Efficient Public Service
Contribute to the delivery of the Long Term Conditions Multi-Agency 'promises'	Social Work Department Service Plan 2007-2011 Community Care	Objective / Health & Care
Regularly monitor Community Care financial performance against the departmental financial framework	Social Work Department Service Plan 2007-2011 Community Care	Objective / People
Develop a range of mental health community based self help activities through service user, carer, voluntary sector involvement	Social Work Department Service Plan 2007-2011 Community Care	Project / Equality & Diversity
Work with a multi-agency group to develop a centre for ethnic minority communities which includes a meals service	Social Work Department Service Plan 2007-2011 Community Care	Project / Equality & Diversity

Project	Source	Theme
Further develop enabler services for people with mental health problems	Social Work Department Service Plan 2007-2011 Community Care	Project / Building Stronger Communities
Deliver the Partnership Matters Strategy to improve the opportunities for people with additional support	Social Work Department	Project / Building Stronger Communities

needs in further education	Service Plan 2007-2011 Community Care	
Develop joint strategies and commissioning statements for all community care client groups: (older people, people with mental health problems, physical disabilities, adults with drugs and alcohol problems and adults with blood borne viruses)	Social Work Department Service Plan 2007-2011 Community Care	Project / Efficient Public Service
Further develop the joint rehabilitation and crisis services to improve the service delivery	Social Work Department Service Plan 2007-2011 Community Care	Project / Health & Care
Introduce a revised model of intermediate care	Social Work Department Service Plan 2007-2011 Community Care	Project / Health & Care
Standardise approach to case file audit and report on findings in line with Social Work Department policy and protocol	Social Work Department Service Plan 2007-2011 Community Care	Project / Health & Care
Establish practitioner forums for community care	Social Work Department Service Plan 2007-2011 Community Care	Project / Health & Care
Develop a joint work force development strategy to support joint working in Community Care	Social Work Department Service Plan 2007-2011 Community Care	Project / Efficient Public Service
Redesign intake/first contact services for community care and integrated the revised service into the Council Customer First Strategy	Social Work Department Service Plan 2007-2011 Community Care	Project / Efficient Public Service
Implement and evaluate a review team model for	Social Work	Project / Efficient Public Service

older people in residential and nursing care	Department Service Plan 2007- 2011 Community Care	
Implement the Effective Support to Staff Handbook (Community Care)	Social Work Department Service Plan 2007- 2011 Community Care	Project / Health & Care

Project	Source	Theme
Evaluate and implement the recommendations of the Multi-Agency Inspection of Older People report	Social Work Department Service Plan 2007- 2011 Community Care	Project / Health & Care
Evaluate and implement the recommendations of the Performance Inspection of Social Work Services in Dundee (SWIA) report	Social Work Department Service Plan 2007- 2011 Community Care	Project / Health & Care
Implement the Best Value Review of older people's services	Social Work Department Service Plan 2007- 2011 Community Care	Project / Health & Care
Introduce performance management information sets for Community Care	Social Work Department Service Plan 2007- 2011 Community Care	Project / Efficient Public Service
Implement our staff development program for community care in accordance with the SSSC standards	Social Work Department Service Plan 2007- 2011	Project / Health & Safety

	Community Care	
Undertake the stress audit for all staff	Social Work Department Service Plan 2007- 2011 Community Care	Project / Health & Safety
Introduce a revised model of intermediate care.	Social Work Department Service Plan 2007- 2011 Community Care	Project / Health & Care
Ensure that all offenders access targeted offending behaviour programmes appropriate to their needs	Social Work Department Service Plan 2007- 2011 Criminal Justice	Objective / Community Safety
Ensure all sex, violent and other relevant offenders are identified and managed through MAPPA	Social Work Department Service Plan 2007- 2011 Criminal Justice	Objective / Community Safety
Develop clear assessment and treatment pathways for offenders with substance misuse problems	Social Work Department Service Plan 2007- 2011 Criminal Justice	Project / Health & Care
Develop and address specific outcome measures for offenders with substance misuse problems	Social Work Department Service Plan 2007- 2011 Criminal Justice	Project / Health & Care

Project	Source	Theme
Undertake a review of the East Port House Admissions Policy	Social Work Department Service Plan 2007- 2011	Review / Community Safety

	Criminal Justice	
Provide training to Social Work Managers to access the financial ledger and conduct regular review meetings	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project / Finance
Develop Social Work service planning process to ensure links with available resources as set out in financial plans	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project / Finance
Develop and maintain a contracting and procurement procedure which fits within the overarching Social Work Department Commissioning Strategy	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project / Health & Care
Develop and maintain a contracts database to improve the quality of management information held in relation to contracted services	Social Work Department Service Plan 2007-2011 Finance, Contracts & Welfare Rights	Project / Assets Management
Involve children, young people, their parents and carers in the planning, delivery and evaluation of adoption and permanence planning	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project / Health & Care
Ensure full implementation and evaluation of customer care standards in Social Work	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project / Modern Customer Service
Complete delivery of Improving Educational	Social Work	Project / Lifelong Learning

Attainment of Looked After Children Project	Department Service Plan 2007-2011 Strategy, Performance & Support Services	
Evaluate Improving Educational Attainment of Looked After Children Project	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project / Lifelong Learning

Project	Source	Theme
Develop, implement, monitor and review a strategic action plan for Children and Young People affected by substance abuse	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project / Community Safety
Develop a system of undertaking LAC exit interviews and identify areas for improvement and outcome measures	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project / Health & Care
Design and implement a Social Work Department policy data base	Social Work Department Service Plan 2007-2011 Strategy, Performance & Support Services	Project / Information Strategy
Update, implement or revise an IT strategy for the Social Work Department	Social Work Department Service Plan 2007-	Project / Information & Communication Technology

	2011 Strategy, Performance & Support Services	
Carry out an annual staff Social Work staff survey and follow up action plan	Social Work Department Service Plan 2007- 2011 Strategy, Performance & Support Services	Project / People
Create an up to date risk register for Social Work, integrated with the service plan and incorporating risk management arrangements	Social Work Department Service Plan 2007- 2011 Strategy, Performance & Support Services	Project / Efficient Public Service
Review Social work Client Information Systems with a view to striking the correct balance between accessibility of information and protecting sensitive data about individuals and families	Social Work Department Service Plan 2007- 2011 Strategy, Performance & Support Services	Review / Information Strategy
Review implementation of SSSC Codes of Practice	Social Work Department Service Plan 2007- 2011 Strategy, Performance & Support Services	Review / People

Project	Source	Theme
Determine feasibility of pursuing Charter Mark Status for Social Work	Social Work Department Service Plan 2007- 2011 Strategy,	Review / Modern Customer Service

	Performance & Support Services	
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