

## DUNDEE CITY COUNCIL

**REPORT TO:** SOCIAL WORK AND HEALTH COMMITTEE – 23 SEPTEMBER 2013  
**REPORT ON:** REVIEW OF SOCIAL WORK SERVICE PLAN 2012 - 2017  
**REPORT BY:** DIRECTOR OF SOCIAL WORK  
**REPORT NO:** 373-2013

### 1. PURPOSE OF REPORT

To provide an annual report on the progress of the performance measures and actions/projects included in the Social Work Service Plan 2012 – 2017.

### 2. RECOMMENDATIONS

It is recommended that Committee:

- i) note the contents of this report,
- ii) instruct the Social Work Department to continue to seek improvements in the performance measures and progress the actions/projects set out in the Social Work Service Plan 2012 – 2017.

### 3. FINANCIAL IMPLICATIONS

There are no direct financial implications from this report. Any financial issues relating to particular performance measures or actions/projects will be reported separately to Committee.

### 4. MAIN TEXT

#### 4.1 Social Work Service Plan 2012-2017

4.1.1 The Social Work Service Plan 2012 – 2017 was approved by Committee on 25 February 2013 and has been active from March 2013.

4.1.2 There have been two reporting periods since the plan was approved, one at the end March 2013 and again at the end of June 2013. This means only one full quarter has passed since the plan was published. Therefore some indicators will have no change to the baseline information submitted as part of the original plan because not enough time has passed for improvements to be seen. This may be due to the reporting period for the data being on an annual basis or the fact that the work being undertaken towards an indicator has not had time to create an impact. Additionally, for a number of the Community Care indicators in the Service Plan, the data is reported in line with national timescales annually and will not be available until the ends of August and September of each year. This means that collection of data for these indicators falls outwith the timescale for the submission of this report to Committee.

We would expect that more significant shifts in data will be seen after the plan has been in place for a full year when more data will be available to the department.

In light of the issues identified above we have included those indicators and projects which we can determine to have shown improvements and areas on which we expect we will need to continue to concentrate our efforts.

#### 4.1.3 Performance measures which show improving trends include:

- Children's Services
  - ❖ An increase in the number of children who have access to intensive family support. This new project which began in April 2013 has already received 9 new referrals out of a capacity to take 15.
  - ❖ A reduction in the number of children placed in secure accommodation. 19 in 2011/2012 decreased to 13 in 2012/2013. In August 2013 there was one young person placed in secure accommodation.
  - ❖ A reduction in the number of children committing crimes. 791 in 2011/2012 decreased to 719 in 2012/2013.
  - ❖ More children affected by domestic abuse are being assisted through the Multi-agency Risk Assessment (MASH) process. 99 children in 2011/2012 increased to 140 children in 2012/2013.
- Criminal Justice
  - ❖ Increase in offenders commencing Community Pay Back Order (CPO) within 7 days (unpaid work or other requirements) – 50 in 2011/2012 increased to 55 in 2012/2013.
- Protecting People
  - ❖ More high risk victims of domestic abuse discussed at MARRAC meetings. 80 in 2011/2012 increased to 101 in 2012/2013.
- Community Care
  - ❖ More Occupational Therapy services users seen within 24 hours of referral. 35% in 2011/2012 increased to 38% in 2012/2013.
  - ❖ More people requiring no homecare or less homecare following on from receiving enablement services. 54% in 2011/2012 increased to 67% in 2012/2013.

#### 4.1.4 The following performance measures show a declining trend and will be subject to detailed performance review in the period ahead:

- Children's Services
  - ❖ Reduction in the percentage of initial case conferences taking place within 15 working days of a decision to hold a case conference. 58% in 2011/2012 decreasing to 44.1% in 2012/2013. Due to low and highly varied figures (5-25 per month) performance tends to improve and deteriorate significantly from month to month and even from quarter to quarter. Performance was very good in July 2013 at 86% leading to a cumulative total of 56% by the end of July 2013, which would have been within 5% variation. However the year to year trend shows a decline.
- Community Care
  - ❖ Reduction in the number of Carers offered carers' assessments. 114 in 2011/2012 decreased to 104 in 2012/2013. Although the number of assessments has reduced over the last year, work through the reshaping Care for Older People Change Fund has allowed the Department to invest in the development of additional supports including therapies and flexible respite for carers. We have been piloting a new carer's assessment with selected teams and hope to roll this out within the coming months.
  - ❖ Reduced number of overnight respite nights provided for people aged 18 to 64 per 1000 population – 64.18 in 2011/2012 decreased to 44.14 nights in 2013/2013. Due to the refurbishment of the MacKinnon Centre we were unable to offer respite at this facility during this time, however alternative respite was offered but often declined by service users. The MacKinnon Centre has now reopened and is again able to provide residential respite.

4.1.5 Notable achievements to date on actions/projects include:

- Review of child protection case conference processes and decision making systems to ensure they reflect all legislative requirements and best practice guidance.
- Implementation of the Intensive Family Support Service.
- Implementation of a programme of alternatives to custody that aim to prevent reoffending.
- Closure of Balmerino Road, Douglas and Turriff Homecare offices with relocation of staff to Dudhope Castle, Dundee Independent Living and Community Equipment Centre and Claverhouse offices.
- Further development of the use of Critical Incident Debriefing programme for staff across the council.
- Refurbishment and reopening of the MacKinnon Centre for adults with physical disabilities.

