

Annual Report
2009-2010

Social Work
and Health

CONTENTS

1	Service Profile	page 2
2	Achievements 2009/10	page 3
3	Service Standards and Performance	page 6
4	Finance	page 23
5	Staffing	page 24
6	Health and Safety	page 27
7	Asset Management	page 29
8	Equality	page 30

APPENDIX 1

Current Departmental Structure	page 32
--------------------------------	---------

APPENDIX 2

Description of the Department's Services	page 33
--	---------

APPENDIX 3

Social Work and Health Service Plan EXCELSIS Progress Reports	page 39
--	---------

1 SERVICE PROFILE

“It shall be the duty of every local authority to promote social welfare by making available advice, guidance and assistance on such a scale as may be appropriate for their area” (Social Work (Scotland) Act 1968, S12(1)).

The broad responsibility to promote social welfare is the cornerstone of the social work services provided by Angus Council and a core, corporate responsibility of the Council to the citizens of Angus.

Social work assists a wide range of people including: older people; people with disabilities; carers; children; young people and families. Social work also provides a range of services focused on offenders and victims of crime. Underpinning these services is a range of statutory responsibilities for child protection, children under supervision, adoption, assessing the need for and arranging or providing community care services and services to the criminal justice system. Social Work and Health in Angus discharges these responsibilities by providing many services directly and by arranging for services to be provided by other agencies and organisations in the voluntary and private sector.

As part of a process of continuous improvement and securing best value, the Social Work and Health senior management team undertook a review of management arrangements during 2009. As a result of this review on September 1 2009 the department moved to a structure comprising three service areas: Community Care Services, Children, Families and Criminal Justice Services and Strategic Support Services. The Director/Chief Social Work Officer(CSWO) heads a senior management team comprising three senior managers each of whom is responsible for the delivery of services in their area through service-specific teams and units. The creation of a Directorate Support Unit has allowed support to be provided for the Chief Social Work Officer and the democratic process. Appendix 1 presents the current structure of the department and details the functions of individual teams and units.

2 ACHIEVEMENTS 2009/10

Appendix 3 is a report from the council's performance management system, Excelsis, highlighting all Social Work and Health service plan actions completed during 2009/10 and detailing actions which have been carried forward to the 2010/11 service plan.

SIGNIFICANT ACHIEVEMENTS

Significant achievements over the past year include:

Strategic Support Services

- Almost 8,000 questionnaires were sent out to people in Angus aged 16 and over to ask their views on the services they receive from Social Work and Health. The findings of this survey will be reported in August 2010
- Customer Care group has been reviewed and redesigned in line with the move towards a corporate Customer Services Programme Board.
- A Directorate Support Unit has been established to support the functions of the Chief Social Work Officer and to provide support for the democratic process.
- 61 staff received training and were awarded Social Care SVQ's.
- A direct debit system for payment of accounts has been developed.
- Co-ordination of Social Work Inspection Agency Initial Scrutiny Level Assessment (ISLA) and multi agency inspection of learning disability services.

Community Care

- Adult protection work is now integrated into care management practice and systems are in place to monitor and report on all adult protection activity.
- An Angus dementia working group has been established in partnership with Alzheimer's Scotland to provide support and promote awareness across the county.
- A support and education group for carers has been established in Forfar, Kirriemuir and South West Angus along with a group in Brechin and Montrose, in partnership with Alzheimer's Scotland.
- A multi agency transition pathway for people with a learning disability has been developed.
- The employment service for people with a learning disability reached the finals of the Herald Society Awards.

- Nineteen people with a learning disability have been successful in acquiring employment at the Webster's Theatre in Arbroath. Their duties range from ushers to stage crew.
- Following a successful pilot in community meals assessments there has been a significant increase in the number of people enabled to manage independently with meals.
- More flexible out of hours working for support workers has resulted in better outcomes for those with dementia.
- Support to service users with mental health problems, over the age of 65, in their own home at times of acute episodes of physical or mental illness has prevented hospital admissions.
- A walking group for those with mental health issues has been established with positive outcomes for those who attend.

Children Families and Criminal Justice Services

- A review and redesign of offsite education has been carried out in partnership with education colleagues leading to extended support for pupils who are referred to the offsite provision.
- A multi agency screening group for children who present concern has been established.
- A model of practice, to address the needs of children affected by parental substance misuse using the principles of Getting It Right for Every Child, has been introduced as a result of the work of the Montrose Link Up Initiative.
- A comprehensive access service now provides a first point of contact for all social work children's services.
- A review and enhancement of foster carers' allowances has been carried out.
- The quality of case recording is monitored and evaluated using case file audits.
- Four new support to families teams have been developed as a result of the redesign of children's services. These teams replace the former family support and community resource teams.
- A new skills based foster care scheme is now in operation.
- Child protection training for elected members has taken place.
- Action research has been commissioned to evaluate the Montrose Link Up initiative.

- The use of the structured deferred sentence in Angus has had positive outcomes for service users.
- A garden project for those on community service orders has been well received.
- Family group conferencing has been established for all children at risk of being accommodated by the local authority.
- A learning partnership has been developed between the Alcohol and Drugs team and Criminal Justice Services

SIGNIFICANT IMPROVEMENTS

Significant improvements over the past year include:

- The closure of two care homes for adults with learning disabilities as the redesign of learning disabilities moves towards its aim of supporting people in the community.
- A reduction in offending by young people in contact with the Youth Justice Service.
- A review of children's services management structures leading to closer integration of access services with wider children's services.
- An assessment clinic has been set up in Arbroath by the adult mental health service. This new approach to managing referrals has resulted in reduced waiting times as well as more appropriate referrals and better signposting to other services.
- The Best Value Review of Older People's Services was approved and work has commenced on the twenty year vision for older people's services in Angus.
- Nine entries were accepted for the finals of the Angus Council Excellence Awards. Three of these were winners and six were highly commended.
- Initial Scrutiny Level Assessment undertaken by the Social Work Inspection Agency resulted in a level one assessment. This grades the department as low risk, good performance and good improvement work.
- Performance with regard to submitting social enquiry reports to the court has improved.

