

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK COMMITTEE – 16 APRIL 2007

REPORT ON: USER INVOLVEMENT POLICY

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 226 - 2007

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to seek approval from the Social Work Committee to introduce:
- a) a policy for involving service users and the public in planning, developing, delivering and evaluating social work services; and
 - b) a guide for the public on accessing community care services.

2.0 RECOMMENDATIONS

It is recommended that the Social Work Committee:

- 2.1 approves the introduction of a User Involvement Policy, attached as Appendix 1 to this report;
- 2.2 approves the introduction of Community Care Services in Dundee: A Guide to Meeting Your Needs, attached as Appendix 2 to this report; and
- 2.3 Instructs the Director of Social Work to develop a Strategic Action Plan that sets out how the User Involvement Policy will be implemented in the department, with timescales and identified lead officers.

3.0 FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications arising from this report.

4.0 SUSTAINABILITY IMPLICATIONS

- 4.1 None

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 A User Involvement Policy will ensure that the Social Work Department adopts an inclusive approach to user involvement that meets the needs of diverse groups of people, including ethnic minority groups and other marginalised groups of individuals.

6.0 MAIN TEXT

6.1 Policy and legislative background

- 6.1.1 The local authority has statutory duties to consult and involve people in planning activities. These duties are set out in legislation such as the Local Government in Scotland Act 2003, the Social Work (Scotland) Act 1968, the Children (Scotland) Act 1995 and the National Health Service and Community Care Act 1990.
- 6.1.2 There are also requirements in the Race, Disability and Gender Equality Duties to consult and involve different ethnic groups, disabled people and relevant stakeholders in developing equality schemes.
- 6.1.3 In addition, several major policies recommend user involvement and consultation as a matter of good practice, for example Changing Lives: the Report of the 21st Century Social Work Review. Communities Scotland has developed National Standards for Community Engagement to assist Community Planning Partnerships engage community groups in their Community Planning processes.

6.2 Current performance

- 6.2.1 For several years the Social Work Department has had strong mechanisms in place for consultation and involvement activities.
- 6.2.2 There is a wide range of information leaflets available in social work offices and other council offices as well as in G.P. surgeries and hospitals.
- 6.2.3 Service users views, and the views of families and carers where appropriate, are sought at various stages of the assessment and care planning process and through formal evaluations and reviews.
- 6.2.4 Service users are consulted through mechanisms such as focus groups and in settings where service users come together, such as at day care.
- 6.2.5 Service users and their representatives are involved in decision-making at an individual and strategic level, through assessment and care planning processes and representation on various user groups and strategic planning groups.
- 6.2.6 The department intends to consolidate and build on the good work already in place with the introduction of a User Involvement Strategy, as described in paragraph 6.3 below, as part of its commitment to continuous improvement.

6.3 User Involvement Strategy

- 6.3.1 People deserve and expect public services to be of the highest possible quality. They want services that are designed and delivered to meet individual needs rather than a 'one size fits all' approach. More importantly they want, and are entitled, to be involved. Fundamental to this approach is a commitment by the Social Work Department to be responsive to people who need and use our services.
- 6.3.2 The User Involvement Policy sets out the intentions of the Social Work Department to consolidate and develop how it consults with and involves the public in planning, developing, delivering and evaluating social work services.
- 6.3.3 The Policy describes four levels of involvement: provision of information; communication; consultation and full involvement. The amount of involvement and influence that people have increases from level 1 - provision of information, to level 4 - full involvement.

6.3.4 The Policy describes a range of activities that will be undertaken by staff at the four different levels to ensure that all relevant people are involved as far as possible to participate in consultation and involvement activities. The Policy also describes the ways in which it will support people to be involved.

6.3.5 It is recommended that the Social Work Committee instructs the Director of Social Work to develop a Strategic Action Plan that sets out how the User Involvement Policy will be implemented in the department, with timescales and identified lead officers.

6.4 Community Care Services in Dundee: A Guide to Meeting Your Needs

6.4.1 The first level of the User Involvement Policy is provision of information. In order for people to be able to use our services, they must know about them.

6.4.2 There are several leaflets available for the public that describe community care services provided by the Social Work Department.

6.4.3 In 2002 in preparation for the implementation of free personal care, the Scottish Executive announced that 'Local Authorities will need to have in place agreed eligibility criteria for assessments of need and priorities for the provision of and access to services based on need.' (Circular No. CCD 4/2002). In June 2002, the Social Work Committee approved the introduction of eligibility criteria for access to community care services (report 534-2002).

6.4.4 Community Care Services in Dundee: A Guide to Meeting Your Needs brings together a summary of all the community care services provided by the Social Work Department and explains for the public how eligibility criteria are used to decide on priorities for service provision.

7.0 CONSULTATION

7.1 The Chief Executive, Depute Chief Executive (Finance) and Depute Chief Executive (Support Services) have been consulted in the preparation of this report. Consultation was also carried out with service users, including older people, people with learning disabilities, physical disabilities and mental health problems.

8.0 BACKGROUND PAPERS

None.

Alan G Baird
Director of Social Work

Date: 6 April 2007

Putting Our Customers First

**USER INVOLVEMENT POLICY
2007**

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SOCIAL WORK DEPARTMENT **STRATEGY AND PERFORMANCE SERVICE**

USER INVOLVEMENT POLICY

Introduction

"Citizen participation is citizen power" (Arnstein 1969)

People deserve and expect public services that are of the highest possible quality. They want services that are designed and delivered to meet individual needs rather than a 'one size fits all' approach. More importantly they want, and are entitled, to be involved. Fundamental to this approach is a commitment by the Social Work Department to be responsive to people who need and use our services.

What does this mean for staff?

Consultation and involvement is a core element of a quality social work service, especially as part of continuous improvement. The department treats consultation and involvement as a key part of its business and ensures that it uses its resources to make it happen.

All staff working in the department encourage active involvement of customers, stakeholders and communities in Dundee in the planning, development and improvement of services. Our public consultation and involvement activities are undertaken in partnership, where appropriate, with other council departments, health services and the voluntary and private sector in the city.

A User Involvement Strategy enables us to:

- embrace a personal approach that puts people at the heart of service planning, development, delivery and evaluation;
- meet the needs of diverse groups of people; and
- co-ordinate consultation and involvement activities across the department.



What we mean by Consultation and Involvement

There are several key components that are important in a user involvement strategy. The components can be described as 4 levels of involvement, ranging from provision of information to full user involvement. The amount of influence that people have increases from level 1 to level 4.

▪ **Level 1 - Provision of Public Information. This means:**

- We publish information on existing services, eligibility criteria and our processes of decision-making.
- There is some influence by service users or the public at this level.



▪ **Level 2 - Communication. This means:**

- We exchange the right information at the right time, for example during assessment and care planning
- We monitor and review personal care packages and service provision and we encourage people to make suggestions to change and improve services.
- There is some influence by service users at this level.



▪ **Level 3 - Consultation. This means:**

- We seek out the views and ideas service users, citizens and relevant agencies, including those that provide services for our customers or represent their interests.
- We respond to people's views and ideas and use them to inform decision-making and improve service delivery.
- We feed back to people, explaining the outcomes of consultation to them.
- There is more service user and public influence at this level.



• **Level 4 - Full involvement. This means:**

- We promote the active involvement of the public, service users and stakeholders, at an individual level to influence personal care packages and at a strategic level, in the social work decision-making processes of planning, developing, delivering and evaluating services.
- There is a lot of service user and public influence at this level.



