

CONTENTS OF VOLUME 2

CHAPTER	PAGE NO
1. NATIONAL AND LOCAL FRAMEWORK	1
2 JOINT PLANNING ARRANGEMENTS	12
3. FINANCIAL FRAMEWORK	17
4. PERFORMANCE INFORMATION	26
5. SERVICES CURRENTLY PROVIDED	35
6. IMPLEMENTATION SCHEDULES	
6.1 FRAMEWORK FOR ACTION	65
6.2 SHIFTING THE BALANCE OF CARE	68
6.3 COMMUNITY BASED HEALTH AND SOCIAL CARE	69
6.4	

NATIONAL AND LOCAL FRAMEWORK

The plan does not stand alone within Community Care in East Ayrshire but is influenced by a number of National and Local initiatives. The most influential of these influences are as follows

SIGNIFICANT LEGISLATION

SOCIAL WORK (SCOTLAND) ACT 1968

Provides general duties on Social Work to promote social welfare and to provide or arrange provision of residential and other establishments.

HEALTH AND COMMUNITY CARE ACT (1990)

This legislation implemented from April 1993, placed a duty on Local Authorities, where it appears that a person to whom they have a duty may be in need of services, to;

- undertake an assessment of the needs of that person
- having undertaken the assessment in consultation with health services then decide whether identified needs call for the provision of any services.

MENTAL HEALTH (SCOTLAND) ACT 1984

Provides duties of mental health Officers, matters concerning compulsory admission and detention in hospital, guardianship and the provision of aftercare

DISABLED PERSONS (SERVICES, CONSULTATION AND REPRESENTATION) ACT 1996

Outlines duties to consider disabled people's needs, and assessment of needs of disabled people leaving secondary education.

CHRONICALLY SICK AND DISABLED PERSONS (SCOTLAND) ACT 1972

Outlines range of services available to disabled people.

NATIONAL ASSISTANCE ACT

Outlines the provision of care and grounds for compulsory removal in limited circumstances.

HUMAN RIGHTS ACT

This Act came into effect in October 2000 incorporating provisions from the European Convention on Human Rights into UK law. It makes it illegal for any public body to act in contravention of the Conventions rights

The convention articles that have relevance for the provision of Community care services are;

- Article 2 – **The right to Life** – including an obligation to protect life – relevant in risk assessment
- Article 3 - **The right to freedom from torture and inhuman and degrading treatment** – relevant in requiring authorities to act when there are concerns about the standard of care for people in institutions or at home
- Article 5 – **The right to Liberty and security** – relevant in relation to locking people's doors in homes or in other practices that limit their freedom of movement
- Article 6 - **Right to a fair trial within a reasonable time** – relevant for people with mental health or learning disabilities entering the Criminal Justice system or within the Mental Health legislation
- Article 8 – **The right to respect for private and family life, home and correspondence** – of key importance, for instance it emphasises the importance of appropriate care being provided to support people at home rather than in institutions. In addition it does determine that residential care will require to be provided in a homely environment.
- Article 9 – **The right to freedom of thought, conscience and religion** – ensures that people are provided with the means to worship in freedom according to their beliefs regardless of their location
- Article 10 – **The right to freedom of expression.** – including the right of people with learning disabilities etc to vote
- Article 12 – **The right to marry and found a family** – again affects the advice and support given to people with learning or mental health problems disabilities and also affects fostering and adoption rules for people with physical disabilities
- Article 14- **The prohibition of discrimination in the enjoyment of the convention rights on any ground such as sex, race, colour, language, religion, political or other opinion, sexual orientation, or other status** – makes clear that the convention applies to everybody
- Protocol 1 article 2 – **the right to education** – there is a UK reservation on this that it needs to be balanced against the resources available. However, access to Further education by people with physical or learning disabilities may be considered.

DISABILITY DISCRIMINATION ACT 1995

The Act makes it unlawful to discriminate against disabled people in relation to employment law (Part II of the Act) which came into force in December 1996.

The Act also requires all service providers to make “reasonable” adjustments to the way in which they deliver their services for disabled people.

From 2004 service providers will have to make “reasonable adjustments” to the physical features of buildings to make them accessible to disabled service users.

HOUSING (SCOTLAND) BILL 2000

East Ayrshire Council cannot offer assured tenancies (Housing (Scotland) Act 1987) and consequently most local authority housing utilised for community care purposes will be subject to right to buy. However, significant investment in properties will of course be taken account of in the calculation of the purchase price (cost floor).

The Housing (Scotland) Bill, which was introduced in the Scottish Parliament on 18th December 2000 extends the right to buy to include assured tenancies subject to a number of exemptions in certain specified circumstances. The exemptions include groups of houses designed for persons with special needs with or situated near special facilities, or where tenants are in receipt of housing support.

POWER OF COMMUNITY INITIATIVE

Consultation is taking place on the Scottish Executive's intention to introduce a statutory power of Community initiative. When introduced, this will change the legal framework in which Local Authorities operate to enable them to do anything for the benefit of the community, which is not specifically reserved or prohibited or already provided through other legislation.

Once the legislation is passed it should enable East Ayrshire Council to develop a broader community leadership role to promote the well being of the community and work in partnership with other agencies more effectively.

OTHER NATIONAL GUIDANCE AND DIRECTIONS

MODERNISING COMMUNITY CARE – AN ACTION PLAN AND MODERNISING COMMUNITY CARE – THE HOUSING CONTRIBUTION.

The then Scottish Office published this document in 1998. It outlines the key National priorities in delivering Community Care services for all partners, building on existing priorities highlighted in the Health and Community Care Act 1990. The three goals of the plan are;

Helping more people get care at home by

- Shifting the balance from institutional forms of care
- Developing more flexible home care services and suitable housing
- Encouraging health and social care services to work side by side in the community

Better and quicker decision making by

- Delegating decision-making and budgets
- Streamlining management and transferring resources to front-line services
- Improving partnerships between agencies

Agencies working together locally

- Developing more and better targeted services
- Planning and delivering services based on the needs of each locality and
- Developing new approaches to the way services are managed and delivered based on local partnerships

Assuring Quality and effectiveness

- ◆ Implementation Of A "Best Value Approach"
- ◆ Developing Service Standards
- ◆ Implementing Joint Training
- ◆ Developing Effective Information Systems

The Community Care Plan reviews of 1998/1999 and 1999/2000 gave full details of the approaches and action taken within East Ayrshire to progress these goals. The Scottish Executive also targeted Social Work resources to authorities based on evidence that these goals are being met.

Social Work within East Ayrshire Council was allocated the following monies to develop Modernising Community Care

1999/2000	2000/2001	2001/2002
£120,000	£183,000	£242,000

TOWARDS AN HEALTHIER SCOTLAND

This paper produced in 1999 defines priorities and targets for the improvement of the health and wellbeing of the people of Scotland. It recognises formally the effects of poverty and deprivation has on people's health and weights resource allocation of resources accordingly including the reallocation of funding to Health Boards based on socio-economic factors.

Coronary heart disease, mental health, sexual health and cancer are also being targeted as priority areas to address. Health education is given a major priority ensuring that health and well being is not only the responsibility of health but also local government and other agencies.

SOCIAL JUSTICE: A SCOTLAND WHERE EVERYONE MATTERS

This sets out targets and milestones for a range of social issues. In Community Care these are;

- Increasing the proportion of people with learning disabilities able to live at home or in a 'homely' environment
- Improving the health of families by reducing smoking, alcohol misuse, poor diet and mortality rates from coronary heart disease
- Increasing the proportion of older people able to live independently by doubling the proportion of older people receiving respite care at home and increasing home care opportunities
- Reducing the incidence of drugs misuse in general and of injections and sharing of needles in particular
- The expectations that resources will continue to be transferred from Health Boards to local authority social work departments and the voluntary sector to help them provide care in the community for people who were previously in long-stay hospitals

JOINT FUTURE GROUP

The Joint Futures Group is a Scottish wide working group initiated by the the Scottish Executive's Health Department to improve partnership working between health and social care . It brought together representatives from social work, health and the Scottish Executive, to develop core measures to create a seamless approach to care throughout Scotland.

A report was published in and focussed on some key issues

- how to identify and share good practice
- the importance of shared assessment

- protocols for sharing information
- devolved budgets and transparent/pooled budgets
- protocols for the provision of joint services
- and how to overcome the professional boundaries which can get in the way of providing effective services.

AIMING FOR EXCELLENCE/ WAY FORWARD FOR CARE

The Scottish Executive published a paper “**Aiming for Excellence – Modernising Social Work**” in March 1999

Two key elements required legislation and were passed by the Parliament in 2001. These were;

- Responsibility for registration and inspection of care and early education services will be passing from local authorities and health boards to a new national body, the **Scottish Commission for the Regulation of Care**. In future all residential, day and home care services will be subject to registration and inspection, including local authority provision, which has been except to date.

All registered care and early education providers will be also be required to meet set national standards. These were published alongside the bill.

- A second body, the **Scottish Social Services Council** will formally regulate the social services workforce to ensure a good standard of practice.

