

FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY, 11 APRIL 2013

REPORT BY: DIRECTOR OF COMMUNITY SERVICES

SUBJECT: EMERGENCY DUTY TEAM UP-DATE

1.00 PURPOSE OF REPORT

1.01 To receive an update on the joint Wrexham, Flintshire & Denbighshire Emergency Duty Team based in Wrexham.

2.00 BACKGROUND

Introduction

2.01 The North East Wales Social Services Emergency Duty Team (NEWEDT) was established in June 2008 following a review of neighbouring Out of Hours service provision that had previously been a home based stand-by service, run by staff covering shifts in addition to their main responsibilities.

2.02 Wrexham County Borough Council (CBC) together with representatives from Flintshire and Denbighshire County Councils considered a regional partnership model which subsequently led to the three partner Authorities agreeing to the establishment of a specialist Emergency Duty Team (EDT) Service based on the established model of employing full time staff at a permanent office base. Wrexham CBC co-ordinates the service provided in accordance with an agreed specification and legal agreement.

2.03 NEWEDT provides an emergency social work service for the counties of Wrexham, Flintshire, Denbighshire during the hours when main stream services are closed. On average NEWEDT handles some 9,500 calls per annum. (See appendix 1 for customer comment from May 2012 customer questionnaires).

2.04 NEWEDT is considered to be an established Partnership reaching its 5th Anniversary in June 2013.

2.05 Considerations

The report provides information on the developments in the NEWEDT service particularly in relation to:

- Feedback from a workshop held to Review the Service Operational Model with any recommendations or actions completed.
- Information and Systems.
- Review of 2012 -13 Service Outcomes and Performance Indicators.
- Key Service Objectives 2013-14.
- Request by Conwy County Council to become a Member of the NEWEDT

2.06 Workshop Feedback

As a result of the Workshop Review the following action points were identified:

- Further analysis of differential usage by Partner Authorities required and a need to explore and agree formula for apportioning Service Costs between Partner Authorities. Further work needed in order to reach consensus.
- Written Agreement in respect of delegated Management Responsibilities of EDT Regional Co-ordinator and Team Manager.
- Need to agree common format and content for reports to Partner Authority Scrutiny Committees. Regional Co-ordinator will provide these update reports on a regular basis.

All the above Action Points have either been completed and or progressed.

2.07 Information Systems

- Further enhancement of information systems has been achieved with the implementation of a new enhanced electronic data set which captures performance activity which in turn will inform future planning and Service strategy to better target resource allocation.
- NEWEDT are data transfer compliant having ensured all staff email accounts are set up with encryption software and the transfer of EDT reports to daytime teams are now made across a secure data transfer network (GCSX).
- EDT staff underwent Paris refresher training facilitated by Flintshire County Council, including further training on the Adult Protection Model with Wrexham CBC which has been developed

for all ICT client databases.

2.08 Review of 2012 -13 Service Outcomes and Performance Indicators

NEWEDT have:

- Consistently provided a safe emergency social work response to the three Partner Authorities.
- Reviewed and updated a Service Continuity Plan completed and tested successfully during adverse weather conditions. NEWEDT attend Partner Authority Emergency Planning meetings on a regular basis focussing on a fully coordinated response when needed.
- Delivered service within budget.
- Ensured effective and appropriate use of Out of Hours legal advice. The advice has been utilised on two occasions as per Climbie recommendations.
- Have successfully recruited four additional AMPH and Child Care Social Workers, two from Flintshire Authority and two Child Care Social Workers from Wrexham Authority. There are now ten sessional social workers working for EDT (utilised as and when needed).

2.09 Performance Data

PI Ref	Indicator	2011/12 Target	Actual Team Performance 2011/12	2012/13 Target	Actual Team Performance 2012/13 End of Qtr 3
EDT 1	NEWEDT bilingual Complaints, Comments and Compliments Audit. Positive/Negative	95%	96% Positive	95%	99.95% Positive
EDT 2	Percentage of supervision and appraisals completed within timescale.	90%	88%	90%	91.2%
EDT 3	Staff attendance	70%	67%	80%	81.95
EDT 4	Staff Training 8 days minimum per annum.	98%	96%	95%	97%
EDT 5	Percentage of service user ethnicity recorded.	70%	49%	70%	79.81
EDT 6	Percentage of Child Protection Register checks successfully completed (within an hour of request)	99%	98%	100%	96.04

EDT 7	Percentage of Section 136 requests responded to within 2 hours.	95%	92.4%	95%	93.98
EDT 8	Percentage of calls answered by Out of Hours.	83%	91.68	85%	88.79

See separate Performance Info report 2012-13: Appendix 2

The enhanced data set is being modified so that it captures more tasks, rather than just calls received and visits undertaken i.e. outgoing calls (to obtain further information, to make joint care-planning arrangements etc).

2.10 Key Service Objectives 2013 -14

- Deliver Service within budget
- Explore options to enhance access to client databases including costing of options to hardwire into Partner Authority networks enabling direct inputting on to client record systems in real time.
- Continue to develop the Business Case for inclusion of Conwy in extended NEWEDT. This case will be considered by POMB and new objectives will be set for the extended Team.
- Governance Board members to meet bi-annually as per revised Governance arrangements. In view of this Quarterly Performance & Management Reports will be circulated to POMB members.
- Continue to deliver a safe and effective service across the Partner Authorities.

2.11 Request by Conwy County Council to become a Member of the North East Wales EDT

- Conwy County Council have requested to become Partners in the NEWEDT
- Following agreement at the Partnership Operational Management Board on 1 June 2012 a Consultant has been commissioned to complete a business case on behalf of the Partner Authorities with the main focus being the feasibility of a proposed enlargement of the current Partnership and thorough analysis of risk.
- Following completion of the business case further discussion will occur between the Partner Authorities and Conwy County Council to reach agreement over whether the expansion should proceed and if it can be achieved without affecting the quality of service and allows sufficient collaborative and financial gains for all four Authorities.

3.00 CONSIDERATIONS

3.01 That Scrutiny Committee consider and comment on the report and attached Performance Information Report (see appendix 2)

4.00 RECOMMENDATIONS

4.01 Scrutiny Committee considers and comments on the report, including the option of Conwy joining the partnership.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no financial implications arising directly from this report. There is the possible future action of Conwy joining the partnership which would at worst be cost neutral for Flintshire, and may produce a modest saving.

6.00 ANTI POVERTY IMPACT

6.01 None.

7.00 ENVIRONMENTAL IMPACT

7.01 None. .

8.00 EQUALITIES IMPACT

- 8.01
- NEWEDT Regional Coordinator and Team Managers have undergone Manager's Equalities training. .
 - Equalities refresher training has also been undertaken by EDT staff
 - Mandatory EIA has been carried out on policy documents, customer questionnaires.
 - NEWEDT has commissioned the Big Word translation service.

9.00 PERSONNEL IMPLICATIONS

9.01 No impact to Flintshire County Council employees.

10.00 CONSULTATION REQUIRED

10.01 Relevant discussion through the Management Board of the Partnership.

11.00 CONSULTATION UNDERTAKEN

11.01 Relevant discussion through the Management Board of the Partnership.

12.00 APPENDICES

- 12.01 Appendix 1 – Customer Survey
Appendix 2 - Management Information Report – NEWEDT

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS

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