What does this mean for staff?

Staff must understand and make it clear to people whether they are:

- **telling people what already exists (informing - some influence);**
- **discussing individual circumstances (communication - some influence);**
- **asking for their views on existing or future services (consultation - more influence); or**
- **asking them to become involved in decision-making (involvement - high influence).**

Why we consult with and involve people

In order to assist in the process of continuous improvement we must continue to consult with and involve people. Only by listening to people can we continue to accurately plan for, and deliver, effective quality services to meet needs and deliver better outcomes.

There are many examples of good practice within the Social Work Department where we consult with and involve people. This includes a variety of user groups, e.g.

- the eSAY group,
- the OPEN project,
- Celebrate Age Network
- The Five Digits
- Community Family Support
- Recruitment involving young people
- SAFE Project
- User Groups at East Port House

Who we consult with and involve

The Audit Commission identifies three key groups of potential participants in consultation and involvement. These are:

- Consumers - people who are using our services
- Taxpayers - potential customers
- Citizens - people living in the community.

To ensure that our involvement and consultation process is inclusive we make additional efforts to reach groups and individuals from marginalised communities, such as those on low incomes, children or minority ethnic communities.

Some people are required to use our services for their safety and well being, for example children who are looked after, people who have mental health problems or people who have offended. The views of these service users are equally important and we consult and involve them at every opportunity.

At all times we will consult with and involve people directly. Where appropriate we will engage with user representatives and consumer organisations.

How we will consult and involve people

We use a range of methods for consulting with people and involving them in our planning processes. These are explained in more detail below but include:

- Surveys
- Focus groups
- Research
- Strategic Planning Groups
- Neighbourhood Partnership Networks

We will provide support to ensure that people are able to participate in consultation and involvement activities. We will ensure that representatives are representing the views of people.

Consultation and Involvement - our vision, values and principles

Dundee City Council Social Work Department has introduced a Customer Charter and Customer Care Standards. The Customer Charter tells people about what they can expect from our services and informs them how to pay compliments, make suggestions or complaints. The Charter states:

"The Social Work Department works with people when they need it most. Social work services support, protect and care for people of all ages, helping them to take responsibility for their daily lives."

Our commitment to Customer Care means we:

- provide good quality services in a friendly, efficient and helpful way;
- continually strive to improve services;
- ensure good communication; and
- display a positive attitude.

As a department we have adopted a vision and a set of values that put people at the centre of what we do.

Vision

"Dundee City Council's Social Work Department will continue to make a real difference to the quality of life of citizens of Dundee by providing effective services for people with needs."

Values

We will:

- listen to, respect and value each person as an individual;
- encourage honesty and openness about services we provide and decisions we make; and
- ensure that everyone who uses our services is treated with courtesy and respect while receiving a reliable, prompt and efficient service.

Our commitment to consultation and involvement is also underpinned by the following principles:

Principles

Transparency - We ensure that people understand the reasons for their involvement, the purpose of any exercise and issues to be addressed. We report back to people on the outcomes of consultations.

Social inclusion - We remove social or structural barriers that may prevent involvement, such as ensuring buildings are physically accessible. We provide suitable methods of communication, in plain English, including alternative languages, British Sign Language (BSL) and Braille. Where necessary, we provide interpreters and advocacy support to ensure that everyone has a chance to have his or her say.

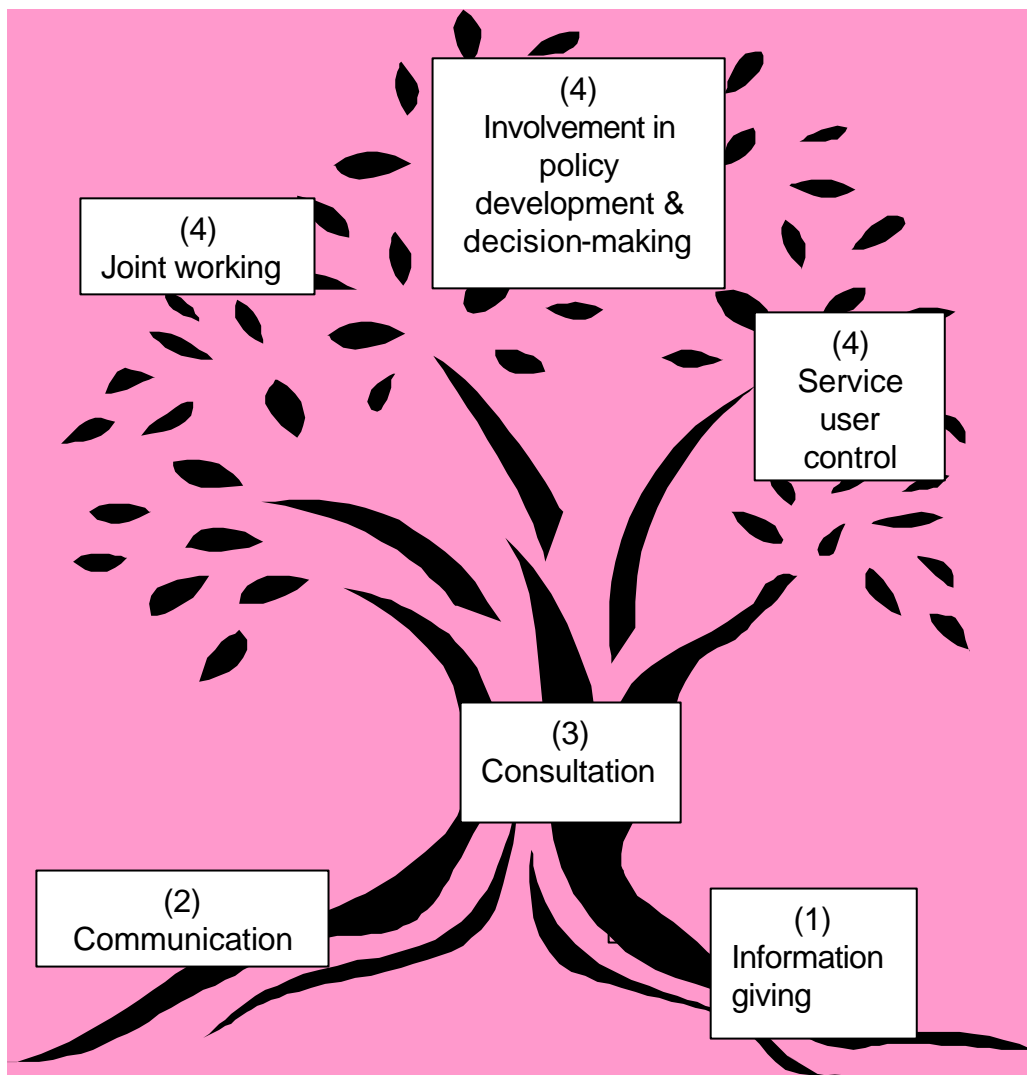
Partnership - We work in partnership with statutory, private and voluntary organisations, community and consumer interest groups, carers and individuals.

What does this mean for staff?

- ***Putting customer needs first***
- ***Committing to a customer service culture***
- ***Getting it right first time for the customer***
- ***Providing a choice of ways to access services and information***
- ***Ensuring accessibility of services to all groups***
- ***Challenging barriers to better service delivery (Open Scotland, 2005)***

The Participation Tree

The 4 levels of user involvement are illustrated in a 'participation tree'. (Adapted from Scottish Consumer Council 2006).