OUR NATIONAL HEALTH – A PLAN FOR ACTION, A PLAN FOR HEALTH

The Scottish Executive published this plan in December 2000. This plan refocuses the emphasis of health care in Scotland and in particular;

- Addresses the need for a focus upon the promotion of health and well being.
- Proposes to shift resources and set targets to address inequalities in health
- The new NHS Boards (replacing the Board structures of current Health Boards and NHS Trusts) will be required to produce health plans for each council area through the community planning framework. (replacing the current Health Improvement Programme and Trust Implementation Plans)
- Local authorities to develop their roles as public health organisations
- Emphasises a practical partnership approach between health and local authorities in improving public health.
- Setting national standards for the NHS
- The introduction of joint resourcing and joint management of community care services
- Initiatives to be introduced to ensure improved communication with patients and involving individuals and communities in the planning of services.

A number of other specific initiatives are also highlighted resulting in a wide ranging plan for action over the next four years.

SUPPORTING PEOPLE

The government’s Supporting People initiative aims to provide high quality and effective housing support to vulnerable people, enabling them to live independently. To deliver the Supporting

People programme by April 2003, East Ayrshire Council, and its partners, will strive to meet the task based action plan prepared by the Department of Social Security.

OTHER NATIONAL PRIORITIES

The Scottish Executive and National Parliament have produced specific guidance on a number of issues. Specifically these include “The National Mental Health Framework, “The Same as You – review of services for people with learning disabilities”, Royal Commission On Long Term Care Of The Elderly” and Scottish Executive response, the “Better Government for Older People”, The “National Strategy for Carers” and “Strategy for Carers in Scotland”

These have been addressed elsewhere in the document.

LOCAL PLANS

A number of local Plans have both influenced and also been influenced by the development of the East Ayrshire Joint Community Care Plan. These include

EAST AYRSHIRE COMMUNITY PLAN

This is a locality plan addressing all services and priorities of bodies working in East Ayrshire, including the Local Authority, Health and housing providers, local representatives of National government organisations such as Benefits agency, Strathclyde Police and Fire services, Ayrshire Enterprise and local employers organisations.

Key partners are currently meeting to develop the plan and aim to have a complete plan produced by . The development of the plan will in the longer term affect the production of all other locality plans including the Health Improvement Programme and East Ayrshire Joint Community Care Plan.

EAST AYRSHIRE COUNCIL PLAN 1999-2002

This plan outlines the council's seven top priorities for the period and summarises the key tasks being undertaken to meet these priorities.

The key priorities are;

- Tackling Unemployment
- Fighting Poverty
- Better Health
- Improved Housing for All
- Excellence through Education
- A Safe, Stimulating and Sustainable Environment and
- Inspiring Young People

There are a number of strategic papers within East Ayrshire Council that have informed this document including from within the Educational and Social Services Department. All share the priorities of the Council Plan and have in turn influenced the development of the plan.

AYRSHIRE AND ARRAN HEALTH BOARD HEALTH IMPROVEMENT PROGRAMME 2000-2005

This document sets out the strategic direction for health services over five years, through which improvements in health and wellbeing will be achieved.

The aims Ayrshire and Arran Health Board are to

- Improve health
- Tackle inequality
- Reshape hospital services
- Develop Primary Care and
- Develop Community Care

The importance of partnership working is recognised in the programme both between health care providers but also with other public bodies and service providers.

Clinical priorities reflect the priorities set in “Towards a Healthier Scotland” and include;

- Mental Health
- Coronary Heart Disease/Stroke
- Cancer
- Children and Young People
- Older People

Some of the key recommendations for action in relation to community care will also be reflected within this plan.

HEALTH AND ILL HEALTH IN AYRSHIRE AND ARRAN – 1999 REPORT OF THE DIRECTOR OF PUBLIC HEALTH

This paper is a major influence on the development of the Health Improvement Programme and makes twenty-one recommendations (in addition to reiterating the need to implement sixty-four recommendations from the previous year). Some of the key recommendations for action in relation to community care will also be reflected within this plan.

AYRSHIRE AND ARRAN PRIMARY HEALTH CARE NHS TRUST IMPLEMENTATION PLAN 2000-2005

This has been developed in response to the Health Improvement Programme and reflects the priorities and aims of Ayrshire and Arran Health Board.

The Trust’s Objectives are

- To improve consistently the quality and effectiveness of services to patients
- To put patients and their needs at the centre of service development
- To improve health and reduce inequalities
- To promote partnership between patients and professionals who care for them
- To promote the integration of the different parts of the NHS and provide seamless services and
- To promote partnerships between the NHS and other organisations whose work can help improve the health and the quality of services.

The Trust is also committed to Clinical Governance and Performance Management as a means to ensuring a high quality service.

Some of the key recommendations for action in relation to community care will also be reflected within this plan.

AYRSHIRE AND ARRAN ACUTE HEALTH CARE NHS TRUST IMPLEMENTATION PLAN 2000-2005

This plan is based on National Priorities and the Health Improvement Programme and forms and implementation plan for the acute Trust. The stated values of the Trust Implementation Plan include to;

- Provide quality patient care within hospitals and clinics
- Meet the health care needs of patients as effectively as possible
- Operate in an open and accessible basis
- Operate a culture of fairness, equity and accountability within a framework of continuous improvement.

EAST AYRSHIRE LOCAL HEALTH CARE CO-OPERATIVE DEVELOPMENT PLAN 2001/2002

This is again written in response to the Health Improvement Programme and also to the Ayrshire and Arran Primary Health Care NHS Trust Implementation Plan. The Local Health Care Co-operative has 15 member medical practises as well as representatives from a range of other services including nursing, PAMs, Pharmacy, dental and Optometry. East Ayrshire Council is also represented through Social Work attendance.

The Clinical Priorities identified within East Ayrshire reflect National and Ayrshire wide priorities but also include Respiratory Disease.

CARRICK AND DOON VALLEY LOCAL HEALTH CARE CO-OPERATIVE BUSINESS PLAN

This is the plan for the area covered by the Local Health Care Co-operative, which includes three GP practises in Doon Valley located within East Ayrshire

The plan recognises that the priorities for the area are the same as National priorities but in addition, indicate that respiratory health and the health of children and adolescents are key areas.

EAST AYRSHIRE HOMES AND TECHNICAL SERVICES DEPARTMENT AND SCOTTISH HOMES

East Ayrshire Council's Housing Plan 1998 —2003 sets out the Authority's housing strategy for the duration of the plan. Core objectives include:

- ◆ To provide an efficient, effective allocations service to all users to enable customer needs to be met
- ◆ To ensure that good quality, affordable housing is available to everyone who needs it
- ◆ To provide a high quality, value for money repairs and improvement service
- ◆ To encourage and facilitate tenant participation in the management of their homes
- ◆ To work with a range of other organisations to enable better use of resources
- ◆ To play a pro-active part in meeting the needs of individuals who require Community Care services
- ◆ To develop and co-ordinate policy initiatives within the Homes and Technical Services Department in support of the Council corporate strategies: economic, environmental, social and equal opportunities

The existing strategic agreement between East Ayrshire Council and Scottish Homes outlined joint objectives to be:

- ◆ To continually develop partnership working between the housing providers
- ◆ Improving choice and access
- ◆ Building successful communities
- Meeting special housing needs

The Housing (Scotland) Bill published by the Scottish Executive in December 2000 proposes that Scottish Homes becomes an agency of the Scottish Executive. This will have a major impact on the way that community care housing needs are assessed and planned for. East Ayrshire Council will produce a Local Housing Strategy while Scottish Homes will develop Housing Market Context Statements.

JOINT ACCOMMODATION STRATEGY

A Joint Community Care Accommodation Strategy has been prepared by the main planning partners to provide a focus for community care housing issues, which complements the Joint Community Care Plan. A summary of the Accommodation Strategy is contained in this plan in the 'Housing Homelessness and Community Care' chapter.

JOINT PLANNING ARRANGEMENTS

The key partners to the Community Care Plan outlined above share a commitment to working together locally to ensure that quality, community care services are provided in an integrated and co-ordinated way within East Ayrshire.

In addition, there are a number of other agencies and other interested parties that have a stake in the development of the plan (including service users and carers). There are also a number of other strategic planning initiatives taking place within East Ayrshire Council that have a direct effect on the development of community care service provision. These include the East Ayrshire Community Plan the Council Plan, The Social Inclusion strategy and the Children's Service Plan.

To ensure a streamlined and effective strategy for Community Care, Joint Planning arrangements require to be put in place that are effective in the production of a plan that reflects what is going on in the community and what is needed by service users and their carers.

The arrangements are currently under review to ensure that the structures within health and the council (reorganised in July 2000) are used to best effect.

However current arrangements remain in place mean time, which consist of three levels

Ayrshire and Arran Health Board Wide Planning
East Ayrshire Council Wide Planning
Locality Planning

AYRSHIRE AND ARRAN HEALTH BOARD WIDE PLANNING

A Joint Development and Resources Group has been established to consider and agree Health Board wide issues which require full and proper co-ordination between the three Ayrshire Authorities and Ayrshire and Arran Health Board.

Membership of the group includes the three Ayrshire Directors responsible for Social Work together with the Health Board Directors responsible for Service Development and Finance, along wide senior representatives from the Acute and Primary Health Care Trusts.

Initially, the focus of the group was in establishing a framework within which funding issues between the Health Board and Local Authorities could be considered and agreed. The remit of the group has developed to include proposed service developments, hospital discharge programmes, etc.

