



sustainable thriving achieving

East Dunbartonshire Council

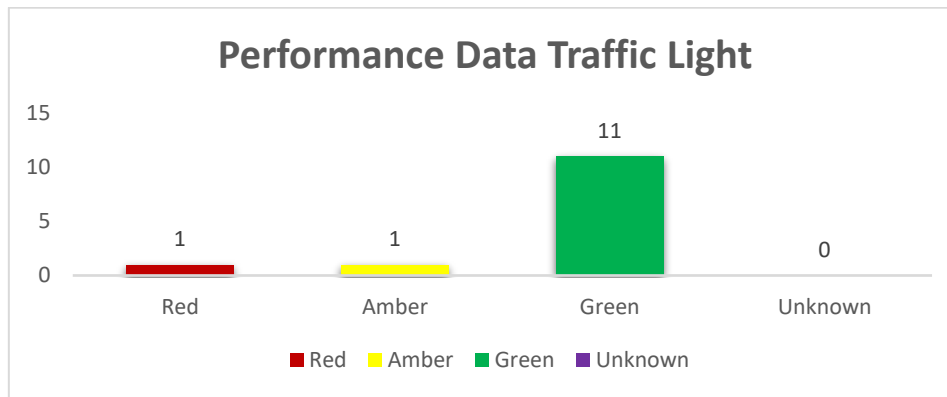
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HOW GOOD IS OUR SERVICE?

HEALTH AND SOCIAL CARE PARTNERSHIP

April - September 2024

| Key to Performance Icons | |
|--------------------------|--|
| Icon | Description |
| | Indicator is on target |
| | Indicator is off target by less than 5% |
| | Indicator is off target by more than 5% |
| | Indicator has improved from the same reporting period the previous year |
| | Indicator is unchanged from the same reporting period the previous year |
| | Indicator has declined from the same reporting period the previous year |
| | Data is unavailable to generate a RAG Status. This could be the case for a new indicator where no trend data is available or if indicator data is unavailable for the reporting period |



Overview of Progress

This report reflects progress on performance relating to the Council’s operational delivery of statutory social work services, which are integrated with NHS services under the strategic governance of the Health and Social Care Partnership (HSCP) Board. Service quality and outcomes associated with these specific social work services are the main focus of this report. The wider objective is that improved customer and organisational outcomes can be achieved through successful integrated planning and collaborative delivery of health and social care functions, under single management, with a combined budget, working to a single set of outcomes and operating to a single Strategic Plan. The impact and performance of these integrated health and social care services overall are reported on a quarterly and annual basis to the HSCP Board and through agreed representation and reporting arrangements, to the Council.

The HSCP continues to deliver on the majority of its performance indicators with 11 performance indicators on green, 1 performance indicator on amber, and 1 performance indicator on red:

1. The balance of care between community and residential settings for looked after children remains below target due to an increase in the demand for residential placements, leading to a decrease in the balance of care.
2. The percentage of Adult Protection cases where the required timescales have been met was slightly below target due to a significant rise in demand.

Key Achievements

- East Dunbartonshire achieved Green status for Medication Assisted Treatment (MAT) standards 1-5 and Provisional Green for standards 6-10, which were the highest ratings available in 2023/24. The MAT standards are evidence based standards to enable the consistent delivery of safe, accessible, high-quality drug treatment across Scotland.
- Meet the Services event held in Kirkintilloch to give members of the public to meet team members and learn about different services provided.
- Publication of the Older People Local Area Co-ordination Service annual newsletter 2023/24.
- Approval for District Nurses to implement the first protocol in Scotland to share imaging with consultants, enabling care and treatment to continue at home.
- Children’s services have been nominated in four categories of the Who Cares? Corporate Parenting Awards, with some nominations submitted by young people/service users.
- Ferndale was identified as a Promise Corporate Parent and can now coach the young people in their care through the Duke of Edinburgh scheme and the Prince’s Trust Awards.
- Waiting times for clients referred to community-based drug and alcohol treatment were above target for the last quarter of 2023/24, with 96.6% waiting three weeks or less.
- Positive feedback on the Q1 2024-25 report on delivery of Medication Assisted Treatment standards highlights the peer navigator within justice to support individuals through the various pathways; progress on the new treatment room and plans to finalise the controlled drug licence application process; and plans to utilise joint development sessions on revised protocols within interface guidance to fully embed new practise.