At the roots there are two essential activities (levels of involvement) that are necessary for any user involvement strategy. Without these basic activities, or 'essential nutrients', there will be poor or limited customer satisfaction. These are:

- information giving, e.g.
 - service information
 - eligibility criteria

- communication, e.g.
 - assessment & care planning
 - monitor & review
 - compliments, comments & complaints

In the trunk consultation successfully builds on the processes and relationships established at levels 1 & 2.

In the branches there are several possible activities that will promote a deeper level of participation and involvement. These are:

- involvement in policy development and decision-making;
- joint working; and
- service user control.

The level of involvement here will be appropriate to the 'environment', that is the type of service and intended outcomes. What this all means in practice is described in more detail below.

Information giving

We publish and provide a range of public information on our services and processes of decision-making. This includes:

- a Customer Charter and Customer Care Standards
- an electronic Public Information Resource Guide
- a Guide to Meeting Your Needs - this details all our Community Care services, including eligibility criteria, charging and access arrangements.
- Children's Services Directory - Local Services and Resources
- Criminal Justice Strategic Plan
- the Social Work Department Service Plan, Community Care Plan, Childrens Plan - sets out planning arrangements and structures
- a variety of leaflets, booklets and easy read guides
- various media and advertising strategies for campaigns and events.

We have a Public Information Strategy and a Public Information Officer who is responsible for the production, distribution, review and update of public information. Information is available in social work offices, libraries and other key public outlets and on the Council website. We distribute a variety of information to external bodies.

Our information is available in a range of languages and Braille. Our website has a pod cast that summarises our services and information. The website address is <http://www.dundee.gov.uk/>

What does this mean for staff?

The A-list for information - it must be:

- ***Accurate, up-to-date, useful and practical***
- ***Accessible in language, format and tone***
- ***Adaptable for individual needs and circumstances***
- ***Available at different levels of detail at different times***
- ***Aligned and consistent with other sources of information (SCC, 2006)***

Communication

We communicate with people during the assessment and care planning process and when we monitor and review service provision.

We encourage people to make suggestions as this gives us valuable feedback, which we use to address problems and improve services. We also encourage people to give compliments where they are happy with services, as this is important for letting staff feel valued.

What does this mean for staff?

Staff have skills to effectively engage with, explain and communicate with service users. This includes the ability to enable effective communication with service users for:

- ***Understanding what they are wanting to communicate***
- ***Communicating this understanding back to them so they know they have been heard***
- ***Providing suitable mechanisms for their views to be heard***

Consultation

We gather people's views on the services they receive and listen to views on wider needs and concerns, from:

- service satisfaction surveys, at least annually;
- focus groups as and when required for specific purposes; and
- community meetings for larger issues.

We ask people to give us their views when we are developing new plans, policies and services.

- We listen, learn and respond.
- We consult with people using forums, surveys and research.

- We provide feedback to people on the outcome of their input to the consultation process.

We work in partnership with other council departments through neighbourhood partnership networks. This ensures that the views of social work service users are incorporated into the community planning process.

What does this mean for staff?

Supporting involvement by:

- ***meeting people where and when it is convenient for them***
- ***allowing time for discussion***
- ***providing support and resources for people to attend meetings***
- ***building the capacity of people to be able to participate through training events***

Involvement in policy development and decision-making

We will 'do with' people rather than 'doing for' or 'doing to' them.

- We involve people and communities in determining outcomes and quality indicators.
- We support people through consultation mechanisms and through participation in Strategic Planning Groups to influence and inform key policy and service developments.

Joint working

We encourage people to work in partnership with us to plan and prioritise resource allocation, for example to:

- develop eligibility criteria for access to services; and
- implement recommendations from national policy documents.

Service user control

We ensure that people have more say about the services they receive and when they receive them.

- We involve people in making decisions about the services they receive, through assessment and care planning procedures.
- We share information gathered from assessment, care planning and reviews.
- We enable people to take responsibility for organising and arranging their own service with Direct Payments.
- We encourage service initiatives that promote geographical community interests.

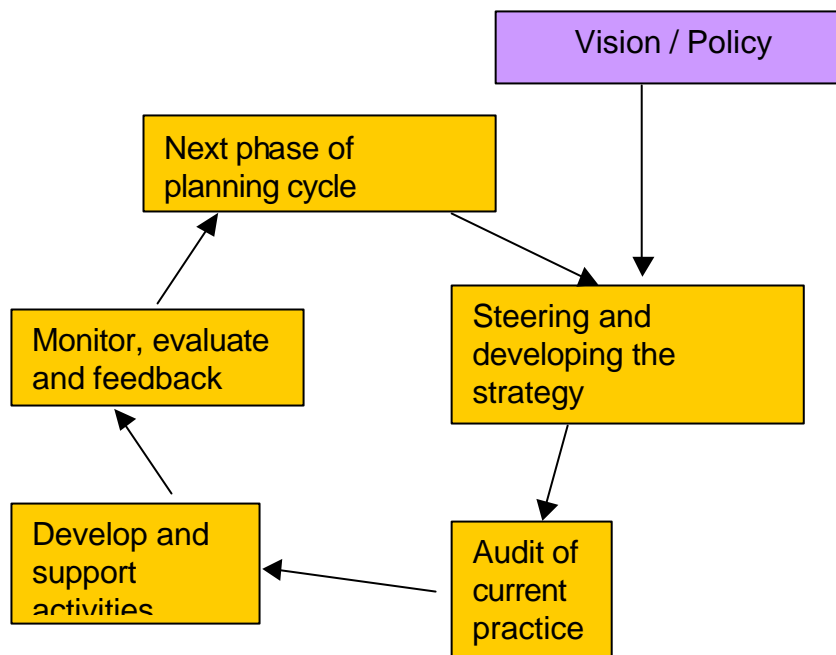
What does this mean for staff?

- *Putting people at the centre of everything they do*
- *Shifting the balance of power towards service users*
- *Integrating consultation and involvement into their everyday work activities*

Monitoring the Strategy

We have mechanisms in place to monitor and evaluate the effectiveness of the strategy. We report on our progress in the Social Work Public Performance Reporting Framework.

Consultation and involvement are not an add-on to existing work but rather they are integral to our organisational culture. We see consultation and involvement as a cycle of activities:



What does this mean for staff?

To improve involvement we must:

- *Set a vision & develop a strategy*
- *Steer and implement the strategy*
- *Audit current practice*
- *Develop and support activities*
- *Monitor, evaluate and feedback*
- *Inform next phase of planning (adapted from SCC, 2006)*



Putting Our Customers First

Community Care Services In Dundee

A Guide To Meeting Your Needs

2007

DRAFT

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Part One: Introduction

A Guide to Meeting Your Needs

If you need help to look after yourself, a relative or friend, this guide will help you. The guide gives you information about what to do and where you can find out more about the services that are available. It explains the steps we will take to make sure we assess your needs properly and support you in the best possible way. It also lists all of our main services and contact points.

Aims of Community Care

The Social Work Department aims to improve and protect the well being of citizens of Dundee by continuously improving the quality, efficiency and effectiveness of the services we provide. Our vision is:

"Dundee City Council's Social Work Department will continue to make a real difference to the quality of life of citizens of Dundee by providing effective services for people with needs."