Arising from the Development and Resource Group, a number of strategy groups were developed to progress a common strategy across the three council areas particularly in the areas of Older People, Mental Health and Learning Disability. The Ayrshire and Arran Drug Action Team, which developed a local plan for implementing a common and integrated approach to addiction issues, also worked under the guidance of the Development and Resources Group.

EAST AYRSHIRE COUNCIL WIDE PLANNING

EAST AYRSHIRE COMMUNITY PLAN

In 1998 the then Secretary of State for Scotland announced the intention to promote community planning led by local authorities and involving other key agencies. This aimed to secure far reaching comprehensive strategies for the development of local areas and increase local accountability by agencies that have a major impact of people's lives and the local economy. After some pilot work, it was announced that community planning was to become a responsibility for agencies throughout Scotland, with legislation passed in early 2001.

East Ayrshire Council believes in Community Planning as part of its commitment to a decentralisation of decision making, delivering services, a customer/citizen focus and partnership. As part of the initial planning process, the council made formal links with Ayrshire and Arran Health Board, Ayrshire and Arran Primary Health Care NHS Trust, the Local Health Care Co-operatives, Scottish Enterprise Ayrshire and Strathclyde Police to develop a planning core partners group who will oversee the development of the plan. Active involvement from the community in East Ayrshire will be a key feature of the development of the plan.

A plan is likely to be developed in mid 2001, which will be seen as a first step in the planning process. Thereafter, the challenges for the community plan will be to;

- Make resources follow the plan
- Effectively monitor and evaluate progress
- Maintain community involvement
- Ensure effective partnership and commitment to a merged planning process.

As community planning will become the overall process within which all public sector planning takes place the effect on other joint planning processes including the community care plan will require to be addressed by partners as well as the Scottish Executive.

EAST AYRSHIRE JOINT COMMUNITY CARE PLANNING GROUP

The East Ayrshire Joint Community Care Planning Group was initiated in 1998, to progress the development of the Community Care Plan, to monitor its development, involve all partner agencies, and to meet the requirements of the Scottish Office Direction 1995, requiring a joint planning structure.

The membership of the group includes representatives from East Ayrshire Council (Social Work and Housing), Ayrshire and Arran Health Board, Scottish Homes, Ayrshire and Arran Primary Care NHS Trust, Ayrshire and Arran Acute Hospitals NHS Trust and East Ayrshire and Carrick and Doon Valley Local Health Care Co-operatives.

This group meets regularly to oversee the development of the plan and will also co-ordinate the annual implementation review .

There also exist a number East Ayrshire wide service implementation groups which develop a local response to the Ayrshire wide strategies. As part of the process of developing the Community Care plan, writers groups were initiated in a number of other key areas in order to get a multi-agency approach and also to co-ordinate the initial consultation of service users and carers.. The information collected by these groups significantly contributed to the development of the final plan.

LOCALITY PLANNING

LOCAL COMMITTEES

Within East Ayrshire, a Local Committee structure operates within which local people can influence Council policy, planning, service developments and resources as they affect their local community.

There are seven geographically based local committees within East Ayrshire Council; Northern, Kilmarnock North, South and Central, Irvine Valley, Cumnock and Doon valley.

These committees comprise both of elected members from the area and up to 10 non-voting community representatives. The committees do not have specific policy making powers but are able to make proposals for consideration to the Decentralisation committee of the council's Policy and Resources Committee.

EAST AYRSHIRE WIDE SOCIAL INCLUSION STRATEGIC PARTNERSHIP

East Ayrshire Council, since its inception, has been committed to tackling exclusion wherever it exists. In January 1999, in conjunction with key partners, the Council lodged a submission with the Scottish Office to be considered for designation as a Social Inclusion Partnership area. In March 1999, the Coalfield area (Cumnock and Doon Valley) in the south of the locality was designated as such, enabling the development of new initiatives to tackle the many causes of exclusion in East Ayrshire.

Detailed below are some of the statistics which supported the successful submission:

- 25% of the worst 10% of enumerated districts in small communities in Scotland are located in East Ayrshire.
- 27.38% or 33,498 people are on Income Support or Income based Job Seekers Allowance.
- 33% of the total population live at or just above poverty level.
- 39% of children live in poverty
- East Ayrshire has the largest percentage of people over 25yrs who are long-term unemployed compared to other parts in Ayrshire.

- 4th highest unemployment rate in Scotland
- 3rd highest male unemployment rate in Scotland
- Homelessness has increased by 30% between 1996-1998

The Scottish Executive accepted the proposal and the Social Inclusion Partnership Programme was formally launched in April 1999, with the East Ayrshire Coalfield Area Social Inclusion Partnership being one of 23 new partnerships in Scotland.

The Coalfield area SIP was established to promote and realise an integrated programme of projects to address the range of social exclusion issues which are experienced by individuals and areas, ensure full participation in social, economic, political and cultural life and prevent further exclusion. The following themes, which reflect both those of the Government and those of the Scottish Executive, provide the framework within which the Partnership will do so:

- excluded from work
- excluded from good health
- excluded from learning
- excluded from living in a quality environment
- excluded from positive social interaction

However, it is recognised that severe problems of social exclusion also exist outwith designated Partnership areas. Therefore, East Ayrshire Council and partner agencies agreed to structure their partnership approach to address social inclusion throughout the Authority. In response to this two Social Inclusion Boards currently exist to oversee social inclusion activity, one for the Coalfield Social Inclusion area and one for the north of the Authority.

Membership of these groups includes representation at a senior officer level from East Ayrshire Council, Ayrshire and Arran Health Board, Ayrshire and Arran Primary Care Trust, Scottish Enterprise Ayrshire, Strathclyde Police, Colleges, Business Representation and Community/Voluntary Sector Representation. To ensure overall co-ordination and a strategic approach to Social Inclusion across East Ayrshire, the chair of Social Inclusion chairs both groups and an Executive Group links the boards. Themed sub-groups, which report directly to the Social Inclusion Boards, generate initiatives to progress work on the identified priorities.

The Coalfield Area Social Inclusion Partnership is now in the third year of the initial funding phase and there is a range of projects and initiatives which address the 5 core themes.

An application is being submitted to the Scottish Arts Council in June 2001 for substantial funding to address a range of exclusion issues through arts work with existing projects which address the needs of, for example, young carers, individuals with drug related problems and older people.

The Scottish Executives Tackling Drug Misuse Funds are being channelled through the Social Inclusion Partnership and the issue of drugs is being addressed innovatively in a number of SIP projects.

The monitoring and evaluation of the SIP projects has shown increased participation in their activities by a range of Community Care Groups, including older people, drug users and their families and carers.

In the north of the authority the Partnership Board has established its priorities and a number of themed working groups are operating on a partnership basis to address the identified issues.

HOW WE PAY FOR COMMUNITY CARE

This section deals with the financial framework in which partners are able to provide community care services.

All services operate within a background in which there is a strict limit to what we can spend. We also have statutory obligations as well as other commitments that restrict the flexibility we have to transfer spending to new initiatives.

This section outlines current budget allocation and gives some indication of progress that has taken place over the lifetime of this plan. The section should be read in conjunction with the section on “**Shifting the Balance**” in Volume 1.

SOCIAL WORK

COMMUNITY CARE INCOME

As the following tables indicate, East Ayrshire Council receives most of its income from the Scottish Parliament courtesy of the **Grant Aided Expenditure** (GAE). Other income is derived from income from council tax, charges for services provided, income from Ayrshire and Arran Health Board for specific projects and other income

Income to provide Community Care services (£'000)¹

	1997/1998	1998/1999	1999/2000	2000/2001	2001/2002 (planned)
Grant Aided expenditure					
Income from Council Taxes					
Income from service charges	924	1365	1365	1682	
Income from Ayrshire and Arran Health Board					
Resource transfer	1521	1777	1935	2134	
Joint Finance	225	383	389	411	
Bridging Finance	326	0	107	77	
Other Income from Health Board*	244	562	222	393	
Total HB Income	2316	2722	2653	3015	
Income from Other sources					
Total Income					

¹ Source East Ayrshire Council

The GAE is a general budget allocated to each local authority based on population. It is then decided by councils to decide their local priorities for the use of that money. The Scottish Executive does however, give some indication of how much expenditure it expects in some areas. The following table indicates the Scottish Executive guidance on expenditure within Social Work Community Care

Service	Allocation for 2001-2002
Modernising Community Care	
Carers development	
Action against the misuse of drugs	
Total	
Total budget	