3 SERVICE STANDARDS AND PERFORMANCE

Delivering Social Work Services

The department’s approach to the delivery of social work services is one of continuous improvement based on a self evaluation of our services using the Performance Inspection Model (PIM). The PIM was developed by the Social Work Inspection Agency (in close collaboration with colleagues in HMIE and the then Scottish Executive).

This approach ensures a clear fit and integration with the department’s approach to performance monitoring and service planning, with the SWIA inspection process and with a number of other complementary inspection frameworks and processes, including HMIE led inspections of children’s services, child protection services, and education authorities. It also ensures our commitment to improvement in outcomes at a local level linking to the Angus Single Outcome Agreement.

The department has produced guidance and delivered training to all of its managers to ensure that this approach is embedded in the delivery of frontline services. As of June 2010 all service areas will present performance reports to senior managers on a quarterly basis.

Statutory Performance Indicators

The department’s performance against the current range of statutory performance indicators is noted as:

Children’s Services	07/08	08/09	09/10	Trend
Percentage of supervision requirements seen within 15 working days	88.9%	97.6%	94.1%	↑↓
Percentage of looked after children attaining at least one SCQF level 3	68.8%	87.1%	100%	↑
Percentage attaining at least SCQF level 3 in English and Maths	56.3%	64.5%	41.7%	↓
Care staff in local authority residential children's homes, who have appropriate qualifications for the level of post held	38.1%	54.5%	60%	↑

It should be noted that these indicators refer to small groups of children and variance is more apparent in smaller numbers. Children’s services has now gone live with CareFirst 6 which is being used as the key recording tool. This has led to more accurate recording and capture of data.

Community Care	07/08	08/09	09/10	Trend
Care staff in local authority residential homes, who have appropriate qualifications for the level of post held	59.3%	73%	78.5%	↑
Total number of homecare hours, exclusive of community meals, per 1,000 population aged 65+	257.9	252.4	243.7	↓
Percentage of local authority residential care home rooms that are single rooms	100%	100%	100%	→
Total overnight respite nights provided for older people aged 65+ per 1000 of the population	281.2	406.8	385.6	↑↓
Total daytime respite hours provided for people aged 65+ per 1,000 population	1237.2	4098.0	4650.2	↑
Total overnight respite nights provided for people aged 18-64 per 1,000 population	24.6	26.5	29.1	↑
Total daytime respite hours provided for people aged 18-64 per 1,000 population	141.4	169	78.7	↑↓

The total number of hours of home care provided has risen slightly during 2009/10 however due to the increase in the population aged 65+ this has resulted in a slight decrease in the final figure which is expressed as the rate per 1,000 of the population. Our performance is, however, going in the same direction as the national trend which is showing a decrease year on year.

Work is progressing to increase the number of respite weeks provided in Angus in line with the Scottish Government commitment to provide additional respite weeks across Scotland. While the number of respite nights has decreased it is still well above the Scottish average for last year. The overall total for day and night respite provision has increased significantly.

The demand for daytime respite within physical disability services has declined significantly for a number of reasons. These include adults with a physical disability moving to older people's services, increased uptake of direct payments and one service user who previously received a significant amount of respite has moved into permanent care.

Criminal Justice Services	07/08	08/09	09/10	Trend
Number and proportion of reports submitted to court by due date	87.9%	92.3%	97%	↑
Number and proportion of new probationers seen by a supervising officer within one week	81.5%	74.5%	80.9%	↓↑

Work has been undertaken locally to address and improve the number of Social Enquiry Reports submitted to court on time.

Since September 2008 practice has changed and arrangements have been put in place to interview offenders immediately following sentence at Court, followed by an appointment the same afternoon with a member of Criminal Justice service staff. It should be noted that attendance at these appointments is dependent on the co-operation of the offender. These changes to procedures have led to an improvement in performance.

Quality Service Standards

The department has in place a range of quality service standards. During 2009/10 these standards were reviewed. New standards and performance information will be reported in the 2010/11 annual report. A selection of performance against the current standards is noted as follows:

Standard	Performance		
	07/08	08/09	09/10
Children Services			
Child protection referrals must be the subject of immediate assessment and where there are concerns for the child's safety a child protection investigation should be undertaken by the department on the same day and no later than 24 hours after referral.	95%	91%	91%
A referral by the social worker to the Authority Reporter arising out of a child protection case conference will be made within 5 working days of the case conference	100%	80%	89%
The progress of each child in receipt of family support services will be formally reviewed every 6 months	100%	100%	100%
Parent/Carers will be consulted and involved in the development of the childcare plan and/or family support plans	100%	100%	100%
Every young person referred to the Reporter on offence grounds will have an initial assessment of their offending carried out by or on behalf of Social Work and Health	100%	100%	100%

Standard	Performance		
Community Care	07/08	08/09	09/10
All referrals will be screened, allocated and contact made with service users within 7 working days of being received	85%	86%	86%
All new staff will undertake manual handling training during their induction period	100%	100%	100%
All service users will be given at least 5 working days notice of any planned changes to the staff who provide their domestic and/or personal care	100%	100%	100%
Every new service user will be offered a benefit check during the assessment process in order to maximise their income	100%	100%	100%

Standard	Performance		
Criminal Justice	2007/08	2008/09	2009/10
We will schedule induction for all new service users within five working days of them being placed on a community service order	N/A*	N/A*	95%
We will schedule placements for all new service users within seven working days of them being placed on a community service order.	N/A*	N/A*	66%
We will schedule to see all new probationers within five working days of them being placed on a supervision order	N/A*	N/A*	93%
We will allocate all Social Enquiry Reports to a named worker within two working days of request	N/A*	91%	96%
We will attend all integrated community management meetings	96%	98%	98%

* It should be noted that these are new standards with no previous trend information

Customer Care

Social Work and Health's commitment to raising the quality of the services it provides to the people of Angus continues to be a priority. We continue to ensure that the customer is at the centre of the planning, management and delivery of services.