- Approval of the HSCP Communication & Engagement Strategy (2024-29) which provides clear and consistent approaches to communication and engagement with our patients, service users, carers and stakeholders.
- Four nominations in the Who Cares? Scotland Corporate Parenting Awards and winner of the award for Excellence in Innovation.
- Improved results for the waiting times of people referred for help with problematic alcohol or drug use waiting times, with 97% meeting target times in 2023/24 and 98.7% in the first quarter of 2024/25.
- The highest percentage of people waiting less than 18 weeks to start psychological therapies in the Greater Glasgow & Clyde area in 2023/24 (97.4%).
- The Allander Resource Centre was a winner in the Diversity in the Public Sector category at The Herald & GenAnalytics Diversity Awards 2024. Judges noted the integration with the community, fostering partnerships, and the delivering of a vital inclusive service in a public sector space.
- Promotional activity in support of:
 - Community Food Project event
 - Future Care Planning sessions
 - Power of Attorney sessions
 - Carers Week
 - Volunteers' Week
 - International Nurses Day
 - Falls Awareness Week
 - Scottish Learning Disability Week
 - Mental Health Awareness Week
 - Scottish Mental Health Arts Festival
 - What Matters To You Day
 - Infant Mental Health Awareness Week
 - Mental Health Network session in Kirkintilloch
 - Samaritans Awareness Day
 - National Suicide Prevention Day
 - International Overdose Awareness Day
 - Alcohol and Drug Partnership attendance at Kirkintilloch Canal Festival
 - Alcohol Awareness Week
 - Quit Your Way smoking cessation clinic
 - Quit Your Way Pregnancy service
 - Healthy Eating Week
 - Henry healthy family workshops
 - Growing a Food Community small grants fund
 - World Breastfeeding Week
 - Membership of the Carers Partnership Group
 - Volunteers for the Patient Carers and Service User group membership
 - Alcohol and Drug Recovery Service survey
 - Survey on HSCP buildings
 - Consultation on East Dunbartonshire Council's draft British Sign Language plan
 - Consultation on the Communications and Engagement Strategy (2024-29)
 - Consultation on the HSCP Strategic Plan

Areas of Focus

HSCP Wide:

- Develop HSCP Strategic Plan 2025 onwards.
- Review and reframe locality focussed working to deliver community-led support approach in line with agreed strategic direction to address the financial context.
- Improve online accessibility and signposting to information and services through further development and promotion of the HSCP website.
- Progression of Property Strategy to redesign and refresh current accommodation.
- Implement actions in the HSCP Digital Strategy.













Children and Criminal Justice Services:

- Continue to develop as a Trauma Informed organisation.
- Prepare for the launch of Phase 2 of The Promise Plan 24/30.
- Ongoing implementation of Children's House Project model.
- Implement Children & Young People's Mental Health & Wellbeing action plan.

Adult Services:

- Development of improvement plan following the outcome of Joint Inspection of Adult Support and Protection arrangements and delivery of improvement actions.
- Review of Learning Disability accommodation-based services.
- Review of commissioned services for adult mental health and alcohol and drugs services to further implement a recovery focused approach.
- Devise and deliver year 1 actions of the East Dunbartonshire Dementia Strategy Action Plan.
- Preparation for Adult Services Inspection & Completion of Adult Services Integrated Audit Self Evaluation project.
- Implement the 2024/25 actions of the Older Peoples Social Support Strategy.

