

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 3RD JULY 2014**

REPORT BY: **CHIEF OFFICER - SOCIAL 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.

2.00 BACKGROUND

2.01 Introduction

The North East Wales Social Services Emergency Duty Team (NEWEDT) was established in June 2008 following a review of Out of Hours service provision.

2.02 Wrexham CBC together with representatives from Flintshire and Denbighshire County Councils developed a partnership model which subsequently led to the three partner Authorities agreeing to the establishment of a specialist EDT Service 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, and Denbighshire during the hours when main stream services are closed. On average NEWEDT handles some 15,000 contacts per annum. (See appendix 1 & 2 for Performance Management Report 2013-14 and customer comments from 2013-14 customer questionnaires).

2.04 NEWEDT is now considered by all accounts to be an established and harmonious Partnership reaching its 6th Year Anniversary in June 2014.

2.05 Summary

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

- Information and Systems.
- Review of 2013 -14 Service Outcomes and Performance Indicators
- Key Service Objectives 2014-15
- Health & Safety

2.06 **Information Systems**

- Further enhancement of information systems has been achieved with the inclusion of encryption software on desktops and all data transferred via email to day time services also encrypted and password protected.
- NEWEDT are being provided with web based portals to access Paris client databases. Work is being taken forward to enable the EDT staff to have access to Flintshire CC web portal very soon. The new portals will reduce costs associated with providing each staff member with a citrix fob.
- EDT staff underwent Paris refresher training facilitated by Flintshire CC. This training is ongoing for existing staff members and any new starters.

2.07 **Review of 2013 -14 Service Outcomes and Performance Indicators.**

NEWEDT have:

- Consistently provided an emergency social work response including a safe service to the three Partner Authorities.
- Delivered within budget for fifth year running.
- Provided effective and appropriate use of Out of Hours legal advice service utilised on occasion as per Climbie recommendations.
- Sustained low staff sickness absence for 2013-14 (3%)
- Maintained a complement of qualified (generically trained staff). In relation to undertaking Mental Health Act assessments from June 2014 the last two remaining staff within NEWEDT will have submitted their AMPH portfolio's with the aim of being active on the rota by the end of quarter 2014.

2.08 Performance Data.

PI Ref	Indicator	2012/13 Target	Actual Team Performance 2012/13	2013/14 Target	Actual Team Performance 2013/14 Year End
EDT 1	NEWEDT bilingual Complaints, Comments and Compliments Audit. Positive/Negative	95%	99.5% Positive 0.04% Negative	97%	100% Positive
EDT 2	Percentage of supervision and appraisals completed within timescale.	90%	93.4%	92%	91.4%
EDT 3	Staff sickness	0%	2.08%	0%	3%
EDT 4	Staff Training 8 days minimum per annum.	95%	97%	95%	99.1%
EDT 5	Percentage of service user ethnicity recorded.	70%	84.58%	80%	93.2 %
EDT 6	Percentage of Child Protection Register checks successfully completed (within an hour of request)	98%	98.19%	98%	99.0%
EDT 7	Percentage of MHA requests responded to within 2 hours.	95%	92.4%	95%	93.98
EDT 8	Percentage of calls answered by Out of Hours.	95%	93.7%	95%	95.4%

See separate Performance Information report 2013-14: Appendix 1

A summary of this report is provided below however.

The enhanced client data set has been modified over the last year so that it captures more tasks, rather than just calls received and visits undertaken. i.e. outgoing calls, total time spent dealing with calls (to obtain further information, to make joint care-planning arrangements etc).

Children's and adult's services have shared roughly half the EDT call volume each over the period 2013-14. This is consistent with historical trends.

The performance report provides detail on variations in call volume broken down over each quarter. However, in general call volume for Flintshire over the last year appears proportionate to the size of area covered. The enhanced data set also reflects the number of face-to-

face visits made by EDT to clients and the total amount of time spent dealing with calls (rather than just the volume of phone calls). These too appear proportionate, and suggest that the Flintshire daytime social work teams use the EDT service appropriately. Total time spent dealing with calls is new for quarters 3 and 4, so will prove more informative as time goes on. It is suggested that data pertaining to visits made and time spent on cases provide a better reflection of case complexity than call volume alone.

A noticeable trend in the use of the EDT service over the last year is that hospital referrals were higher than referrals from social services day services teams for quarter 3 and 4. Historically social services day services teams have always generated the highest volume of work percentage wise. The EDT managers will be looking at this issue of hospital referrals in more detail, and reporting on findings later in 2014.

Regardless of relative differences between the authorities, calls to EDT have increased significantly since the service was first set up in 2008. Call volume in 2008 was 6858 calls. Even accounting for differences in reporting measures as the stats have been refined over the years, this is a clear increase in workload of well over 50% over the last 6 years.

The number of calls “for information only” (i.e. no significant social worker action required) is also reported on for the first time in 2013-14. Averaged out over 365 days, this is between only 3 and 4 calls per day.

There are many factors that can influence performance stats from one quarter to the next. Several of these factors are suggested in the full Performance information report in Appendix 1.

2.09 **Key Service Objectives 2014 -15**

To deliver the service within the allocated budget. This has been achieved over the last 5 years. Flexible staffing arrangements support this.

To review and assess the effectiveness of the existing telephony systems. There is the potential to increase the number of incoming phone lines in the office, and to record the content of telephone calls received. The legal and practical aspects of doing this are being looked at as an ongoing project, alongside the benefits to the service of doing so.

All NEWEDT literature accessible and supplied to the public will be reviewed. For instance, the service user feedback has been updated (it has been simplified to increase response rate) and will be distributed. Outcomes will be reported on at POMB.

POMB members will continue to meet bi-annually as per revised Governance arrangements. In view of this Quarterly Performance & Management Reports will be circulated to POMB members.

The service also continues to focus on the objective of delivering a safe and effective service across both Flintshire and the Partner Authorities.

2.10 **Health & Safety:**

NEWEDT have secure computer access to the violent persons register for the locality that they cover, enabling additional support to staff (e.g. police assistance) to be arranged where appropriate.

A recent assessment of NEWEDT lone worker systems concluded that a more effective system was needed. EDT Managers explored current systems available which provide staff with a GPS badge that is worn around the neck and resembles an ID badge. Following a successful trial period in which staff utilised these badges a decision was made by the Partnership Board to supply staff with these badges on a permanent basis and commission G4S who distribute them to provide the necessary monitoring service. This allows the conversation during difficult visits to be monitored by G4S (when the device is discreetly activated by staff) and immediate assistance requested also as needed.

EDT Managers continue to undertake all mandatory Health & Safety training.

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 That Scrutiny considers the report which updates Members on activity in 2013-14

5.00 **FINANCIAL IMPLICATIONS**

5.01 There are no financial implications arising directly from this report.

6.00 **ANTI POVERTY IMPACT**

6.01 There are no direct implications arising from this report.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no direct implications arising from this report.

8.00 EQUALITIES IMPACT

8.01 There are no direct implications arising from this report.

9.00 PERSONNEL IMPLICATIONS

9.01 None.

10.00 CONSULTATION REQUIRED

10.01 Regular consultation takes place with all the Partner Authorities during the Partnership Operational Management Board (POMB) meetings.

11.00 CONSULTATION UNDERTAKEN

11.01 Consultation undertaken with Partners at recent POMB meeting on the 8th June 2014.

12.00 APPENDICES

12.01 Performance Information Report

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None.

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