Building on the positive outcomes of the first customer satisfaction survey in 2008 it was agreed that a departmental survey would be undertaken every two years. This

would provide an opportunity to review the results of the previous survey, learn from issues arising and adjust future surveys to suit the needs of our service users.

In early March 2010 almost 8,000 questionnaires were sent out to people in Angus aged sixteen and over to ask their opinions about the services they receive from Social Work and Health. The results of this survey will be published in late summer 2010. Early indications are that the majority of those who use social work services in Angus are happy with the services they receive.

Communication is the overarching process that is used to cover information for and engagement with service users, carers and the general public. It also includes public relations and how the public image of Social Work and Health is managed. The importance of communicating significant information in a consistent manner was identified by service users and carers following the 2008 satisfaction survey.

To ensure that individuals and groups have choice in the way they engage and communicate with Social Work and Health a combination of methods are now used. Angus Council publications, the internet, ACCESS Line and ACCESS offices, focus groups, local forums, service user groups in care homes, day-care and resource centres as well as individual face to face discussions, annual reviews, email and telephone are all used to engage with the public, service users and carers. In addition the creation of an email address olderpeople@angus.gov.uk designed specifically for older people in Angus has provided another means of contact. The local media also plays a key role in influencing and informing the citizens of Angus.

Social Work and Health has a duty to make available information about the services that they provide. In Angus, the production of accessible, clear and well produced information remains a priority. The continued commitment to achieving 'Crystal Mark' standards for all public information ensures that publications are user friendly and in 'Plain English'.

Work is ongoing to ensure continuous improvement relating to information produced and to initiate innovative and effective ways of providing service users, carers and the general public with accurate information in the right way at the right time.

Following the redesign of the corporate customer care group, to be known as the Customer Services Programme Board, and the development of individual work streams originating from this group it was decided to adopt a similar model within Social Work and Health. The role of the existing departmental customer care group has been reviewed and revised in line with the corporate group and membership of the new group has been agreed.

Members of the new group will have a significant role to play in ensuring that a consistent approach to customer care continues to be taken across the department. The remit of the group will be to provide input, as appropriate, into the corporate work streams and implement the outcomes from these work streams within the department.

Once again the quality of services provided by the department was recognised in the Angus Excellence Awards 2009. Social Work and Health had overall winners in three of the five categories:

Customer First: Equipment Trial Service

Equalities: Peer group for people with physical disabilities

Creativity and Development: Phoenix team for people with dementia

A further six entries were Highly Commended

Complaints and Compliments

Complaints

Section 5B of the Social Work (Scotland) Act 1968 places a statutory responsibility on the Council to establish and maintain a formal procedure for the receipt and consideration of complaints by, or on behalf of, service users. This duty is expanded upon in guidance issued by the former Scottish Office (Circular No SWSG 5/1996). The guidance requests that local authorities report annually on complaints investigated and their outcome.

Social Work and Health staff make every effort to deal with concerns and issues raised by service users informally and as close to the point of service delivery as possible. Dealing with complaints at the point of service delivery allows for a quick resolution for all parties. It provides ongoing feedback to managers and staff about their performance and can be seen as a positive step in the move towards improved services.

Where issues are resolved at a local level this is recorded and there is evidence that the vast majority of matters are resolved quickly, 'on the spot', by workers and team managers.

During 2009/2010, one hundred and forty seven stage 1 complaints were made. This represents an increase of fifty one complaints from the previous year. One hundred and thirty one of the complaints have been resolved to the satisfaction of the service user or their representative and are now closed. The remainder are ongoing with action being taken to attempt to resolve them. Reasons for stage 1 complaints during the last year include; dissatisfaction with waiting times for assessment and with the outcome of assessment, issues with late delivery of equipment and general unhappiness with services provided.

There have been three complaints investigated at stage 2 of the process between 1 April 2009 and 31 March 2010. This is a decrease from 2008/2009 when five complaints were investigated at stage 2. Of these three complaints, which have been formally investigated by an officer outside the service area which was the subject of the complaint, one is concluded and two are ongoing.

Complaint One

A service user was unhappy with the behaviour and attitude of social workers involved in their case. This included the recording of meetings and case conferences and workers' knowledge and ability to engage positively with complex substance

misuse issues. A number of aspects of this case were upheld and Social Work and Health are actively working on improving their recording of meetings and developing more effective working with partners in substance misuse.

The social workers involved in this case were complimented by an independent court appointed 'Safeguarder' on the management of the highly complex and challenging child protection aspects of the case.

Complaint Two

A service user in receipt of community care services complained about numerous aspects of her social care and medical treatment. An investigation has been undertaken, a number of issues have been upheld and recommendations made. Currently the service user is considering whether they are satisfied with the outcome. There will be opportunities for learning and service improvement following the conclusion of this complaint.

Complaint Three

A service user has complained about breaches of confidentiality, inappropriate comments by staff members, agreed tasks not being completed and other issues relating to communication. This is a complex complaint covering a long period of time and is currently being investigated.

Compliments

Social Work and Health received six hundred and seventy three compliments during the year 2009/2010 the vast majority of which related to the ability, commitment, empathy and skill of staff across the department.

Clients' Rights

The Clients' Rights Service (CRS or the service) was established in 1996 with the purpose of promoting and protecting the rights of anyone in contact with Social Work and Health and helping to create a culture of rights in Angus.

During the past fourteen years the service has provided support to over 2000 Angus residents regarding their rights in respect of social work services.

This support has ranged from:

- the provision of information to service users and professionals about rights issues;
- representation of service users' interests where rights issues are found to be at the centre of complaints and concerns by them or their representatives i.e. relatives, carers or other agencies;
- contributions to policy developments locally and nationally;
- co-ordination of practical arrangements to ensure users of social work services in Angus contribute to national consultations or forums.