Q2 Performance Indicators

| Code | PI Title | Status | Trend | Quarters | | | | | Quarterly Target | Latest Note |
|---------------|--|---|---|------------------|------------------|------------------|------------------|------------------|-------------------|---|
| | | | | Q2 2023/24 Value | Q3 2023/24 Value | Q4 2023/24 Value | Q1 2024/25 Value | Q2 2024/25 Value | Q2 2024/25 Target | |
| HSCP-01-BIP-3 | % of child care Integrated Comprehensive Assessments (ICA) for Scottish Children's Reporter Administration (SCRA) completed within target timescales (20 days), as per national target |  |  | 100% | 94% | 86% | 100% | 100% | 75% | 25 reports were submitted to SCRA during Q1+Q2, all within timescale. |
| HSCP-02-BIP-3 | % of first Review Child Protection Planning Meetings taking place within 6 months of registration, as per Child Protection National Guidance |  |  | 100% | 100% | 100% | 100% | 100% | 95% | 6 first Review Child Protection Planning Meetings were held during Q1+Q2, all within timescale. |
| HSCP-04-BIP-3 | % of first Looked After & Accommodated reviews taking place within 4 weeks of the child being accommodated |  |  | 88% | 75% | 80% | 100% | 100% | 100% | 7 first LAAC Reviews were held during Q1+Q2, all within timescale. |
| HSCP-05-BIP-6 | % of Adult Protection cases where the required timescales have been met |  |  | 95.1% | 94.9% | 80% | 90.1% | 91.5% | 92% | Despite the increased inquiry numbers over the summer period, performance has continued to recover in the post-LSI period and is now on target again. Delays in convening case conferences and reviews appear associated with a significant rise in demand. Although case conferences halved compared to Q1, they continue higher than long-term trends, and the high numbers of reviews was anticipated following the unprecedented number of initial case conferences reported in Q1. |
| HSCP-06-BIP-6 | % of customers (65+) meeting the target of 6 weeks from completion of community care assessment to service delivery |  |  | 100% | 100% | 96.8% | 100% | 100% | 95% | All customers (65+) received service delivery within 6 weeks from completion of community care assessment. |
| HSCP-07-BIP-6 | % of CJSW Reports submitted to court by due date |  |  | 100% | 100% | 100% | 100% | 100% | 95% | 137 reports were submitted during Q1+Q2, all within target timescale. |

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|---------------|--|--------|-------|------------------|------------------|------------------|------------------|------------------|-------------------|---|
| | | | | Q2 2023/24 Value | Q3 2023/24 Value | Q4 2023/24 Value | Q1 2024/25 Value | Q2 2024/25 Value | Q2 2024/25 Target | |
| HSCP-08-BIP-6 | The % of individuals beginning a work placement within 7 working days of receiving a Community Payback Order | | | 100% | 100% | 100% | 100% | 100% | 80% | 65 people were due to begin placement during Q1+Q2, all started within timescale. |
| HSCP-09-BIP-6 | Percentage of people 65+ indicating satisfaction with their social interaction opportunities | | | 100% | 96% | 98% | 89% | 98% | 95% | The figure of 98% for Q2 was based on 41 reviews for customers aged over 65 years. The remaining 4 reviews for this age group could not be included as this section was not answered. The previous figure of 89% for Q1 was based on 37 reviews. |
| HSCP-94-LPI-3 | % of Initial Child Protection Planning Meetings taking place within Child Protection National Guidance target timescales | | | 100% | 100% | 100% | 75% | 100% | 90% | 7 Initial Child Protection Planning Meetings were held during Q1+Q2, with all but 1 held within the target timescale due to an interpreter cancellation. |
| HSCP-96-LPI-3 | % of Social Work Reports Submitted to Child Protection Planning Meetings | | | 100% | 100% | 100% | 100% | 100% | 100% | Social Work report submitted to all Child Protection Planning Meetings held during Q1+Q2. |
| HSCP-BIP-10 | Percentage of adults in receipt of services who have had their personal outcomes fully or partially met | | | 98% | 99% | 100% | 100% | 100% | 90% | All adults in receipt of services had their personal outcomes fully or partially met. |
| HSCP-CS-LPI-3 | % of Court report requests allocated to a Social Worker within 2 Working Days of Receipt | | | 100% | 100% | 100% | 100% | 100% | 100% | 225 report requests were allocated in Q1+Q2, all within timescale. |
| HSCP-SOL-CHN9 | Balance of Care for looked after children: % of children being looked after in the Community | | | 78% | 79% | 80% | 79% | 81% | 89% | Performance at the end of quarter 2 has improved from the previous quarter but continues to be below target. Q2 has seen an increase in community placements and a decrease in residential placements. This has led to an improvement in the balance of care. |