COMMUNITY CARE EXPENDITURE

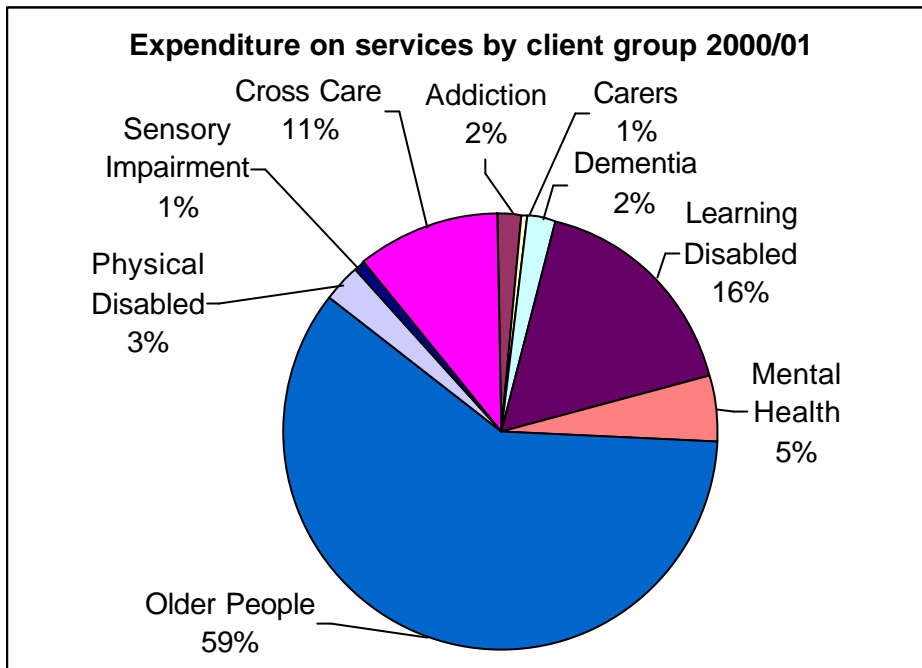
The following table indicates the level of spending on Social Work Community Care services by service user group during the period of the last Community Care Plan:

East Ayrshire Council Community Care Expenditure 1997 - 2001

Service Type	1997/98	1998/99	1999/2000	2000/01
Addiction	279,340	276,102	296,586	332,288
Carers	55,595	56,712	82,322	120,075
Dementia	154,668	285,455	298,536	407,394
Learning Disability	2,646,979	2,753,790	3,185,210	3,488,988
Mental Health	788,113	835,209	884,045	971,938
Older People	9,567,350	10,323,611	11,438,708	12,352,437
Physical Disability	542,525	749,363	244,867	574,821
Sensory Impairment	63,000	167,180	173,899	202,025
Cross Care	284,360*	1,875,171	1,872,746	2,227,490
Total CC Expenditure	14,381,930	17,322,593	18,476,919	20,677,456

* general staff costs not included in this year.

² Source East Ayrshire Council



These figures show that expenditure within Community Care remains concentrated on older people's services. There also a significant increase in expenditure in the last years in spending on community care services, largely due to a shift in budgets and other resources. These are most significantly seen in the provision of services to people with sensory impairments, carers and dementia services.

East Ayrshire Council Community Care Expenditure percentage increase 1997 – 2001³

Service Type	1998/99	1999/2000	2000/01
Addiction	-1.2%	7.4%	12.0%
Carers	2.0%	45.2%	45.9%
Dementia	84.6%	4.6%	36.5%
Learning Disabled	4.0%	15.7%	9.5%
Mental Health	6.0%	5.8%	9.9%
Older People	7.9%	10.8%	8.0%
Physical Disabled	38.1%	-67.3%	134.7%
Sensory Impairment	165.4%	4.0%	16.2%
Total increase in CC Expenditure	9.6%	7.5%	11.1%

Services for physically disabled people have not been included due to the provision of a one off grant in 1998 to support people during the winter through the provision of equipment.

³ ibid

East Ayrshire Council is committed to the mixed economy within Community Care services and in many people the independent sector provides a significant level of care. This is particularly true in services to carers, addiction services and services to people with mental health problems, where the majority of the council's expenditure is for services provided by the independent sector.

Level of service provided by Independent sector (by cost) - care group⁴

Service Type	1997/98	1998/99	1999/2000	2000/01
Addiction	92.7%	100.0%	100.0%	100.0%
Carers	100.0%	100.0%	100.0%	100.0%
Dementia	45.8%	61.8%	41.8%	42.7%
Learning Disabled	42.6%	35.9%	45.7%	48.6%
Mental Health	76.4%	69.5%	72.9%	74.9%
Older People	34.9%	34.8%	33.3%	32.9%
Physical Disabled	26.3%	24.1%	22.6%	41.8%
Sensory Impairment	0.0%	0.0%	0.0%	0.0%
Cross Care	4.1%	13.7%	3.5%	2.1%
Total CC Expenditure	39.0%	35.3%	35.4%	35.8%

The proportion of services provided by the independent sector has remained largely constant throughout the timescale of the plan, (with the drop between 97/98 and 98/99 being due to the changes in accounting procedures, including fieldwork staffing costs within Community Care Services).

The independent sector has a particularly high profile in the provision of particular services such as care home provision as well as counselling services. The challenge for both East Ayrshire Council and for the independent sector is to be able to manage with the shift from institutional to community based care that is required, whilst continuing to maintain a significant role for the independent sector.

Level of service provided by Independent sector (by cost) - service provided

Service Type	1997/98	1998/99	1999/2000	2000/01
Community based services				
Community Alarms	0	0	0	0
Day Care	298,116	430,724	432,585	478,618
Home Care	898,231	898,075	919,741	1,397,791
Info / advice/ advocacy	311,014	382,382	471,115	560,211
Community Meals	-	-	-	-
Equipment	-	-	-	-
Respite	111,167	100,042	159,203	191,062
Sub Total	1,618,528	1,811,223	1,982,644	2,627,682
Institutionally based services				
Nursing Homes	2,071,134	2,050,449	2,129,517	2,390,317
Residential Homes	1,964,365	2,182,410	2,425,271	2,382,206
Sub Total	4,035,499	4,232,859	4,554,788	4,772,523

⁴ ibid

Services that cannot yet be categorised				
Staffing	-	-	-	-
Other CC Services	28,609	69,370	-	-
Sub Total	28,609	69,370	-	-
Total CC Expenditure	5,682,636	6,113,452	6,537,432	7,400,205

Services directly provided by the East Ayrshire Council (£)⁵

Service Type	1997/98	1998/99	1999/2000	2000/01
Community based services				
Community Alarms	415,661	480,797	504,204	584,137
Day Care	1,171,846	1,294,382	1,256,756	1,449,463
Home Care	3,372,094	3,603,602	3,929,294	4,184,592
Info / advice/ advocacy	20,630	-	-	-
Community Meals	454,609	370,738	393,633	432,469
Equipment	272,902	495,659	65,720	195,868
Respite	-	-	-	-
Sub Total	5,707,742	6,245,178	6,149,607	6,846,529
Institutionally based services				
Nursing Homes	-	-	-	-
Residential Homes	2,461,443	2,772,167	2,724,114	2,876,441
Sub Total	2,461,443	2,772,167	2,724,114	2,876,441
Services that cannot yet be categorised				
Staffing	-	2,178,270	3,022,110	3,319,635
Other CC Services	24,224	13,526	43,656	200,102
Sub Total	24,224	2,191,796	3,065,766	3,519,737
Total CC Expenditure	8,193,409	11,209,141	11,939,487	13,242,707

Percentage of service provided by independent sector

Service Type	1997/98	1998/99	1999/2000	2000/01
Community based services				
Community Alarms	0.0%	0.0%	0.0%	0.0%
Day Care	20.3%	25.0%	25.6%	24.8%
Home Care	21.0%	19.9%	19.0%	25.0%
Info / advice/ advocacy	93.8%	100.0%	100.0%	100.0%
Community Meals	0.0%	0.0%	0.0%	0.0%
Equipment	0.0%	0.0%	0.0%	0.0%
Respite	100.0%	100.0%	98.1%	100.0%
Sub Total	21.9%	22.5%	24.4%	27.7%
Institutionally based services				
Nursing Homes	100.0%	100.0%	100.0%	100.0%
Residential Homes	44.4%	44.0%	47.1%	45.3%
Sub Total	62.2%	60.4%	62.6%	62.4%
Services that cannot yet be categorised				
Staffing	-	0.0%	0.0%	0.0%
Other CC Services	54.1%	83.7%	0.0%	0.0%
Sub Total	54.1%	3.1%	0.0%	0.0%
Total CC Expenditure	40.8%	35.3%	35.4%	35.8%

FUTURE PROJECTED EXPENDITURE

⁵ ibid

HEALTH

The following table gives an indication of the intentions outlined by Ayrshire and Arran Health Board for expenditure in 2001-2004. These figures apply for the whole of Ayrshire and Arran, as it is not possible to breakdown to localities at this time.