The CRS engages with a range of professionals with the objective of reaching an understanding of the concept of rights from theory to practice, within and outwith the council.

The CRS continues to help seek resolution to social work stage 1 complaints and continues to make a significant contribution to improved service outcomes. Activity levels within the service during 2009/10 is as follows:

Clients' Rights	07/08	08/09	09/10
Number of enquiries	N/A	N/A	1260
Number of referrals	128	113	90
Number of referrals relating to the rights of children	74	59	44
Number of referrals relating to the rights of adults	54	54	46

External Inspection

Initial Scrutiny Level Assessment

The Social Work Inspection Agency (SWIA) carried out stage one - the initial scrutiny level assessment (ISLA) - of Angus Council Social Work and Health services between August and November 2009. As a result of this assessment SWIA have assigned an assessment of level one. This assessment means that the department has evidenced low risk, good performance and good improvement work.

The scale used to assess at this stage is a three point scale with one being the highest assessment and three being the lowest. This grade has been confirmed and is reported as part of Angus Council's Shared Risk Assessment and Improvement Plan.

As the department is assessed at level one a maximum of fifteen scrutiny sessions can be undertaken over the next three years. SWIA has deemed that the file reading already undertaken in Angus constitutes six scrutiny sessions. They are therefore proposing that, as a result of the stage one and stage two assessments, Social Work and Health in Angus receives a maximum of a further nine scrutiny sessions. This will form part of our assurance and improvement plan and will constitute stage three of the process.

Stage four of the process will be a final report which will address all of the findings and will include an overall evaluation using the SWIA six point scale which is part of their Performance Improvement Model.

Multi Agency Inspection of Learning Disability Services

A multi agency inspection of learning disability services was undertaken and concluded, by the Social Work Inspection Agency, in November 2009. To date no report has been issued on the findings of this inspection.

Care Commission Inspections

The Care Commission was set up in April 2002 under the Regulation of Care (Scotland) Act 2001 to regulate adult and child social care and independent healthcare services in Scotland. A range of individual social work services is regulated and inspected by the Care Commission.

During 2008 the Care Commission introduced grading for all registered facilities. The purpose of grading is to help people make more informed choices about the care services they want to use. A six point grading scale is used with each of the themes graded against the following scale:

- 6 excellent
- 5 very good
- 4 good
- 3 adequate
- 2 weak
- 1 unsatisfactory

The outcome of Care Commission inspections is monitored by the Social Work and Health Senior Management Team. The following table highlights the services which were inspected in Angus during 2009/10 and the outcome of these inspections.

It should be noted that a number of inspection reports issued during 2009/10 contained two recommendations which related to corporate recruitment policy issues. These recommendations are out with the responsibility of Social Work and Health.

Service	No. of Insp.	No. of Req.	No of Rec.	Grade	Comments
Children's Services					
Fostering	1	0	4	5	The inspection report commented that the service has very organised and innovative information management systems. The views of people who use the service are gathered in a systematic way, collated and used to plan how any issues raised can be addressed. Recommendations suggested the service should continue to consider how they can use a range of formats to systematically record children's views.

Service	No. of Insp.	No. of Req.	No of Rec.	Grade	Comments
Adoption	1	0	3	5	Consultation with service users was embedded in practice. The assessment and approval process was felt to be very thorough and panel processes were seen to be working effectively within appropriate timescales. At all stages throughout the assessment process respondents indicated they were treated with respect and dignity and the staff were highly regarded.
Kinnaird Street Young Persons' Unit	2	2	1	4	Positives noted by the Care Commission included the way the unit involved the children and young people in their care. The leadership and management of the unit has also been highlighted as a positive. The only recommendation focussed on the need to ensure adequate arrangements are in place for the recording of medication.
Throughcare and Aftercare (Housing Support)	0	N/A	N/A	N/A	The Care Commission decided not to carry out an inspection this year having deemed the TC-AC Housing Support service as 'low risk'.
Strathmore Centre Respite Unit for Children with Additional Support needs	2	2	7	4	Positive comment was made by parents that staff kept in contact with them about what was happening at school and how any difficulties could be resolved. Recommendations focussed on improvements to parental/service user involvement.

Service	No. of Insp.	No. of Req.	No of Rec.	Grade	Comments
Children's Services continued					
Homeless Support Service (Young People)	3	0	0	3	This service transferred to Social Work and Health from Housing in April 2008. The nature of the service warrants a low level of inspection. There were no specific concerns noted other than comments made about service user involvement.

Service	No. of Insp.	No. of Req.	No of Rec.	Grade	Comments
Adult Mental Health					
Day Access in Rural Angus(DARA) Day Services	1	0	3	4	The inspection report noted that this work of the day service had improved since the last inspection
CliffView Court and Chapel Bond Supported Accom.	1	0	4	4	This is the first report for this service using the new grading system.

Service	No. of Insp.	No. of Req.	No of Rec.	Grade	Comments
Learning and Physical Disability					
Lochlands Resource Centre	1	0	3	5	<p>Strengths highlighted included keeping service users informed of staff changes and service developments and supporting service users and carers to express views. Effective induction for staff was also noted and involving service users in the recruitment of staff and providing training to support service users in this was positively noted.</p> <p>The recommendation related to a minor change required in medication recording processes.</p>

Service	No. of Insp.	No. of Req.	No of Rec.	Grade	Comments
Learning and Physical Disability continued					
Lilybank Resource Centre	1	0	2	5	<p>It was noted that the service has good relations with service users, families and multi agency partners and that people's opinions were actively sought about the quality of the service.</p> <p>Involving people in the development of their personal plan was highlighted as was the use of person centred approaches in developing care packages.</p> <p>Involving service users in the recruitment of staff was also positively noted.</p>
Rosehill Resource Centre	1	0	2	5	Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health
Lunan Park Resource Centre	1	N/A	N/A	N/A	Lunan Park has had no inspections during 2009/10. The unit was closed on 30 November 2009
The Gables Residential Unit	2		2	4	<p>The Gables received an unannounced inspection on 14 December 2009. It was noted that staff are kind and caring and focussed on meeting the needs of service users.</p> <p>The two recommendations relate to guidance about supporting service users on activities where there is a financial implication and making the customer care questionnaire more user friendly.</p> <p>The Gables received an unannounced inspection on 30 March 2010. The report is awaited.</p>