Community care is about trying to help people live in the community independently and safely. The National Health Service & Community Care Act 1990 makes Social Work responsible for assessing people's needs and providing or arranging services to meet their needs.

Our main aim is to help you to live as independently as possible in your own home or in homely settings and we will provide services to make this happen. In doing this we will maintain and respect your right to privacy and dignity.

What we intend to do is set out in more detail in the Dundee Joint Community Care Plan 2005-08. You can get this from local libraries and Social Work Offices and on the Dundee City Council website at www.dundee.gov.uk

Community Care Services

The Social Work Department provides a range of caring and support services for people with a wide variety of needs. In some cases this is done directly by our staff in the Social Work Department; in other cases services are provided on our behalf by agencies in the voluntary or private sector.

Services can help you to live to independently in your own home by providing care, support and adaptations to help with daily living at home, as well as helping with day care and respite care if necessary. Our services include:

- | | |
|------------------------|-------------------------|
| ▪ Advice & Information | Occupational Therapy |
| ▪ Home Care Services | Supported Accommodation |
| ▪ Day Care Services | Respite/Short Breaks |
| ▪ Community Alarm | Care Homes |

Standards

The Social Work Department has introduced a Customer Charter and Customer Care Standards. The Customer Charter tells people about what they can expect from our services and informs them how to pay compliments, make suggestions or complaints. The Charter states:

"The Social Work Department works with people when they need it most. Social work services support, protect and care for people of all ages, helping them to take responsibility for their daily lives."

Our commitment to Customer Care means:

- Providing good quality services in a friendly, efficient and helpful way

- Continually striving to improve services
- Ensuring good communication
- ***Displaying a positive attitude.***

The Regulation of Care (Scotland) Act 2001 required Scottish Ministers to develop National Care Standards for all care services. The Act also created the Scottish Commission for the Regulation of Care, the 'Care Commission'. The Care Commission registers and inspects all the services against the National Care Standards.

The National Care Standards are based on a set of principles. The principles are dignity, privacy, choice, safety, realising potential and equality and diversity.

In the Social Work Department we will make sure that good quality standards apply to all of the services we directly provide or arrange to have provided for you and we have arrangements in place to make sure this happens.

Choice

Having a choice in what happens to us is important for everyone. You will have a say in deciding what services you receive. Where possible you will have a choice in choosing what type of service will best meet your needs as well as who you want to provide that service.

If receiving care in a care home is the best way to meet your needs, you and your carer, if appropriate, will be given all the information you need to help you choose which care home is available and suitable for you.

Carers

Carers play a crucial role in the overall provision of care in the community. They are usually the main care providers for the person they look after, and have extensive knowledge and expertise about the needs of the person they care for.

The Carers' Act 1995 and the Community Care and Health (Scotland) Act 2002 support carers' rights to an assessment of need. If you are caring for someone such as a relative, friend or neighbour we will give priority to meeting your needs. The Social Work Department has a responsibility to ensure that your needs are assessed and that we develop services to meet your needs.

A carer can have their own needs assessed even if the person they are caring for does not get an assessment or a service.

How do I get help?

If you need support or services, or want some advice, you can contact us yourself or ask someone to do this for you. Details of where to contact us are provided on page 10.

After we receive your enquiry a member of staff from the Social Work Department will discuss your circumstances with you and may carry out an assessment of your needs.

They may also gather information, with your permission, from other care professionals or a member of your family.

Once we have agreed with you what your needs are we can work out your own personal care plan. We will use eligibility criteria to decide what services you can get. Eligibility criteria are described on page 8. You will be told when you can expect to receive a service.

Working in partnership

Dundee City Council Housing and Social Work Departments, NHS Tayside and Housing Agencies are committed to working together to improve the way we assess your needs and provide services to meet your needs. Depending upon your circumstances, you may have your assessment carried out by a member of staff from another organisation such as NHS Tayside (e.g. a District Nurse) or the Housing Department. This is called a single, shared assessment. In some instances this may help you to get the services you need quicker.

How much will it cost?

You may be required to pay some of the costs of the services you get. However, the services you receive will be based on your needs and not on your ability to pay.

As part of your assessment, you will be asked to complete a financial assessment. This will include a full welfare benefits check to make sure that you are claiming all of the benefits to which you are entitled. If you prefer, a member of staff can help you to make an application for benefits. Our Welfare Rights Service will help you to make sure that you get what you are entitled to.

If you are aged 65 or over you will not be charged for services to meet personal care needs that you have been assessed as requiring. Personal care needs are described in a separate leaflet.

Nursing care is also free for people living in care homes. The Social Work Department will carry out a full assessment of your needs to determine whether you are entitled for free personal or nursing care.

If you are aged 65 or over and you are in hospital, you may be entitled to have services free for up to four weeks when you come out of hospital. The member of staff who is carrying out your assessment will explain this to you. Separate leaflets are available to explain these arrangements.

Confidentiality

Staff will respect your confidentiality at all times. Sometimes it is helpful to discuss your needs with other care professionals or a member of your family, but this will not be done without your permission and your consent will be requested.

Part Two: Priorities for Services (Eligibility Criteria)

Dundee City Council Social Work Department has a set amount of money to spend on Community Care Services. Because of this, we use guidelines called eligibility criteria to help us decide who should get services. This helps us to:

- make sure that people who have the greatest need and are most at risk receive services first;
- make sure that people are dealt with fairly;
- make sure that people understand the basis on which we make decisions; and
- make best use of community care budgets.

Priority of need

Your priority for receiving a service will depend on your circumstances and the level of risk. Priority is given to those who are most at risk and / or in greatest need.

- ***You are a High Priority (at serious risk) if:***

1. You are unable to meet your basic needs, for example eating, drinking, toileting, maintaining a warm, safe environment, or you have mobility problems (or your carer requires support to enable these needs to be met).
2. You need regular and frequent, or constant, supervision and support.
3. You need services to enable safe discharge from hospital.
4. Your current care circumstances are in crisis, for example your carer has been admitted to hospital.
5. You have an acute health crisis, but you do not need to go into hospital.

▪ ***You are a Medium Priority (at moderate risk) if:***

6. You can meet your basic needs but you experience some difficulty or risk.
7. You need moderate supervision and support.
8. You are socially isolated.
9. You have rehabilitation needs.

▪ ***You are a Low Priority at (low or no risk) if:***

10. You already have a support network in place.
11. You need minimal support for personal care tasks such as weekly bathing.
12. You need assistance with housework.

ACCESS TEAM / FIRST CONTACT TEAM

The Access Team is the first point of contact for advice or information on social work services across the city for people who are not known to the Social Work Department, or for those who have not had any social work involvement recently. The Access Team also works with short-term childcare cases and will take information and direct referrals to the appropriate childrens' service.

The First Contact Team works beside the Access Team and deals with older people aged 65 years and above. The team assesses the needs of all older people living in the community who are not currently involved with the Social Work Department, or who have not had any social work involvement recently.

The Access Team and First Contact Team are open from 8.45am till 5pm Monday to Friday.

How to access the services

The Access Team and First Contact Team can be contacted by telephone, fax, and letter or in person.