Ayrshire & Arran Health Board Forecast Expenditure for Resident Population Trust Expenditure (£'000)⁶

Sector	Division	2000/01	2001/02	2002/03	2003/04
Mental Illness	Inpatients	24,576	24,937	25,585	26,495
	Outpatients	2,480	2,547	2,659	2,737
	Day Patients	1,850	1,901	1,984	2,042
	Community Team	4,801	5,053	5,248	5,438
Learning Disabilities	Inpatients	7,552	6,577	6,367	6,061
	Outpatients	19	19	20	21
	Day Patients	189	190	199	204
	Community Team	1,090	1,094	1,142	1,174
Frail Elderly	Inpatients	13,364	13,409	13,599	13,606
Young Physically Disabled	Inpatients	1,545	1,654	1,829	1,886
HIV/AIDs		229	293	253	253
Drugs/Alcohol		720	869	987	987
Other Community	Nursing/PAMs	22,590	22,906	23,913	24,624
Total		81,005	81,449	83,785	85,528

Local Authority Expenditure (£'000)⁷

	2000/01	2001/02	2002/03	2003/04
South Ayrshire Council	3,533	4,245	4,917	5,558
East Ayrshire Council	3,344	4,105	4,778	5,417
North Ayrshire Council	3,051	3,725	4,398	5,037
Total	9,928	12,075	14,093	16,012

⁶ Source Ayrshire and Arran Health Board

⁷ Ibid

Other Trust Expenditure(£'000)⁸

	2000/01	2001/02	2002/03	2003/04
Total Expenditure				
Acute	123,547	130,348	136,945	142,073
Geriatric Assessment	10,701	10,737	11,210	11,543
Maternity	12,849	13,024	13,731	14,140
Other (Labs and Direct Access)	17,991	22,550	21,825	22,346
Total	165,088	176,659	183,711	190,102

Total Expenditure(£'000)

	2000/01	2001/02	2002/03	2003/04
Total Hospital & Community	256,021	270,183	281,589	291,642
Family Health Service	100,351	105,568	113,552	122,206
Total Spend on Resident Population	356,372	375,751	395,141	413,848
Percentage increase in expenditure	-	5.4%	5.2%	4.7%

These plans also indicate that there will be a shift in the balance from hospital to community based services as follows

Total Expenditure (£000)

	2000/01	2001/02	2002/03	2003/04
Hospital	233,689	225,783	233,750	240,887
Community services	131,839	137,893	147,298	156,949
Total Spend	365,528	363,676	381,048	397,836
Percentage of total budget spent on community based services	36.1%	37.9%	38.7%	39.5%

HOUSING EXPENDITURE

15. HOUSING RESOURCES

Both East Ayrshire Homes and Technical Services and Scottish Homes are committed to prioritising expenditure on community care.

⁸ idid

EAST AYRSHIRE HOMES AND TECHNICAL SERVICES

Housing and Technical Services has determined its revenue spending for the next three years on local authority stock devoted exclusively to community care. This will be spent in areas such as adaptations, community alarms and care and repair between 2001-2004, in addition to capital expenditure in the independent sector, primarily on Improvements Grants for disabled people.

East Ayrshire Homes and Technical Services Department Revenue Expenditure 2001-2004 (£'000)⁹

Year	2001/02	2002/03	2003/04
Revenue	1,373	1,373	1,373
Capital	25	25	25

Resources employed on homelessness projects will also benefit community care groups.

SCOTTISH HOMES

It is estimated that Scottish Homes will spend around £2.037 million of capital on community care for the three years from 2001-2004 in East Ayrshire. This includes investment of £274,000 in adaptations to registered social landlord stock. This will be in addition to Scottish Homes expenditure on the Special Needs Allowances Package (revenue support to special needs housing) and on the care and repair project (from 2002/03). The Special Needs Allowances Package will be replaced in April 2003 by the Supporting People initiative.

Scottish Homes Expenditure 2001-2004 (£'000)¹⁰

Year	2001/02	2002/03	2003/04
Capital	787	500	750
Special Needs Allowances Package	68	68	68
Care And Repair	25	25	25

Spending on homelessness over the same period will also benefit some community care clients.

In partnership with East Ayrshire Council and Scottish Homes, registered social landlords and the private sector provide accommodation and support for community care. Registered social landlords and the private sector contribute capital and revenue expenditure on a project specific basis.

⁹ Source: East Ayrshire Council

¹⁰ Source: Scottish Homes

PERFORMANCE INFORMATION

East Ayrshire Council is committed to the publication of its key indicators of its performance. This chapter is in four parts;

1. **Performance information from Service Standards** – These were adopted within the Community Care Plan 1998-2001. However these will be reviewed as part of the development of the Community Care Information Portfolio outlined in the Information Management section of this plan. The first annual review of this plan will outline the key service targets identified for the public stakeholder judgement and report on these for the first year.
2. **Statutory Performance Indicators** – This information is required, by the Local Government Act 1992, to be collected and provided to Audit Scotland. Councils are then also required to publish this information locally and Audit Scotland also publishes a compendium of all the data from each council in a series of pamphlets, (available in libraries)
3. **Non - Statutory Performance Indicators** – These are figures collected by Homes and Technical Services Department to measure its performance on the issue of Homelessness.
4. **Additional Performance Information Requested by the Scottish Executive** – This information was requested from Social Work in 2000 as part of the annual review of the East Ayrshire Joint Community Care Plan 1997-2001. It measured the length of time taken to carry out community care assessments and also to provide occupational therapy equipment and carry out housing adaptations. Information has also been provided on this years performance.

SERVICE STANDARDS

ADVOCACY

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
All individuals referred for advocacy to have been visited within 48 hours	Percentage of individuals seen within 48 hours		
All service users who engage in partnership will have progressed towards their identified goals.	Percentage of individuals who report a satisfactory outcome.		
Service Users to be involved in routinely involved in staff recruitment	Percentage of operational posts where users/carers were actively involved in the recruitment process		

ASSESSMENT AND CARE MANAGEMENT

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
Average time between date of allocation and completion of assessment	Percentage meeting standard of 4 weeks		
All carers undertaking significant amount of care to be offered a carers assessment (Significant to be based on a case by case basis)	Carers assessments undertaken as a percentage of all those offered		
Training to be offered to all carers registered with the carers centre.	Percentage uptake		
Extend the use of the personal record	Personal records of care in use as a		

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
of care throughout East Ayrshire Council	percentage of those with complex packages of care.		

INFORMATION FOR MANAGEMENT AND PLANNING

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
Reduction in Community Care complaints	Percentage reduction in community Care complaints		

PEOPLE WITH MENTAL HEALTH PROBLEMS

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
Mental Health Officers approved each year.	Number of mental health officers approved in one year.		

OLDER PEOPLE

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
Staff in residential settings have undertaken training in challenging behaviour	Percentage of staff trained		
All Home Care staff who undertake personal caring tasks to have an appropriate qualification (subject to the Home care review)	Percentage of staff awarded the certificate		
Individuals discharged from hospital requiring a service to be visited by a home help within 24 hours	Percentage of individuals visited by a home help within 24 hours		

ADULTS WITH LEARNING DISABILITY

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
All adults with a learning disability in residential or supported accommodation to have a care manager	Percentage of adults with a learning Disability living in residential or supported accommodation who have a care manager		
All staff in residential units to have undertaken training in challenging behaviour	Percentage staff trained		

PEOPLE WITH A PHYSICAL DISABILITY

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
Orange Badge renewals within 2 days of receipt of old badges	Percentage renewals meeting two day standard		
Orange badges issued to individuals Automatic – 1 week Discretionary – 6 weeks	Percentage of Orange badges issued within timescales		
Equipment And Adaptations Average time between receipt of referral and completion of assessment - – 6 weeks	Percentage meeting average 6 week assessment		
Equipment And Adaptations Hospital discharge visit undertaken within one week of discharge	Percentage meeting one week standard		
Equipment And Adaptations Individuals requiring palliative	Percentage meeting 24 hour response time		

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
care assessment undertaken within 24 hours			

PEOPLE WITH A SENSORY IMPAIRMENT

Service Standard	Performance Indicator	Achievement in 2000/2001	Target for 2001/2002
Registration completed within two weeks of receipt of BPI	Percentage completed within two weeks.		
Percentage of information/advice referrals responded to within one working week	Percentage responded to within one working week		
Percentage interpretation assignments undertaken within one working week.	Percentage undertaken within one working week		

STATUTORY PERFORMANCE INDICATORS

INDICATOR NUMBER 9 - RESPITE CARE

Number of people assessed as requiring respite care and percentage of that number for whom at least one such arrangement was made:

Number requiring a service

Carer(s) of:	1996/7	1997/8	1998/9	1999/2000	2001/2002
a) Older People	235	292	266	255	
b) People with learning Disabilities	89	91	95	103	

Percentage who received a service

Carer(s) of:	1996/7	1997/8	1998/9	1999/2000	2001/2002
a) Older People	91.6	88.4	98.0	100	
b) People with learning Disabilities	97.8	90.1	99.0	100	

INDICATOR NUMBER 7 – PRIVACY

Number of people living in care homes who have a single room.