Service	No. of Insp.	No. of Req.	No of Rec.	Grade	Comments
Learning and Physical Disability continued					
The Firs Residential Unit	0	N/A	N/A	N/A	The Firs has had no inspections this year. The unit closed on 30 April 2010.
Wirren House Residential Unit	2	0	3	4	<p>It was noted that the staff team work well together and are focussed on improvement. Service users are valued and involved in the development of the service and in the development of their personal plans and risk assessments.</p> <p>Wirren House received an unannounced inspection on 18 March 2010. The report has still to be received but verbal feedback from the Care Commission indicates that the overall grading for this inspection will be a 5.</p>
Glenloch Centre	1	0	2	5	<p>Key strengths were seen as the positive attitude of the management and staff team along with service users being central to personal goal planning.</p> <p>Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health</p>

Service	No. of Insp.	No. of Req.	No of Rec.	Grade	Comments
Older People's Services					
Beech Hill House Care Home Service	2	0	7	5	<p>Share the outcome of consultation exercises with the people whose views have been obtained and develop methods for recording action taken in response to the views expressed by people using the service and their carers.</p> <p>Improve the quality of falls risk assessments and ensure that personal plans accurately reflect the outcome of these assessments.</p> <p>Continue to improve the quality and consistency of individualised planning in the area of meaningful activity to enable service users to fulfil their potential and aspirations.</p> <p>Make it clear to service users and carers how we intend to address their concerns about staffing levels..</p> <p>Develop more effective ways of recording and keeping staff informed about how their views have been taken into account and acted on.</p> <p>Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health</p>
Beech Hill Day Care Service	1	0	3	5	<p>Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health</p>

					Provide opportunities for staff to make a fuller contribution to the self-assessment prior to the next inspection.
Camus House Care Home Service	2	0	4	5	<p>Ensure all staff providing activities solely or as part of their post are appropriately skilled and trained.</p> <p>Provide accurate, up-to-date information to existing and potential service users about the service being provided. This should include how the service will promote and maintain independence, health and welfare and quality of life.</p> <p>Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health</p>
Camus House Day Care Service	1	0	3	5	<p>The service should provide accurate, up to date information to existing and potential service users about the service being provided. This should include how the service will promote and maintain independence, health and welfare and quality of life.</p> <p>Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health</p>
Seaton Grove Day Care Service	1	0	2	6	Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health.

Seaton Grove Care Home service	2	0	2	6	Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health
St Drostan's House Care Home Service	1	0	5	5	<p>Personal Plans should continue to be developed as detailed in this report to be of a more consistent quality and to ensure they contain more information in relation to staff actions to support service users in a range of activities aimed at maintaining independence and enhancing quality of life.</p> <p>If service users wish their doors to be open then the service should fit appropriate self closures which would close automatically in the event of a fire thus safeguarding all service users.</p> <p>The manager should support regular staff meetings as an opportunity for staff to share good practice, discuss current issues and express their views about future developments within the service.</p> <p>Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health</p>
Supported Housing	1	0	2	5	Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health

Provost Johnston Road Day Care Service	1	0	2	5	Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health
Personal Care and Community Alarm	1	0	2	5	Report comments positively on the support and training received by staff and how feedback from staff and service users is used to improve service delivery. Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health
General Counselling and Support	1	0	2	5	Two recommendations relating to corporate recruitment policy issues which are out with the responsibility of Social Work and Health
Housing Support Service (Older People)	1	0	6	4	The range of opportunities for service users to participate in assessing and improving the services was highlighted as a strength. Recommendations included supporting service users with communication needs to express their views.

4 FINANCE

Financial Performance

The budget for Social Work and Health for 2009/10 was £63.248 million. Actual expenditure was £62.895 million resulting in an under spend of £353,000.

£87,000 of the under spend related to non-controllable expenditure with £125,000 related to pre-paid grant income. This resulted in an actual under spend of £141,000 which equates to 0.2% of the revenue budget.

During 2009/10 budgets were closely monitored and controlled to ensure that the department did not overspend. This approach will continue in the future but will become more challenging as demands for services continue to grow against a significant reduction in resources.

Capital Expenditure

Total capital expenditure for 2009/10 was £407,000. The largest spend of £123,000 was in relation to fire safety in residential homes. During the course of the year it became apparent that this programme would under spend. This led to two additional units being included in the programme.

£112,000 was spent on developing the garden at Beechhill House in Forfar while £26,000 was used to develop a community service garden with a welfare unit in Arbroath. 2009/10 saw the beginning of the expenditure on the development of the Kinloch centre in Carnoustie with £100,000 being spent on fees and preparatory work. £21,000 was spent on office accommodation in Forfar. The remaining £25,000 was spent on minor capital works and balances on completed works.

The only project which has overspent this year, as a result of the date for construction on site being brought forward, is the Kinloch Centre. The perceived overspend of £50,000 is however a timing issue rather than an over spend.

5 STAFFING

Budgeted staffing number (FTE)

In 2009/10 the department budgeted for 665 full-time and 1,053 part-time posts, equating to 1,328.1 FTE. The number of staff employed in March (based on staffing watch returns) was as follows:

	2007/08	2008/09	2009/10
Full-time male	103	103	106
Full-time female	463	514	515
Part-time male	78	83	80
Part-time female	834	841	893
TOTAL	1478	1541	1594

Expressing these numbers as percentages:

	2007/08	2008/09	2009/10
Full-time male	7.0%	6.7%	6.6%
Full-time female	31.3%	33.3%	33.4%
Part-time male	5.3%	5.4%	5.0%
Part-time female	56.4%	54.6%	56%

Sickness absence

The table below shows the percentage of productive days lost due to sickness absence.