Contact:

Social Work Access Team / First Contact Team

Social Work Department

Unit 7

Nethergate Business Centre

Dundee

DD1 4ER

Tel 01382 435106

Fax 01382 435108

OUT OF HOURS SERVICE

The Out of Hours Service is managed by Dundee City Council Social Work Department and provides a social work service out with normal working hours. The service operates on weekdays from 4.30pm to 9.30am and weekends from Friday 4.30pm till 9.30am Monday. All public holidays are covered on a 24-hour basis.

Services provided include:

- Child protection
- Support to children and their families at home
- Support to older people at home
- Support to vulnerable adults
- Support to people with disabilities
- Provision of a Mental Health Officer for statutory duties and advice for mental health issues
- Links with Community Alarm Services
- Links with Home Care Services

How to access the service

Anyone in Dundee who has an urgent problem out with normal working hours can call the service. This may be someone experiencing problems with children or those receiving or needing a community care service.

Contact:

Out of Hours Social Work Team

Tel **01382 436430**
Fax **01382 436435**

NINEWELLS HOSPITAL SOCIAL WORK TEAM / CARE MANAGEMENT TEAM

Within Ninewells Hospital there is a dedicated team that provides Social Work support to both in-patients and outpatients. The team provides assessment for adults and arranges services where appropriate, in order to support their discharge from hospital.

Because their work is focussed on discharge, the Hospital Social Work Team works with patients on a short-term basis to support discharge then passes the case to the relevant community care team.

The team does not carry out assessments for children but will gather information and pass this on to the appropriate Child Care Team.

The team works alongside the Hospital Care Management Team and transfers work to them when appropriate.

How to access the service

To access the service that the teams provide you must either be a patient in Ninewells Hospital or be attending the outpatients department. The teams can be accessed directly by a self-referral or by hospital staff.

Contact:

Senior Social Worker
Ninewells Social Work Team / Care Management Team
Ninewells Hospital
Dundee
Tel 01382 632650
Fax 01382 633914

SERVICES FOR OLDER PEOPLE

Care Management Teams

Within Dundee there are four care management teams for older people. Each team provides care management support to older people aged 65 years and over to enable them to continue to live as independently as they can within their own home environment.

Care Managers assess individuals to identify their needs, arrange a care package to support these needs, monitor the package to ensure that it continues to meet the identified needs and review the care package within agreed timescales and implement any changes as agreed.

How to access the service

The service can be accessed by contacting the First Contact Team.

Contact:

First Contact Team

Unit 7

Nethergate Business Centre

Dundee, DD1 4ER

Tel 01382 435106

Fax 01382 435108

Hospital Care Managers

There are also Care Managers based within Ninewells Hospital, Royal Victoria Hospital and Royal Dundee Liff Hospital. They receive referrals from staff in the wards within these hospitals.

SERVICES FOR OLDER PEOPLE

Community Mental Health Team for Older People (Orleans Place / Longcroft Clinic)

The Service

- Aims to provide specialist assessment, treatment and care management for all people over 65 years of age with a mental health problem and for people under 65 with a diagnosis of dementia.
- Offers support and advice to carers/families and other agencies of people over 65 years of age with mental health problems.
- Aims to promote a positive image of mental health to the elderly population within the local communities of Dundee through formal educational programmes and general participation in public health initiatives.

Criteria for Accessing the Service

- Aged 65 years and over with a recognised mental health problem. People under 65 years who have a diagnosis of degenerative dementia can also access the service.
- Registered with a General Practitioner.
- There is clear evidence of significant deterioration in mental state due to functional illness, which is substantially interfering with everyday life.
- Potential to present a serious risk to self/others and where service user and/or carer are likely to seek contact in relapse.
- As part of the discharge planning process, referred following an in-patient or day hospital service.
- There is clear evidence that deterioration in cognition is effecting a change in activities of daily living and is a risk to themselves or others, or causing additional carer stress.
- Have complex care and assessment needs that require Social Work assessment and care management or social care.

How to access the service

- Referrals to the service are generally initiated by or at least with the agreement of a General Practitioner.
- Health referrals to be submitted using referral documentation and supported by a detailed letter. Additional information to the Single Shared Assessment would be most helpful and should include current medication, past medical and psychiatric history and recent/ongoing medical investigations.

The Community Mental Health Teams operate from Orleans Place and Longcroft Clinic, Inglefield Street, Dundee. Health staff work from Monday to Friday, 09:00 to 17:00 with emergency cover from 09:00 to 17:00 at the weekend for existing clients. Social Care work seven days a week from 07:30 to 22:00 Monday to Sunday.

SERVICES FOR OLDER PEOPLE

Oakland Day Care Centre

Oakland Day Care Centre is a resource for older people provided by the Social Work Department. It is designed to provide care and support for older people on weekdays and at the weekend.

The main aims of the centre are to:

- Maintain the ability of older people to live independently in the community
- To improve the quality of service user's life and relationships thus enhancing a sense of wellbeing
- Stimulate interest in old or lost skills and develop new skills
- Provide relief to carers
- Support in a crisis
- Alleviate social isolation

To attend the centre service users must be 65 years and over. The centres can accommodate many different service user groups, for example:

- People with physical disabilities, multiple disability, stroke victims and wheelchair users.
- People who have a mild or moderate degree of confusion or dementia
- People who are experiencing difficulties caused by loneliness.

How to access the service

Direct referrals can be made to the day centre.

The service can then be accessed following a needs assessment by Day Centre Staff or by the lead assessor.

Contact:

Manager
Oakland Day Care Centre

Tel:

SERVICES FOR OLDER PEOPLE

Evening Care

Extended Day Care is provided at Oakland Day Centre two evenings a week. The service provides stimulation, companionship activities and the opportunity for socialisation and stimulation.

There are two separate evenings available. However one evening is for people over 65 years of age and the other evening is for people under 65 years of age.

To attend the service you must have a diagnosis of dementia.

The service can accept referrals from both the general public who may have a relative who has dementia or from professionals who may be involved with a client who has a diagnosis of dementia.

How to access the service

The service can be accessed following an assessment from Alzheimer's Scotland.

Contact:

**Alzheimer's Scotland
Whitefield Parish Church
Haddington Crescent
Dundee
DD4 0NA**

Tel 01382 509002

Fax 01382 509002

SERVICES FOR PEOPLE WITH LEARNING DISABILITIES

Care Management Services

The team works with people who have learning disabilities. The service is prioritised in relation to the urgency and assessed needs/risks faced by service users. Care Managers assess individuals to determine their needs, arrange a care package to support these needs, monitor the package to ensure that it continues to meet the identified needs and review the care package within agreed timescales and implement any changes as agreed.

Social Care Officers Linked to Learning Disability Team

A dedicated team of Social Care Officers provide a range of social care support to people with a learning disability who live in their own homes in the community.

Supported Employment Team

For many the achievement of purposeful occupation is a major indicator of adult status. For those with a Learning Disability this is also the case yet can be fraught with social barriers and financial obstacles. This service has been established to specifically empower, enable and support adults with a learning disability who wish to overcome these barriers and obstacles. The team will negotiate a placement with an employer on an individual basis and it is hoped that an employment opportunity may arise from this.

Whitetop Centre

The Whitetop Centre is a joint initiative between Health and Social Work. It is a Day Support Unit that provides therapeutic support to adults who have profound and multiple Learning Disabilities. It operates from Monday to Friday, can support up to 15 Service Users and is jointly staffed by Health and Social Work.