LOCAL AUTHORITY

Care Group	1996/7	1997/8	1998/9	1999/2000	2000/2001
-------------------	---------------	---------------	---------------	------------------	------------------

a) Older People	100%	100%	100%	100%	100%
b) Other adults	100%	100%	100%	100%	100%

Voluntary Sector

Care Group	1996/7	1997/8	1998/9	1999/2000	2000/2001
a) Older People	35%	35%	35%	44%	
b) Other adults	100%	100%	100%	100%	

Private sector

Care Group	1996/7	1997/8	1998/9	1999/2000	2000/2001
a) Older People	62%	66%	66%	66%	
b) Other adults	34%	34%	42%	42%	

INDICATOR NUMBER 6: STAFF QUALIFICATION

Percentage of care staff in Local Authority residential homes who have appropriate qualifications for these users

Care Group	1996/7	1997/8	1998/9	1999/2000	2000/2001
a) Older People	26%	15%	20%	23%	
b) Other adults	41%	35%	45%	55%	

INDICATOR NUMBER 5: HOME CARE

Number and percentage of home care service users receiving the following levels of service

Number of Home Care Service Users

Service per week	1996/7	1997/8	1998/9	1999/2000	2000/2001
Up to 2 hours	342	79	63	88	
2 to less than 4 hours	586	547	489	493	
4-10 hours	539	576	554	505	
More than 10 hours	133	303	301	261	
Total	1600	1505	1407	1347	

As a percentage of total

Service per week	1996/7	1997/8	1998/9	1999/2000	2000/2001
Up to 2 hours	21.4	5.2	4.5	7	
2 to less than 4 hours	36.6	36.3	35	37	
4-10	33.7	38.3	39.7	37	
More than 10 hours	8.3	20.1	21.4	19	
Total	100	99.9	100.6	100	

INDICATOR NUMBER 1: COMMUNITY CARE ASSESSMENTS

Persons assessed or reviewed and services provided

Number of persons receiving an assessment or review

Care Group	1996/7	1997/8	1998/9	1999/00	2000/01
Older people aged 65+	5472	5558	4920	5201	
Older people aged 65+ with dementia	169	189	270	311	
People aged 18-64 with mental health problems/dementia	484	515	387	543	
People aged 18-64 with physical disability	1722	1428	1338	1776	
People aged 18-64 with learning disability	248	255	221	265	
People aged 18-64 with drug/alcohol problems	554	874	1329	1383	
People aged 18-64 with HIV/AIDS	0	0	0	0	
Total	8649	8819	8465	9479	

Number of persons receiving service

Care Group	1996/7	1997/8	1998/9	1999/00	2000/01
Older people aged 65+	5305	4965	4710	4713	
Older people aged 65+ with dementia	158	173	257	294	
People aged 18-64 with mental health problems/dementia	307	465	317	516	
People aged 18-64 with physical disability	1566	1141	1121	1557	
People aged 18-64 with learning disability	436	206	209	332	
People aged 18-64 with drug/alcohol problems	231	458	644	685	
People aged 18-64 with HIV/AIDS	0	0	0	0	
Total	8003	7408	7258	8097	

Percentage of persons receiving service

Care Group	1996/7	1997/8	1998/9	1999/00	2000/01
Older people aged 65+	97	89	96	91	
Older people aged 65+ with dementia	93	92	95	95	
People aged 18-64 with mental health problems/dementia	63	90	82	95	
People aged 18-64 with physical disability	91	80	84	88	
People aged 18-64 with learning disability	176	81	95	125	
People aged 18-64 with drug/alcohol problems	42	52	48	50	
People aged 18-64 with HIV/AIDS	N/A	N/A	N/A	N/A	
Total	93	84	86	85	

NON - STATUTORY PERFORMANCE INDICATORS (HOMELESSNESS)

INDICATOR NUMBER 6A –

The total number of homeless households in priority need per 1,000 households¹¹

1996/7	1997/8	1998/9	1999/2000	2001/2002
N/A	N/A	N/A	84.8	

INDICATOR NUMBER 6B–

The number of households provided with each form of temporary accommodation, as a percentage of the total provided with temporary accommodation.¹²

Form of accommodation	1996/7	1997/8	1998/9	1999/00	2000/01
Hostel	N/A	N/A	N/A	93.1%	
Council furnished dwelling	N/A	N/A	N/A	6.5%	
Bed and Breakfast	N/A	N/A	N/A	0.4%	
Other	N/A	N/A	N/A	0%	

¹¹ information not collated until 2000

¹² ibid

INDICATOR NUMBER 6C-

The average length of stay in each type of temporary accommodation (days)

Form of accommodation	1996/7	1997/8	1998/9	1999/00	2000/01
Hostel	41	30	25	24	
Council furnished dwelling	95	119	72	57	
Bed and Breakfast	9	4	6	14	
Other	0	0	0	0	

ADDITIONAL PERFORMANCE INFORMATION REQUESTED BY THE SCOTTISH EXECUTIVE

This information on particular aspects of Community Care Performance was in Circular CCD3/2000-05-31 in April 2000.

WAITING TIME FOR ASSESSMENTS

	31 March 1999	31 March 2000	31 March 2001
Number waiting for a Community care assessment	126	166	
Average number of assessments completed per week	21	74	
Average time till assessment completed (weeks)	6	8.7	

WAITING TIME FOR EQUIPMENT AND ADAPTATIONS

	31 March 1999	31 March 2000	31 March 2001
Number assessed and waiting for			
Equipment	50	68	
Adaptations	200	58	
Average number supplied per week			
Equipment	50	16	
Adaptations	270	29	
Average time till provision or purchase in weeks			

Equipment	1	4.25	
Adaptations	0.7	2	

AUDIT OF CURRENT SERVICE PROVISION

GENERAL SERVICES

HEALTHY LIVING CENTRE PROJECT

The Community Services Department have acquired substantial funding for a five-year health project, starting around April 2001. The project will employ two full time Health Development Officers who will staff a custom built vehicle. The vehicle will target East Ayrshire Communities high in rural, social and economic deprivation with a range of health promotion initiatives. Whilst there are no specific target groups, the vehicle will visit primary and secondary schools in the target areas and will be parked in suitable locations so as to allow full community access. The project will attempt to identify three local health priorities for each targeted area and then work with community / statutory and non-statutory health care providers etc. to formulate local health action plans. The establishment of a network of community health forums is a long-term aim of the project.

HOUSING

Strategic Agreement and Joint Implementation Plan 1998-2001. The Department has worked closely with Scottish Homes at a strategic level to produce the Strategic Agreement and Joint Implementation Plan 1998-2001. This plan adopts a holistic approach to effective housing provision that not only responds and adapts to local needs and aspirations and maximises options, but also improves access and ensures the integration of suitable housing provision into neighbourhoods.

Community Care Liaison Groups. Regular meetings between Housing, Social Work and Health are in operation to provide housing solutions to individuals being discharged from hospitals/hostels. This has successfully provided housing solutions to a number of individuals with community care needs.

Temporary Accommodation Services. East Ayrshire Council operates two hostels providing a total of 63 bed-spaces, in addition to 7 further furnished accommodation units for homeless people.

Rough Sleepers Initiative. In partnership with Ayrshire and Arran Health Board, Scottish Homes and Rowan Alba, the Council provides a range of support and advice services to young homeless people. To facilitate this project East Ayrshire Council has made available in Kilmarnock office premises for two support workers who will be based within the area, and four flats where clients may be provided with short stay supported accommodation. The Council plans to extend this type of provision to the south of the district.

Equipment & Adaptations Service. Housing fund an Equipment & Adaptations service to council tenants, which is managed and delivered by the Social Work Department. This is a service for

tenants who need assistance to remain in their home or for those who are allocated a property but require it to be adapted to allow them to take up the tenancy.

Register of Adapted Properties. Area housing teams are currently developing a register of adapted council properties so that when an adapted property becomes empty applicants with specific needs can be quickly matched to property.

Empty Homes Initiative. Through Empty Homes Initiative funding via the Scottish Executive, the Council has enabled the owners of a number of dilapidated properties to renovate and bring them back into use with the specific purpose of reducing homelessness.

Garden Maintenance Scheme. A Garden Maintenance service is available to elderly and disabled tenants who need assistance to keep their garden tidy. In 1999/2000 over 5000 tenants received this service.

Medical Points system. A new uniform system of assessing medical applications has been introduced across all housing providers in East Ayrshire. Whether applying to a housing association or the council, all applications will be assessed by the Clinical Medical Officer using the same method and criteria to ensure that needs are fairly and uniformly recognised.

Sheltered Housing. Housing provides a variety of sheltered homes throughout the Council area with resident wardens providing basic services to residents. To ensure that the allocation of Sheltered Housing properties meets the needs of the community all applications were reviewed as part of the over review of the waiting list. Registered social landlords also provide sheltered housing. There are 683 sheltered housing units in East Ayrshire (39% provided by registered social landlords and 61% provided by the Council).

Supported Accommodation. Working in partnership with other housing providers, a number of supported accommodation properties are now provided in the area mainly for young people. Tenants receive support and advice to maintain their tenancy and are provided with assistance to identify a permanent home.

Amenity Housing. Amenity housing is built to the same design standards as sheltered housing but does not have a warden service. There are 233 'amenity' houses across East Ayrshire (55% provided by registered social landlords and 45% provided by the Council).

Advice Service. A new advice and information service to patients with mental health problems in Crosshouse Hospital began in January 2001. On request Housing Officers visit the hospital to discuss housing options and tenancy matters with patients who require information and/or advice.

Allocations Policy. The council adopted a new Allocations Policy in August 2000 which replaced two separate policies inherited from the former district councils at local government reorganisation. The new Allocations Policy provides applicants with a needs based assessment of their housing requirements taking into account any specific community care needs that have been identified. This recognises the requirement to meet the needs of waiting list applicants with properties that

have already been adapted.

Joint Training Initiative. Joint training is an important feature covering all community care groups. Strategies have been developed to cover a variety of topics and training is being delivered on a locality basis to staff from Housing, Health and Social Work.

KEY ROLES AND RESPONSIBILITIES

Strategic Housing Authority
Formulation of Housing Plan
Housing Provider
Estate Management
Repairs and Maintenance Service to Council Tenants Housing Finance
Enabler
Statutory duties under Homeless Legislation

EAST AYRSHIRE COUNCIL SOCIAL WORK

SOCIAL WORK

The Social Work team has two main aims to:

- To enable people to live a fulfilling life within their own home and community whenever possible and ensure a positive environment for their care if they are no longer able to be supported at home
-
- To positively contribute to promoting a socially inclusive society.