Duration of absence	2007-08	2008-09	2009/10
1 day	0.24%	0.24%	0.27%
2-5 days	0.89%	0.81%	1.02%
More than 5 days	5.39%	5.92%	4.89%
TOTAL	6.52%	6.93%	6.19%

It is clear from this analysis that the long-term sickness absence is consistently the main area of concern however overall sickness absence is reducing year on year.

Employee turnover

The table below shows the employee turnover rates for the last three years.

	2007-08	2008-09	2009/10	Trend
Leaving the department	7.2%	7.8%	5.74%	↑↓
Leaving the Council	6.6%	7.15%	5.68%	↑↓

It appears that the turnover rate has stabilised, with approximately 118 people leaving the department in each of the last two years.

Training and Development

	2007/08	2008/09	2009/10	Trend
Number of training days	8251	3739	3659	↓
Average training days per staff member	5.5	2.39	2.29	↓

Social Care SVQ's

	2007/08	2008/09	2009/10	Trend
Number of staff who completed an SVQ	41	57	61	↑
Number of staff who completed an SVQ in each service area				
Older People	25	34	59	↑
Adult Care and JSSU	16	21	2	↑↓
Children's Services	0	2	0	↑↓

Induction Training

	2007/08	2008/09	2009/10	Trend
Number of staff who received induction training	127	198	181	↑↓

Specific Training Initiatives Undertaken in 2009/2010 (Social Work and Health staff attendance)	
Palliative care training	148
Adult protection and council officer training	26

Finance related training	
Admin/Clerical year end training	50

Placement activity undertaken within Social Work and Health 2009/2010	Children, Families and CJS	Community Care	Strategic Support Services	Totals
Health and Social Care Academy	0	18	2	20
HNC – Angus College	0	8	0	8
NQ Angus College	0	11	0	11
Social Work degree	6	11	0	17
Occupational Therapy	0	6	0	6
TOTALS	6	54	2	62

6 HEALTH AND SAFETY

Accident statistics

The accidents statistics below relate to accidents reported by staff – it does not include non-employees. In 2009/10 a total of 10 accidents were reported to the Health and Safety Executive because they resulted in more than 3 days off work.

Cause of accident	2007/08	2008/09	2009/10
Manual handling	47	43	46
Aggression and violence	18	38	27
Slip, trip, fall	33	31	23
Moving obstacle	20	12	13
Contact with sharp edge	8	7	7
Road traffic accident	6	11	8
Hand tool	3	2	0
Animal injury	4	4	4
Bumped into obstacle	8	14	8
Hazardous substances	2	0	4
Others	14	8	12
TOTAL	163	170	152

These accidents were reported from the following areas of service activity:

Older People	86	Slip trips and falls	17
		Manual handling	33
		Aggression	3
Adult Care	52	Slip trips and falls	1
		Manual handling	13
		Aggression	21
Children and Criminal Justice	12	Slip trips and falls	3
		Manual handling	0
		Aggression	2
HQ & Strategic Support	2	Slip trips and falls	2
TOTAL	152		

The department operates a separate recording system for incidents of aggression or violence. Some incidents are also reported as accidents, included above, where an injury has resulted.

Analysis of the reported incidents reveals the following for 2009-10

	Older People	Adult Care	Children and Criminal Justice	TOTAL
Verbal	20	21	17	58
Threat	21	14	11	46
Physical	46	32	13	91
Injury	6	11	5	22
TOTAL	93	78	46	217

(highest tariff category has been used for analysis, where there are multiple dimensions to the incident)

We continue to provide training tailored to the roles undertaken by staff.

7 ASSET MANAGEMENT

The Social Work and Health Asset Management Plan provides an overview of the property portfolio utilised in support of the delivery of service provision. In specific terms this includes an analysis of current performance, operating costs and building state in terms of suitability and condition. Assessment of the conditions of our buildings is carried out by colleagues from property division on a 3 year cycle. The information has therefore not changed since the last report. Suitability surveys are carried out on a rolling annual basis. A summary of the conditions and suitability is as follows:

Suitability

Standard	Description	No.	Percentage
A	Suitable	36	63.16%
B	Not completely suitable, can be improved	15	26.32%
C	Not completely suitable, cannot be improved	4	7.02%
D	Unsuitable	2	3.51%
Total		57	100%

Condition

Standard	Description	No.	Percentage
A	Performing as intended	12	26.7%
B	Minor deterioration	31	68.9%
C	Exhibiting major defects	1	2.2%
D	Life expired, serious risk of failure	1	2.2%
Total		45	100%

Currently, conditions surveys are not available for all leased properties and NHS properties are assessed differently.

Asset Management requires further embedding within the department, particularly in relation to an agreed property strategy and the resultant governance arrangements. This is an area which will be developed during 2010/11.

8 EQUALITY

Social Work and Health has continued to support and promote corporate initiatives and develop services which are compliant with equality and diversity policies. The Clients Rights Officer (which is a post unique to Angus Council) provides advice and support to service users and professionals regarding rights issues and also works to promote a culture of rights within the department.

A corporate equalities group was established in 2008 and continues to ensure that equalities issues remain on the agenda in operational service areas. All staff new to social work are provided with induction training, which includes equalities and values. In addition team leaders have been provided with a training pack about diversity and race to enable them to deliver “in-house” training to their staff group. Social Work and Health commission services from a number of organisations that provide advice, guidance and training to all partners regarding disability issues.

Social Work and Health has also been winners of Angus Council Excellence Awards in 2007, 2008 and 2009 with projects which promoted equality issues. The 2009 winner was the Social Work and Health Equipment Trial Service which has particularly improved outcomes for people affected by sensory loss.

Social Work and Health has contributed to the review of the Disability Equality Scheme and is in the process of reviewing the Gender Equality Scheme.

Policy impact assessments on all social work operational instructions have been completed.