Kemback Street Adult Resource Centre

Kemback Street Adult Resource Centre is a 60-place day centre providing a day support service for adults with a learning disability. The service provides support to undertake activities in the building and community. The development emphasis is for individual service users to have support in integrated community settings. Activities for each service user are determined after undertaking a Person Centred Plan. Examples of support in integrated community settings are lifelong learning opportunities (Dundee college and Neighbourhood Resources), recreation activities (Bowling, swimming, line dancing classes), therapeutic activities (Music, art, hydrotherapy) and support with independent travel.

SERVICES FOR PEOPLE WITH LEARNING DISABILITIES

Wellgate Day Support Service

Wellgate Day Support Service provides a service for adults with learning disabilities. The service accommodates 42 service users on any one day with a ratio of one member of staff to six service users.

The service aims to provide support for service users to undertake activities in the service's premises and in the wider community. In the premises there are activities such as Boccia, art and craft, music, personal care, snooker and advocacy. Examples of activities in the community include line dancing, bowling, Boccia, craft groups, swimming, lunch club, golf driving range, college and health groups.

The service will provide transport for service users to and from its premises.

The Out & About Community Support Service

The Out & About service is created by developing a person centred approach enabling adults with learning disabilities to access activities of their choice in their community. The service consists of 3 teams (service users and staff members) housed within the Dundee community (Douglas Sports Centre, 5 Ways Club, Coldside and 219 Hilltown).

Service users are helped to compile and maintain their own person centred plan and then supported by staff members to access the activities individually chosen by the service user.

A broad and changing range of leisure, sport, education and life long learning and a wide variety of personal choice activities are accessed by our service users.

We encourage social inclusion by enabling service users to integrate with all sectors in the public domain and help to overcome social barriers caused by prejudice or misunderstanding.

How to access the services

The services can be accessed by contacting the Access Team.

Contact:

Access Team
Unit 7
Nethergate Business Centre
Dundee, DD1 4ER
Tel 01382 435106
Fax 01382 435108

SERVICES FOR PEOPLE WITH LEARNING DISABILITIES

Local Area Co-ordinators

Local Area Co-ordination has been introduced within Dundee. A Local Area Co-ordinator is

- A person connected with and based in a local community
- A person who is available to local individuals with a learning disability, and their families
- Someone who gets to know people well over time and is there to support them through their lives, especially through times of change.

The Local Area Co-ordinators (LACs) develop relationships based on respect and equality. They are independent (have no statutory role), and will act on the authority of the individuals and families who they work with.

The co-ordinators will initially work with children and adults with a learning disability who live in the Hilltown and Stobswell area of Dundee. They work with people who request their service. This service will be developed so that in the future it will cover the whole of Dundee City.

Although employed by Dundee City Council, LAC are independent and their responsibility is to the individuals that they work with.

How to access the service

Local Area Co-ordinators do not take formal referrals. To access the service individuals can access the service directly. However if a professional knows of someone who would benefit from their support they can either give the person information regarding the LAC or seek consent to give their contact details to the LAC.

Contact:

Local Area Co-ordinators

Douglas House

8 Balunie Drive

Dundee

DD4 8QD

Tel 01382 438991

Tel 01382 438994

SERVICES FOR PEOPLE WITH MENTAL HEALTH PROBLEMS

Community Mental Health Teams - Adult Psychiatry Multi Disciplinary with Health

The Community Mental Health Service operates from Wedderburn House and the Alloway Centre. The teams are multi disciplinary comprising of Psychiatrist, Psychology, Community Mental Health Nurses, Occupational Therapist, Care Managers and Social Work Assistants.

Staff based in these teams will assess each individual to see what support they require, arrange a care package to support these needs, monitor the package to ensure that it continues to meet the identified needs and review the care package within the agreed timescale and implement any changes as agreed.

Mental Health Officers

Mental Health Officers have specific statutory duties to provide an independent, objective and non-medical opinion as to the appropriateness or otherwise of using compulsory powers under the Mental Health (Care and Treatment) (Scotland) Act, 2003 the Adults with Incapacity Act, 2000 and other relevant legislation. These duties are in relation to serious mental illness and/or incapacity.

How to access the services

The services can be accessed by contacting the Access Team or the Out of Hours Service.

Contact:

Access Team

Unit 7

Nethergate Business Centre

Dundee, DD1 4ER

Tel 01382 435106

Fax 01382 435108

Out of Hours Social Work Team

Tel 01382 436430

Fax 01382 436435

SERVICES FOR PEOPLE WITH BLOOD BORNE DISORDERS

Social Work HIV Team

The HIV team work as part of a multi disciplinary team and can provide and co-ordinate services in Dundee, Perth & Kinross and Angus to people who are HIV positive, their carers or families. The team assess need and can provide information advice and emotional support in addition to practical assistance to enable people with HIV (or those symptomatic with Hepatitis C) to remain independent in the community for as long as possible. The team also provide specialist assessments and can facilitate access to respite and day care and provide legal and financial advice. The team will work with:

- Anyone who is aged between 16-65 years and HIV positive.
- Anyone who is a carer of someone with HIV (even if they do not provide any physical care)
- Anyone who is concerned about HIV infection
- Those who have symptomatic Hepatitis C

How to access the service

Referral to the team is voluntary and requires the consent of the individual concerned.

Those who require a service can self-refer or request referral via another professional. Family members can refer with the individual's consent.

Contact:

Senior Social Worker
Social Work Department

Tel **01382 435100**
Fax **01382 435109**

SERVICES FOR PEOPLE WITH SUBSTANCE MISUSE PROBLEMS

The Social Work Drug and Alcohol Team

The Social Work Drug and Alcohol Team work with people living in Dundee who experience problems with their use of substances and who want to make positive changes in their life.

The team will assess need and assist individuals to access the most appropriate resources. The team can provide advice, guidance, emotional and practical support to help individuals to reduce their drug or alcohol use. Additionally, the team will work with families and carers of those who have problems associated with their use of substances.

The team can provide specialist assessment and facilitate access to other resources such as residential rehabilitation, social care, education and training.

There are 2 Social Care Officers that are attached to each team. They can only be accessed following an assessment by a social worker.

Drug and Alcohol Rehabilitation

There are several Drug and Alcohol services in the United Kingdom that offer a rehabilitation service for people who wish to abstain from using drugs or alcohol.

Should you require this service you will be assessed to reduce any mismatch between your needs and the service received. The residential rehabilitation centres provide group and individual relapse prevention counselling, individual key working, improved skills for daily living, training and vocational experience.

How to access the services

The services can be accessed by contacting the Access Team.

Contact:

Access Team
Unit 7
Nethergate Business Centre
Dundee, DD1 4ER
Tel 01382 435106
Fax 01382 435108

SERVICES FOR PEOPLE WITH PHYSICAL DISABILITIES

Care Management Services Physical Disabilities

The Care Management team works with people who have a physical disability or a progressive illness to enable them to achieve as much independence and control of their lives as possible. Care Managers assess individuals to determine their needs, arrange a care package to support these needs, monitor the package to ensure that it continues to meet the identified needs and review the care package within agreed timescales and implement any changes as agreed.

Mackinnon Centre Respite Unit

This service is designed to supply short residential breaks for adults who have a physical disability and/or a progressive illness. Priority for service will be determined by the level of assistance or supervision required for daily living, and whether or not this is supplied by a husband or wife, family member, friend or by paid services.

Mackinnon Centre

The Mackinnon Centre is a skills development centre for adults with physical disability and/ or progressive illness. The physical disability may be acquired or congenital. The acquired disability may be static or may be of a progressive nature.