We work with individual service users on a personal basis. In doing so, we aim to respect individuals, treat people with dignity and provide choice within available resources.

We try to make best use of resources by making fair decisions about priorities.

We work with local communities to identify their needs and support them to actively participate in decisions which the Council or Department may take in relation to their community.

We work in partnership with other agencies, voluntary and the private sector to plan and deliver services.

The department often

- Uses its authority to protect individuals or the safety of others
- Helps someone make an informed choice which may or may not conflict with the views of other interested parties.
- Inform an individual or family that we cannot assist them because an individuals needs are a lower priority than others
- Redirects an individual to another service where we do not have responsibility for delivering the service

Social Work provides a range of services to the people in need living in East Ayrshire :

- Assessment and care management including Carers' Assessments.
- Homecare services
- Welfare Rights
- Provision of aids and adaptations to property in partnership with the Housing and Technical Services Department
- Daycare and day supports for older people and adults with a learning disability
- Respite care for older people and adults with learning disabilities in Residential Units and by the Home Care services

How do we provide services?

Peoples needs are first assessed through the Departments assessment and care management arrangements. These arrangements are the responsibility of the COMMUNITY CARE FIELDWORK UNIT.

This means that a member of staff works with an individual, and where appropriate, carers to assess his/her needs and develop a care plan to meet these needs.

The care plan is monitored over a period of time and regular reviews are carried out in conjunction with the individual and those involved in providing services.

Each year over 3000 referrals are made to the department from or on behalf of people over 65 years of age and over 1500 people are referred between the ages of 18 and 64 years.

- The Council spends over £1 million each year on aids and adaptations.

HOME CARE SERVICES

Support at home is available to enable people to live as normal a life as possible within their own homes by providing the appropriate level of care and support to achieve maximum independence.

The Home Care Unit, which includes the Community Alarm Service, the Helpline service and Sheltered Housing and hostel warden service provides a range of practical and personal care services to people in their own homes. The services provided to each individual will depend on their assessed need and if required, may be available during critical intervals over 24 hours a day, seven days per week. Currently services are either provided directly by East Ayrshire Council Home Care service or are commissioned from a range of independent sector agencies.

HEALTH SERVICES

Health Care services in East Ayrshire are located within two Trusts the Ayrshire and Arran Primary Health Care NHS Trust (which includes two Local Health Care Co-operatives providing GP and linked community based services) and Ayrshire and Arran Acute Health Care NHS Trust

AYRSHIRE AND ARRAN PRIMARY HEALTH CARE NHS TRUST

The Primary Care Trust is responsible for the provision of Primary Care, Community and Mental Health Services to the people of Ayrshire and Arran. The majority of the Trust's activity takes place in a community setting and services will be delivered from GP surgeries, dental surgeries, opticians, and community pharmacists as well as hospitals, resource centres, day hospitals, health centres and a large number of community clinics.

The Primary Care Trust combines GP's, Dentists, Opticians and Pharmacists with hospital and community services to provide a more integrated health care system. Primary Care and clinical staff in the community are currently working in partnership to form Local Health Care Co-operatives in order to provide this integrated health care system.

The hospital services provided by the Trust focus primarily on the needs of the mentally ill, the elderly - both frail and with mental health problems - and people with a learning disability.

In addition, the Trust provides a comprehensive range of support and community services including nursing, medical, health visiting, school nursing, dental, psychology, professions allied to medicine, sexual health and services for women and children.

General Practitioner Services There are 17 General Practises located within the two Local Health Care Co-operatives in East Ayrshire. The overwhelming majority of people have all their medical needs met by their GP. Services provided include counselling as well as prescribing and general therapeutic support.

East Ayrshire Community Hospital serves a population of nearly 31,000 from the following communities, Auchinleck, Catrine, Cumnock/Holmhead, Logan, Lugar, Mauchline, Muirkirk, New Cumnock and Ochiltree. All Clinical Services at the hospital is provided by the Primary Care NHS Trust. These services include a 24 bed GP Medium Acute /Rehabilitation Unit, 50 continuing Care and Respite Beds, a 24 Place Day Hospital for Frail Elderly, Mental Health and Young Physically Disabled patients. There is also an Outpatient Department that accommodates 28,000 outpatient appointments per annum.

AYRSHIRE AND ARRAN ACUTE HEALTH CARE NHS TRUST

The Trust provides a wide range of acute, rehabilitation and Care of the Elderly services to the people of Ayrshire and Arran, as well as visitors to the district. The Trust also works in partnership with Ayrshire & Arran Health Board, Ayrshire & Arran Primary Care Trust, Local Authorities and other voluntary and statutory bodies to improve the service provided to patients and their families. The Trust's services are centred on the following sites:

- [Ayr Hospital](#)
- [Crosshouse Hospital](#)
- [Ayrshire Central Hospital](#)
- [Biggart Hospital](#)
- [Heathfield Clinic](#)
- [War Memorial Hospital](#)

Acute services are provided at Ayr, Crosshouse and Biggart Hospitals with Care of the Elderly services provided at Biggart Hospital. Maternity services are provided at Ayrshire Central Hospital, Irvine.

In addition, the Trust provides Outreach Services at a number of Community sites throughout Ayrshire and on Arran

The Trust's Diagnostic and Clinical Support Services include: Occupational Therapy, Physiotherapy, Dietetics, Speech Therapy, Medical Physics, Nuclear Medicine, Medical Photography, Pharmacy, ECG, EEG, Audiology, Labs and Imaging Services.

The Trust also employs a wide range of support staff within Facilities; Estates; Admin and Clerical; Finance and Information Technology etc to further support and enhance the work of the healthcare professionals throughout the Trust. The Trust also has a dedicated Clinical Effectiveness Department, whose staff facilitate and support Audit, Research & Development and the implementation of SIGN Guidelines within the Trust.

The Trust's Laundry and Linen, TSSU and Supplies and Clinical Waste Services are also provided to Ayrshire and Arran Primary Care NHS Trust. The Trust's main Laundry Services are due to be transferred to Argyll & Clyde Health Board during 2000/2001.

CARERS

EAST AYRSHIRE COUNCIL

A 0.5 (whole time equivalent) Service Officer post located within the Department of Educational and Social Services (Community Care) responsible for co-ordinating the Department's activity in relation to Carers

In addition the Carers Action Plan budget has been used to fund a range of initiatives in partnership with the Carers Centre and the provision of staff training.

HEALTH

Services which support carers are provided by the National Health Service as detailed below

Respite care for older people

Respite care for people with learning disabilities

Attending to the overall health care needs of carers

INDEPENDENT SECTOR

East Ayrshire Carers Centre

East Ayrshire Carers Centre which is jointly funded by East Ayrshire Council and Ayrshire and Arran Health Board offers information, advice, support and training to carers. This organisation provides help, support and information to those caring for relatives, friends or neighbours who may otherwise be unable to cope at home without help.

Services are provided on a drop in or appointment basis or through specific events such as training. The Centre also provides support to other carers groups and facilitates and supports the Carers Strategy Monitoring Group. For the southern areas of East Ayrshire where carers may have more difficulty accessing the centre, they hold fortnightly outreach surgeries in six different towns.

The Centre has developed support to young carers through groups in Kilmarnock and Cumnock. A young carers development worker is funded through Social Inclusion funding and Lloyds TSB funding. The Social Inclusion Partnership has also funded the development of school resource packs to promote support to young carers within schools.

In addition the Council and the Health Board has funded a number of initiatives through the Carers Centre including:

- Development of public information
- Carers in Employment Initiative – (information to employers)
- Hospital Discharge Initiative – (provision by a dedicated worker of packs to carers containing information about the services available to them when the person they care for is discharged from hospital)

- Training

OTHER ORGANISATIONS

The following organisations and services offer a range of practical supports and services to carers:

Crossroads (home based respite),
Alzheimers (home based respite),
The Elms, (residential respite for adults with a learning disability)
Lisalanna, (residential respite for children with a learning disability)
Residential and Nursing homes (residential respite for older people)

OLDER PEOPLE

EAST AYRSHIRE COUNCIL

SOCIAL WORK

Older people' services in social work are provide through the Older People's Service Unit.

The Service Unit has responsibility for delivering a range of specialist services, which include:

75 residential places in 4 local authority homes and an additional 17 residential respite places provided by the local authority

Local Authority Day Care places in Local Authority Units for up to 24 people, 5 days a week

Specialist services for people with dementia including social care and nursing care over a 24 hour period

Arranging for community meals

19 Sheltered Housing Units and 4 Hostels

Community Based Services

Community Meals

East Ayrshire Council supports 19 **lunch clubs** through the provision of subsidised meals. Any older person living in East Ayrshire can attend these and no assessment of their need is required.

Meals on Wheels are delivered to older people's homes to support them have a balanced nutritious diet when they are not able to cook a complete meal on their own. Entitlement is assessed through the Home Care service and can often be provided as part of a wider package of Home Care.

Day Care

Social Day Care is provided to enable Older people maintain their skills n daily living as well as enabling social interaction and contact with the outside world. Access to the service is through an assessment process.

Twenty-four places are provided over 5 days a week in day care places in residential homes. In addition, 49 places are supported through council provision located in community settings. This includes 13 places specifically providing specialist day care for people with dementia. The Dementia Outreach service also provides day care support to 68 people in community settings in the south of the authority.