Plain English

All Social Work and Health information leaflets are “Crystal marked” for plain English and can be made available in other formats when this is required.

Welfare Rights

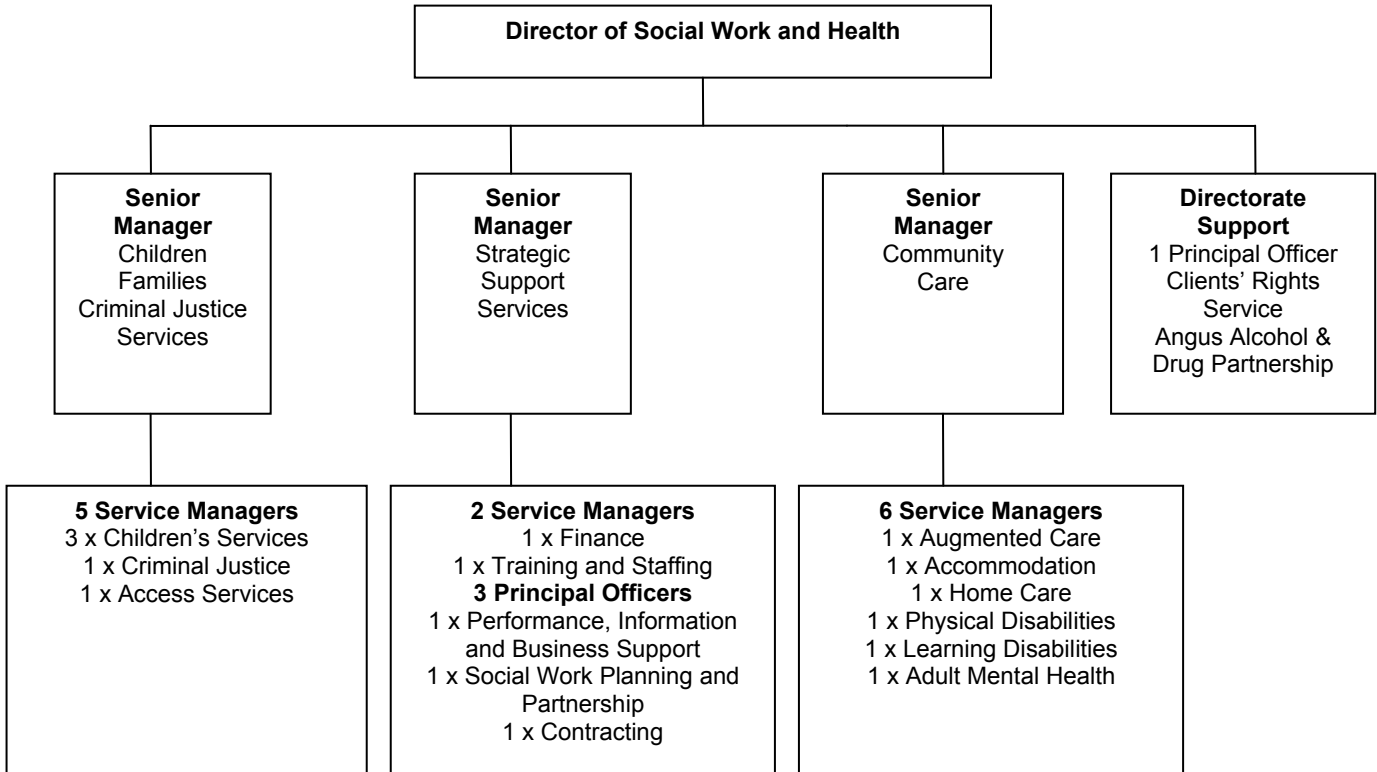
The Welfare Rights Service is key to addressing issues of equality and social exclusion. It offers free, confidential advice to anyone living in Angus on issues such as social security benefits, council tax, housing benefit, debt problems, and homelessness. The service also provides training and informal talks to other departments, voluntary organisations and local groups.

During 2009/10 the welfare rights service dealt with over four thousand enquiries helping to gain £2.5m of additional benefits and rescheduling £2m of debts. In addition the department’s income maximisation service, provided by the financial assessment team, has over the past thirteen years helped people gain over £19.75 million in additional benefits. This service helps over three hundred service users a year to maximise their income.

Sustainability

Social Work and Health contributes to sustainable development by working to build stronger communities, by reducing social exclusion and poverty and encouraging the development of the economy.

APPENDIX 1 - Current Department Structure



APPENDIX 2 – Description of the Department’s Services

CHILDREN, FAMILIES AND CRIMINAL JUSTICE

Children's Services

Adoption Agency Service	Angus Council provides an adoption agency service responsible for the recruitment, assessment, approval and support of prospective adopters and the matching of children with suitable adoptive families.
Child and Family Fieldwork teams	There are four locality-based child and family fieldwork teams. They provide services to a wide range of children in need including children who are on the child protection register, children who are looked after and children who are accommodated.
Children's Disability team	This team assesses need and provides a range of support services, including overnight respite for children, at both the Strathmore Centre Respite Unit and with approved families. The team has an Angus-wide remit.
Child Protection team	This team undertakes assessments of all new child protection referrals across Angus.
Compass project, MAP project & 3 S's Project	These are 'offsite' education facilities for 12-16 year olds jointly funded by social work and education.
Family placement team	This team is responsible for the recruitment, assessment and support of foster carers.
Permanence team	This team is responsible for the recruitment, assessment and support of permanent carers.
Support to Family Teams	There are four support to family teams based in Arbroath, Carnoustie, Forfar and Montrose. They provide a range of preventative and crisis intervention services to vulnerable children and families who are in need. This includes intensive outreach and group work.
Kinnaird Street residential unit	This children's residential unit provides care and support for up to six young people who cannot live at home. It is an Angus-wide resource.
Review team	The review team undertakes the review of care plans for all looked after children across Angus. The senior reviewing officer chairs child protection case conferences.
Strathmore Centre Respite Unit for Children with Additional Support Needs	This residential resource provides overnight respite for children with disabilities. It is an Angus-wide resource.
Throughcare and After-care team	This team provides support to children and young people across Angus who were previously looked after by the local authority.
Youth Justice team	This team provides support to persistent offenders in the 12-18 year age group.