The purpose of the service is to facilitate people to achieve or maintain their optimum level of independence while acquiring the necessary skills, support, and advice to achieve identified aims.

How to access the services

The services can be accessed by contacting the Access Team.

Contact:

Access Team

Unit 7

Nethergate Business Centre

Dundee, DD1 4ER

Tel 01382 435106

Fax 01382 435108

OCCUPATIONAL THERAPY SERVICES

The Occupational Therapy Section provides a service to disabled people of all ages. This includes those who are having difficulty due to illness or disability. The service may be delivered along with other social work or health services.

The service will seek to maximise people's independence through the provision of advice and assistance or by arranging for the provision of equipment or adaptation based on the individual's assessed need. People can access the service by self-referring or via referrals from other professionals such as District Nurses or Care Managers.

How to access the service

The service can be accessed by contacting the teams at the addresses below.

East Team
Social Work Department
Balmerino Road
Dundee
DD4 8RW
Tel: 01382 438300
Fax: 01382 438341

West Team
Social Work Department
Balmerino Road
Dundee
DD4 8RW
Tel: 01382 438300
Fax: 01382 438341

THE ABILITY CENTRE

The Ability Centre is a Disabled Living Centre accredited with the Disabled Living Centre in Manchester. The purpose of the centre is to offer information and advice on practical ways of overcoming a variety of difficulties associated with disability or illness. The centre has on display a range of products for easier living from eating and drinking equipment to hoists and bathing equipment.

How to access the service

There is an open access policy and the service is available to people with a disability, carers both paid and unpaid and professionals. Although an appointment is not always necessary, it is recommended that contact be made with the centre prior to visiting.

Contact:

The Ability Centre
491 Brook Street
Broughty Ferry
Dundee
DD5 2DZ

Tel 01382 431890
Fax 01382 431889

E-mail ability.centre@dundeecity.gov.uk

HOME CARE SERVICES

Home Care staff will adopt methods of care and support, which promote independence and encourage individuals to maintain their skills of daily living and social contacts. There is a considerable demand for Home Care Services and, while services are delivered to people with very different levels of need there is a system of prioritisation.

The Home Care Service provides a number of different services:

- Assistance with personal care tasks in the home
- Assistance with domestic tasks in the home
- Social care and support services
- Social care for people with dementia
- Intensive Care At Home and Rapid Response Teams to provide immediate help in a crisis
- Early Supported Discharge Team to support discharge from hospital
- Early Supported Discharge for Rehabilitation
- Community Alarm installation for people who may be at risk and unable to seek assistance should a crisis occur
- Overnight and Interval Care Services
- Accommodation with care
- Meals Delivery Service
- Laundry, Shopping and Handyperson Services

Community Based Social Care

Community based social care is a range of care and support services and tasks carried out in an individual's own home to meet their personal and social care needs. There are a number of social care teams based in localities in Dundee.

Practical Support

Practical Support services carry out household tasks on the basis of an assessment of the individual's capability to undertake these them. The range of tasks includes:

Laundry - assistance with laundry (or dealing with the effects of incontinence). The service will wash, dry and iron clothing.

Meals - provision of meals from a central facility to meet dietary and nutritional needs.

Shopping - delivery of essential shopping or escorted service to shops.

Housework - maintenance tasks, such as dusting, 'hoovering', bed making, dish washing and cleaning the toilet. This service will not undertake heavy household chores such as changing curtains, putting up blinds. The service will not undertake cleaning to eradicate health hazards.

HOME CARE SERVICES

Handyperson - this service will provide support to undertake essential, minor house maintenance tasks, such as changing curtains, moving items of furniture, minor repairs

and decoration, putting up blinds within existing fittings, checking plugs and fuses and providing a risk assessment to household dangers.

Intensive Care at Home and Rapid Response Teams

Social Care Crisis Team

The Social Care Crisis Team prioritises care and support to individuals in their homes during a period of crisis. To access this service the individual must be known to a Health or Social Work professional. Individuals must be living in the community when the crisis occurs, as the service does not accept hospital discharges.

Early Supported Discharge Team

The Early Supported Discharge Team is a partnership between Health and Social Work. It is available to patients within the medical wards, accident and emergency and short-stay ward at Ninewells Hospital. Following assessment by the co-ordinator, patients who require short-term intensive social care, for up to 10 days to facilitate their discharge may access this service.

Early Supported Discharge for Rehabilitation

The aim of this joint initiative between Health and Social Work is to offer a seamless approach to the care and rehabilitation of people at home by offering a secure transition from hospital wards to the individual's home. All service users must be assessed in hospital to ensure they are able to undertake basic living tasks. Social Care Workers work alongside Physiotherapists and Occupational Therapists as well as Nurses and General Practitioners to ensure people are independent within 28 days of discharge. As the individual becomes more independent, the visits from the Social Care Workers are reviewed and reduced accordingly. This process continues until the person has reached a level of independence at which they will be able to cope alone.

Combined Care at Home

Combined Care at Home Service is a partnership between Health and Social Work, providing immediate social and nursing care to people who are ill, but whom the General Practitioner has assessed as medically fit to remain at home. In some circumstances this service can be available to those awaiting admission to hospital within the next 10 days. This service may be available to individuals with mental health problems. However, certain medical conditions may exclude some individuals from this service. The District Nurse carries out an assessment of nursing needs and the service is available for up to 28 days. To access this service the individual must be known to a Health or Social Work professional.

HOME CARE SERVICES

Night Care Services

Overnight Social Care Service

Overnight Social Care is a range of community based care and support services and tasks carried out in an individual's own home to meet their personal and social care need between 10.00 pm and 8.00 am. The service is only available for a period of 3

months, with possible extension to 6 months while alternative arrangements are made for overnight care. This service is specific to those whose care needs have been assessed as crisis or high priority.

Interval Social Care Service

Interval Social Care is a range of community based social care and support services and tasks carried out in an individual's own home at various times during the night, when a carer does not need to be present all night. This service is specific to those whose care needs have been assessed as medium to high priority.

Social Care for People with Dementia

Overnight social care for people with dementia, is a range of community based social care and support services with tasks carried out in an individual's own home to meet personal and social care needs.

Accommodation with Care

Accommodation with care is an alternative to living in a residential or nursing care home. This service allows older people to live in adapted housing with a full range of support and care services located within the premises. The houses will be linked to call systems for support and monitoring and will also allow the individual to retain as much independence as possible. The full range of community social care services and home support services will be available to all tenants who have been assessed as requiring Housing with Care services. Care and support staff will adopt methods of care which promote independence and encourage individuals to maintain their skills of daily living and social contacts. The service will support groups of tenants over 65 to participate in activities to meet their assessed social, emotional and physical needs. The emphasis is on shared group living.

Community Alarm

Community Alarm is an electronic call system, which enables an individual to summon assistance when needed. When activated or triggered, the alarm makes an automatic call to a control centre, which is constantly staffed by experienced and trained operators. The operators will ask questions to help determine what you need, or, failing any response, will arrange for an emergency call out to assess the situation. The operators are also able to summon emergency services such as the Fire Brigade, Police and Ambulance Service, depending on the circumstances.

HOME CARE SERVICES

How to access the services

Where the patient/service user is unknown to the Social Work Department or has received no services for some time, referrals should be made to the First Contact Team. Where the service user currently receives a service, contact should be made directly with the team providing support. Services are assessed in accordance with prioritised need - high, medium or low priority.