4.1.6 Actions/projects assessed as behind schedule at this stage are:

- Review foster care and implement recommendations to increase number of internal carers - Review of ACE scheme commenced in March 2013. A multi-agency working group and work plan have been established to progress this and findings will be triangulated with the Loughborough project findings regarding costs and outcomes for children. Work on the Loughborough project has now commenced.
- Review of Oakland's Community Link Service – Due to higher than normal operational workloads the review is now due to commence in August/September 2013.

## 5. POLICY IMPLICATIONS

There are no new actions identified in this review. Screening for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equalities and Risk Management was carried out as part of the main plan in February 2013.

## 6. CONSULTATIONS

The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services have been consulted in preparation of this report.

In addition, the Heads of Services for Community Care, Strategic Integration and Performance Support Services, Children's Services and Criminal Justice and Finance, Contracts and Welfare Rights have been consulted in the development of this report.

## 7. BACKGROUND PAPERS

Social Work Service Plan 2012 – 2017.

**JENNIFER G TOCHER**  
**DIRECTOR OF SOCIAL WORK**

**2 SEPTEMBER 2013**

## EQUALITY IMPACT ASSESSMENT TOOL

### Part 1: Description/Consultation

<b>Is this a Rapid Equality Impact Assessment (RIAT)?</b>		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Is this a Full Equality Impact Assessment (EQIA)?</b>		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Date of Assessment:</b>	11/9/13 Review of RAIT of 14/1/13	<b>Committee Report Number:</b>	373-2013
<b>Title of document being assessed:</b>		Review of Social Work Service Plan 2012 - 2017	
<b>1. This is a new policy, procedure, strategy or practice being assessed</b> (If yes please check box) <input type="checkbox"/>	<b>This is an existing policy, procedure, strategy or practice being assessed?</b> (If yes please check box) <input checked="" type="checkbox"/>		
<b>2. Please give a brief description of the policy, procedure, strategy or practice being assessed.</b>	This Plan outlines the major areas of work within the department. The review looks at the extent to which the Social Work department is achieving a specific commitment to deliver an action or achieve a target towards improving the outcomes for our service users against the outcomes and intermediate outcomes in the Council Plan		
<b>3. What is the intended outcome of this policy, procedure, strategy or practice?</b>	To inform the Council, department and public of the progress made major areas work for the department.		
<b>4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.</b>	RAIT of 14/1/13 which can be accessed via <a href="https://www.dundee.gov.uk/eqia/archive">https://www.dundee.gov.uk/eqia/archive</a> and/or is available on request. This document makes reference to other RAIT relating to items in Service Plan.		
<b>5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.</b>	The information gathered by services contained in the report about outcomes has involved staff consulting service users and families about service use.		
<b>6. Please give details of council officer involvement in this assessment.</b>  (e.g. names of officers consulted, dates of meetings etc)	Jenni Tocher, Director of Social Work Joyce Barclay (Senior Officer) Update See RAIT 14/1/13 for involvement in RAIT for policy overall.		
<b>7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy?</b> (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	N/A		

**Part 2: Protected Characteristics**

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

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

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

<b>As stated in RAIT 14/1/13 Impacts will be as described in previous EQIAS. None of the impacts identified in these assessments would indicate that policies should not go ahead.</b>				
	<b>Positively</b>	<b>Negatively</b>	<b>No Impact</b>	<b>Not Known</b>
Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
People with a disability	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
Age	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
Socio-economic	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>

### Part 3: Impacts/Monitoring

<p><b>1. Have any positive impacts been identified?</b></p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>See previous reports. No new potential positive impacts have been identified although the outcomes achieved have had positive impacts on people with disabilities, and on older people. There is also an anticipated positive impact as a result of work to protect victims of domestic abuse which is known to predominantly affects women</p>
<p><b>2. Have any negative impacts been identified?</b></p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>See previous reports. No new potential negative impacts have been identified although there is likely to have been a negative impact on people with a disability and their carers as a result of reductions in residential respite provided while Mackinnon Centre was refurbished. This impact has been resolved as the centre has re-opened.</p>
<p><b>3. What action is proposed to overcome any negative impacts?</b></p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	<p>See previous reports. No action is needed.</p>
<p><b>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</b></p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>N/a</p>
<p><b>5. Has a 'Full' Equality Impact Assessment been recommended?</b></p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	<p>No</p>
<p><b>6. How will the policy be monitored?</b></p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>The policies described will monitored to avoid and negate any potential negative impacts (particularly around any transfer of finances and resources) and to make sure we are not achieving equality for one group of characteristics at the expense of another. The service plan which will be reviewed every year and the opportunity will arise to address any issues that may occur.</p>

**Part 4: Contact Information**

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

<b>Manager Responsible</b>	<b>Author Responsible</b>
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<b>Signature of author of the policy:</b>	<b>Date:</b>
<b>Signature of Director/Head of Service:</b>	<b>Date:</b>
<b>Name of Director/Head of Service:</b> Jenni Tocher	
<b>Date of Next Policy Review:</b> September 2014	