Access Services

Alcohol, Drugs and Blood Borne Virus services	This team provides an assessment and care management service to those with alcohol and drug problems and those with a blood borne virus. This service is provided across Angus.
Homelessness Support	A tenancy support service is offered in Arbroath and to tenants in community based housing throughout Angus
Intake service	This service provides a first point of contact for Social Work and Health enquiries for professionals across all agencies and for members of the public.
Volunteer Service	A volunteer driver service and befriender service is offered to social work service users across Angus.

Criminal Justice Services

Public Protection Team	This team supervises offenders convicted of an index offence of a sexual nature subject to a probation order during a prison sentence and on licence following release from prison.
Case Management Teams	These teams supervise offenders subject to bail supervision orders, structured deferred sentences, supervised attendance orders, community service orders, probation orders and licences following a prison sentence of four years or more. These teams also provide a social work service to the courts in Angus.

COMMUNITY CARE

Older People

Augmented care	<p>There are four care management teams for older people and three community mental health teams for people with dementia and older people with functional illness. These teams provide an assessment and care management service. The augmented care service also provides for earlier discharge from hospitals and prevention of admission to hospital through an independent intermediate care service.</p>
Home care services	<p>Home care services, provided to support individuals in the community, comprise a community alarm service, a community meals service, a domestic service, a personal care service and an early supported discharge and prevention of admission rapid response service. Additionally a short break service is also offered.</p> <p>There is a 16-place physical disability day service at the Glenloch Centre, in Forfar, managed by the homecare service.</p>
Residential care/very sheltered housing	<p>There are four local authority care homes and two supported housing units in partnership with Angus Community Care Charitable Trust (Brechin) and Trust Housing (Forfar). The department is currently developing a new refurbished residential/high dependency unit with specialist daycare in Carnoustie.</p>
Day care	<p>There are three local authority day care units and six voluntary sector day care units.</p>

Learning Disabilities

Joint health and social work community learning disability service	This joint health and social work service provides an assessment and care management service for adults with a learning disability. The service is managed by social work and covers all of Angus.
Adult resource	There are three day care centres for people aged over 16 who have a learning disability. All of the centres provide services for adults with complex needs.
Residential care	There are two local authority and two private and voluntary residential care homes for people with a learning disability in Angus. Two of the care homes provide a respite care service.
Community Services	Learning disabilities community services comprises a supported employment service, college support service and a leisure and recreation service.
Commissioned services	A range of support services for adults with a learning disability, including short breaks and support at home, are commissioned from private and voluntary sector providers.

Adult Mental Health

These are provided by the joint health and social work community mental health service under the management of NHS Tayside.	
Community mental health teams	Three community mental health teams provide clinical services and assessment and case management for adults with mental health difficulties.
Day services	Day services are operated across three localities in Angus.
Supported accommodation	Two supported accommodation projects operate within Angus.
Mental health officer service	Mental health officers (MHOs) are specially trained social workers who carry out statutory duties and responsibilities on behalf of the department in relation to mental health legislation. Angus Council manages the MHO service under statute

Physical Disabilities

Physical disabilities team	This is an assessment and care management team for adults with a physical disability within Angus. An acquired brain injury service is also provided from within the team.
Equipment and adaptation service	This service provides specialist equipment or adaptations to a person's home.
Services for adults with sensory loss	Services are commissioned from Tayside Association for the Deaf. Services for those with a sight impairment are offered by Social Work and Health

Welfare Rights

Welfare Rights Service	This is based in Forfar and offers specialist advice to a range of professionals across Angus.
------------------------	--

Strategic Support Services

<p>Training, staffing and finance</p>	<p>This section, based in Arbroath, provides training opportunities, SVQ assessment and workforce development services.</p> <p>An in-house staffing section, information technology support team and finance section also support the work of the department.</p>
<p>Joint Strategic Support Unit</p>	<p>Angus Council and its partners have established a 'joint strategic support unit' to support aspects of the community planning process and help integrate services. The unit's role is to plan and develop services, produce and review policies and procedures and to commission services.</p> <p>The unit is located within Social Work and Health and is led by the Senior Manager, Strategic Support Services. It comprises co-located strategic planning and commissioning officers from social work, NHS and education.</p>

APPENDIX 3 - Social Work and Health Service Plan EXCELSIS Progress Reports



Excelsis Performance Report

Social Work and Health Service Plan 0910 Annual Review Report

Actions carried forward to 2010/11

Social Work and Health

Develop service to respond to the introduction of Intensive Support and Monitoring Services (ISMS) through the Anti-Social Behaviour etc (Scotland) Act 2004

Enhance fostering allowances to bring them in line with the rates recommended by the fostering network

Implement the Joint Health and Social Work Commissioning Strategy for Level 1 (Preventative and Community Support Services) Adult Mental Health Services

Progress Implementation Plan for the Best Value Review of Older Persons Services

Progress the redesign of Social Work and Health Children's Services

Progress the redesign of services for people with learning disabilities



Excelsis Performance Report

**Social Work and Health Service Plan 0910
Annual Review Report**

Actions carried forward to 2010/11

Social Work and Health

Develop service to respond to the introduction of Intensive Support and Monitoring Services (ISMS) through the Anti-Social Behaviour etc (Scotland) Act 2004

Enhance fostering allowances to bring them in line with the rates recommended by the fostering network

Implement the Joint Health and Social Work Commissioning Strategy for Level 1 (Preventative and Community Support Services) Adult Mental Health Services

Progress Implementation Plan for the Best Value Review of Older Persons Services

Progress the redesign of Social Work and Health Children's Services

Progress the redesign of services for people with learning disabilities