CONTACT:

**Community Care
Care
Older People's Services
Central East Home Care Team
Team
Claverhouse East
East
Jack Martin Way
Way
Dundee
DD4 9FF
Tel 01382 438300
 01382 438300
Fax 01382 438341
 01382 438341**

**Community
Older People's Services
Central West Home Care

Claverhouse

Jack Martin

Dundee
DD4 9FF
Tel

Fax**

**Community Care Older
Older People's Services
West Home Care Team
4 Rannoch Road
Dundee
DD3 8RB
Tel 01382 432871
 01382 438940
Fax 01382 436248
 01382 438250**

**Community Care
Older People's Services
East Home Care Team
8 Balunie Drive
Dundee
DD4 8QD
Tel

Fax**

**Intensive Care at Home/
Rapid Response Teams
Balmerino Road
Dundee
DD4 8RW
Tel 01382 432258
 01382 307592
 01382 432257
Fax 01382 307608**

**Community Alarm
353 Clepington Road
Dundee
DD3 8PL
Tel

Fax**

**Meals/Shopping/Handyperson Services
Units 5/6/7 Slessor Court
Claverhouse Industrial Estate
Dundee
DD4 9UA
Tel 01382 432431**

Fax 01382 432434

RESPIRE CARE

Respite care services provide relief from the responsibilities of caring for someone. They are designed to help carers continue in their caring role by giving them a break. They can also provide a change of environment for service users, together with an opportunity to learn more skills and become more independent by being away from home and daily routines.

Different kinds of respite care service may be available:

- In a care home
- In a carer's home
- In your own home

If respite care is being considered, staff will discuss your options with you, depending on your needs and the availability of services.

How to access the service

The service can be accessed by contacting the Access Team.

Contact:

Access Team

Unit 7

Nethergate Business Centre

Dundee, DD1 4ER

Tel 01382 435106

Fax 01382 435108

CARE IN CARE HOMES

Care in a Care Home is provided for people whose needs are of a nature and intensity throughout the day and night that this cannot be provided by home based support or carers and where the continual skills and support of qualified residential or nursing staff are required.

ACCOMMODATION WITH SUPPORT

This service is for people with additional needs i.e. Learning Disabilities, Mental Health, Drugs and Alcohol Criminal Justice, who are unable to access a tenancy independently. The service enables them to maintain a tenancy and therefore an enhanced quality of life.

The level of support that is required is assessed on an individual basis. In practice depending on the complexity of each individual needs, can be from a few hours of support per month to several visits each day.

ACCOMMODATION WITH SUPPORT AND CARE

There have been significant changes in the nature and type of supported accommodation available to people with additional needs. The shift in the balance from residential care to the community has led to the development of small-scale supported/care living arrangements, which provide support and care for people. The Scottish Commission for the Regulation of Care will monitor the quality of support and care delivered by all providers of these types of service.

How to access the services

A care manager from one of the care management teams accesses the services following a needs assessment.

DIRECT PAYMENTS

Direct Payments is an arrangement whereby the Social Work Department provides individuals of all ages with the financial means to arrange their own services as an alternative to services being arranged by the Department. This option is available to all disabled adults and children.

The focus of Direct Payments is on people who need a high level of assistance/supervision with all aspects of their care. They will be people who are able and willing to manage their care (with or without assistance) and where doing so will enhance the quality of their life and will allow them to live independently in their own home.

Additional information is available via the Carers Centre who are contracted to provide the support services for Direct Payments and from the Senior Care Manager (Physical Disabilities Team), who provides departmental advice to Care Managers/Social Workers.

How to access the service

The service can be accessed by contacting the Access Team.

Contact:

Access Team

Unit 7

Nethergate Business Centre

Dundee, DD1 4ER

Tel 01382 435106

Fax 01382 435108

WELFARE RIGHTS TEAM

The Welfare Rights Team provide an advice and advocacy service, benefit information and income maximisation, debt counselling/money advice and representation at appeal tribunals.

The service can be accessed by anyone who requires assistance with money related problems and assistance with benefits.

How to access the service

- Members of the public can access the service by contacting the duty line Monday to Friday 9.30am to 4.30pm.
- In addition members of the public can access the service by attendance at the surgeries provided by the Welfare Rights Team. To make an appointment contact the duty line at Welfare Rights.

Surgeries take place at the following times:

- Tuesday Lochee Library 9.30am to 12.30pm appointments only
Help to complete Attendance Allowance and Disability Living Allowance forms
- Wednesday Menzieshill Community Centre 9.30am to 12.30pm
9.30 appointment drop in thereafter
- Thursday Stobswell Church Hall 2 to 4pm drop in only
No Attendance Allowance or Disability Living Allowance forms.
- Friday Douglas Community Centre 9.30am to 12.30pm
2 appointments and drop in thereafter.

Contact:

Welfare Rights

Suite A

Market Mews

Market Street

Dundee

DD1 3LA

Tel 01382 431167

Fax 01382 431191

TRANSPORT

Voluntary Driving Service

This service provides transport (depending on availability) on a regular or occasional basis for young people, adults with learning disabilities and older people.

How to access the service

The service can be accessed by contacting the Access Team.

Contact:

Access Team

Unit 7

Nethergate Business Centre

Dundee, DD1 4ER

Tel 01382 435106

Fax 01382 435108

European Blue Parking Badge for Disabled People

The scheme is for service users/patients who have permanent walking disabilities. The badges will only be issued to people who would otherwise find it impossible to visit shops, public buildings or other places, or to drivers who cannot turn by hand the steering wheel of a vehicle.

How to access the service

The service can be accessed by contacting the Blue Badge Section.

Contact:

The Blue Badge Section

Social Work Department

Claverhouse East

Jack Martin Way

Dundee

DD4 9FF

Tele-01382 438326 / 438335

TRANSPORT

Travel Concession Scheme

Dundee City Council operates a travel concession scheme for people who are permanently resident in Dundee and have mobility difficulties.

How to access the service

The service user/patient is automatically accepted into the taxi card scheme if they are:

- Registered blind
- In receipt of Attendance Allowance at the Higher Rate (over 66)
- Are a wheelchair user and receive the high rate mobility component of disability living allowance

Contact:

**Dundee City Council
Planning and Transportation
Tayside House
Crichton Street
Dundee**

Tele- 01382 433006

Part four: Contact Us

Your Views

Dundee City Council Social Work Department aims to provide quality services for the people of Dundee. We are interested in hearing your views on our services and your comments and suggestions are welcome at any time.

Comments and Compliments

If you would like to make a suggestion about the service you have received or pay our staff a compliment you can use the form on the next page.

Complaints

If you are dissatisfied for any reason with the service or response you have received, please let us know. You can speak to the person you have been dealing with or a senior manager who may be able to resolve any difficulties.

You can also make a formal complaint through our complaints procedures. You can do this at any Social Work office. Please ask for the leaflet 'Your Right to be Heard'.

Alternatively, you can make a complaint directly to the Scottish Commission for the Regulation of Care. They register and inspect care services provided by the Social Work Department. You can contact them at:

**The Scottish Commission for the Regulation of Care, Compass House, 11
Riverside Drive, Dundee, DD1 4NY
Tel: 01382 207100
Tel: 0845 603890 (Lo-Call)**