In addition to its own day care services East Ayrshire Council funds Alzheimer's Scotland Action on Dementia to provide 8 places 6 days per week day care as well as an additional 10 hours for flexible use.

Respite

East Ayrshire Council has set aside 16 places in its four homes to provide 24 hour residential short breaks, to support carers. In addition, respite can also be purchased from the independent sector care homes.

Care In Residential Settings.

For those older people whose need cannot be met within their own homes, specialist care can be provided directly by the councils four residential homes or purchased from the independent sectors residential or nursing home provision.

Currently residentially based provision is provided either in residential homes, which provide support in providing personal and social care or in nursing homes, which provide in addition, specialist care that can only be provided by qualified nursing staff but which cannot be provided by nurses based in the community. A number of independent sector homes have joint registration status, that is they are able to provide both residential and nursing care within one setting. The distinctions between residential and nursing home provision will disappear in April 2002, with the introduction of the Single Care Home status.

The location and places available for each care home is as follows.

Local Authority Residential Units

Service Provider	Address	Owners	Places available
Affleck House	Sorn Rd, Auchinleck	East Ayrshire Council	28
Rosebank	91a London Rd, Kilmarnock	East Ayrshire Council	38
Ross Court	Titchfield St, Galston	East Ayrshire Council	17
Cessnock Gardens	Cessnock Road Hurlford	East Ayrshire Council	17

Private Residential Units

Service Provider	Address	Owners	Places available
Dean House	74 Beansburn Rd	Mrs Welsh	15
Hallhouse Lodge	21 Main Road Fenwick KA3 6AH	Dounemead	13
Nightingale House	154 – 158 Main St, Auchinleck	Mohammed Shaffique	25
West Park	Glasgow Rd Galston	Mr & Mrs Bagan	15
Woodside	15/17 Station Rd, Mauchline	Mr & Mrs Morris	19

Voluntary Residential Units

Service Provider	Address	Owners	Places available
Dunselma	55 Main St, Fenwick	Church of Scotland	25
Nazareth House	23 Hill St, Kilmarnock	Poor sisters of Nazareth, The	49

Joint Registered as Residential and Nursing

Service Provider	Address	Owners	Places available	
			Nursing /Total	Residential
Bute House	Barrhill Terrace, Cumnock	Wood Road Care Ltd	29	10
Doonbank House	Ayr Rd, Patna KA6 7LP	Country Care	38	9
Glebe House	Cumnock Rd, Dalmellington KA6 7PS	Country Care	43	9
Graceland	82 Dundonald Rd KA1 1TH	M Williams/ L Stirrat	30	30
Howard House	13 Howard St, Kilmarnock KA1 2BP	Gate Healthcare Ltd	39	10
Knoweview	9 Waterside St, Dalmellington KA6 7SW	Price Waterhouse Cooper	65	65
Springhill House	Portland St, Kilmarnock KA1 2BS	Springhill House Ltd	32	12
Thorntoun	Thorntoun Estate, Crosshouse KA2 0BH	Thorntoun Ltd	75	30
Torrance Lodge Nursing Home	Riccarton Rd, Hurlford KA1 5LQ	Rosalind Carr	92	32

Nursing Homes

Service Provider	Address	Owners	Places available
Argyll House	69 North Hamilton St, Kilmarnock KA1 2QL	Mr & Mrs Di Rezze	21
Burnfoot	Ayr Road Patna KA6 7LP	Country Care	34
Craigie Nursing home	27 Craigie Rd, Kilmarnock KA1 4EF	Mr & Mrs Kelly	18
Glencraig Nursing Home	1 Bridgend, Newmilns KA16 9BD	Mr & Mrs Pigg	18
Grange Nursing Home	4 Grange Terr, Kilmarnock KA1 2JR	Mrs JP Lewis	22
Hallhouse	Main Rd, Fenwick KA3 6AH	Dounemead	45
Lizdean	46 Portland St KA1 2DL	Mr & Mrs McGowan	20

RECREATION

50+ Aerobic classes are held in Darvel and Newmilns. Line Dancing is also organised in Newmilns. Tea dances take place monthly in Cumnock Town Hall.

Within the next three years, it is planned to develop a network of 50+ age group classes and the Section has regular involvement in Older People's Week (October)

COMMUNITY EDUCATION

There are examples where Community Education is involved in supporting senior citizens, groups many of which meet within our Community Education Centres. Examples of such groups would be:

Shortlees

Leisure and Pleasure Club .Tuesday afternoon.

Onthank

Evergreen Club .Wednesday afternoon

Onthank Men's Club .Thursday afternoon

Onthank Lunch Club .three days per week

Crosshouse

OAP Club .Thursday afternoon

Crosshouse Guild .Thursday evening

Longpark

Northwest Elderly Forum .Monthly (supported by Social Work)

OTHER

A "Health Issues" course, specifically aimed at older people in the Cumnock Area held May/June 2000, in conjunction with Cumnock Opportunities in Retirement.

Cumnock OIR Group are currently negotiating a programme of Adult Education with Community Education Worker, Cathy Buckley.

The Forge Ahead Project programme attracts a large number of 50+ participants, particularly at Auchinleck.

There are five senior citizens who are volunteer Essential Skills Tutors in the Cumnock and Doon Valley Area.

Stewarton Area "Introduction to Computer Application" Module Local Collaborate Programme class. All course participants were older people and were presented with certificates at presentation Ceremony in May.

Older people access the Community Education Service in many ways such as

The Community Education Service facilitates use of Education premises through letting.

The Community Education Service supports applications for grant aid from older people's groups.

The Community Education Service can facilitate the formation of groups.

The Community Education Service offer training in “Committee Skills” to groups.

Many older people attend the range of courses, classes and self help groups organised or supported by Community Education Service.

ADULTS WITH MENTAL HEALTH DIFFICULTIES

East Ayrshire has a range of services for people with mental health difficulties. These services, reflecting the priorities of the Framework for Mental Health Service in Scotland consist of those provided by Ayrshire and Arran NHS Primary Care Trust, Ayrshire and Arran NHS Acute Trust, East Ayrshire Educational and Social Services and the Voluntary Sector.

AYRSHIRE AND ARRAN NHS PRIMARY CARE TRUST

Community Mental Health Teams East Ayrshire has two Community Mental Health (Adult) Teams (CMHT’s), one in Kilmarnock the other in Cumnock. Both are multidisciplinary with Social Work input. The teams are the “hub” of mental health services in the community with access to other services such as the Home Option Team. There are good links with GP practices and many CMHT members hold clinics in local GP surgeries as well as visiting and working with people in their own homes. The teams offer a range of services mainly: - multi-disciplinary mental health assessment, treatment and case management (including Care Programme Approach) for people with severe mental health problems, risk assessment and management, group work for a range of issues, assessment and care planning for activities of daily living. The teams are also available for consultation and joint working with other service providers.

Primary Mental Health Nursing Both CMHTs in East Ayrshire now have a Primary Mental Health Nurse with a full time Staff Nurse shared between them. This service aims to provide short term nursing intervention to people who do not have major psychiatric mental health problems. Referrals are directed from Primary Care (GP’s) to the CMHTs and allocated to the Primary Mental Health Nurse who can then offer assessment and if appropriate short psychotherapeutic nursing intervention (usually 4-6 sessions) using a variety of treatment models tailored to the individual person’s need.

Home Option Team (HOT) This service offers the option of people being supported through mental health difficulties at home, with their and their carers’ agreement. The service provides short term, intensive additional nursing care to augment any existing Community Mental Health Team (CMHT) input.

Care Package Team This team comprises a multi disciplinary team of nurses, social workers, housing personnel and medical staff who work together with service users, carers and other service providers such as The Richmond Fellowship Scotland to enable the discharge of patients from long stay (continuing care) services in Ailsa Hospital. This

entails developing and delivering complex individual care packages in keeping with the individual's needs and preferences.

Accident and Emergency (A&E) Psychiatric Liaison Service Four qualified and experienced Community Psychiatric Nurses with Consultant Psychiatrist support are based between Crosshouse and Ayr Hospitals' Accident and Emergency Departments providing assessment of people who attend the Accident and Emergency Departments with an apparent mental health difficulty or mental health component to their presentation. The team also assess people admitted to medical wards following acts of self-harm.

Counselling in Primary Care Project Managed by the Psychology Services from Strathdoon House in Ayr this service aims to provide accredited counsellors at a number of GP Surgeries throughout Ayrshire when funding becomes available. Counsellors deal with people who are experiencing mild to moderate difficulties such as mild depression, relationship difficulties, anxiety, bereavement, responses to physical illness and adverse response to trauma.

Copeline Previously "Helpline" this is a telephone contact service operated by volunteers supported by supervisors currently based either in Ailsa Hospital, Ayr and Irvine. There are plans to develop a base in Kilmarnock.

Community Forensic Mental Health Service This team aims to provide specialist, Ayrshire wide, assessment, treatment and support to Mentally Disordered Offenders (MDO's) who are subject to prosecution, have been prosecuted or, if their behaviour were to go untreated, may lead to prosecution. The team, which consists of nursing staff with a full time Consultant Psychiatrist, offer assessment, screening and advice aimed at assisting other Mental Health, criminal justice, social care and the voluntary sector to identify and manage a wider group of people who have histories of mental health difficulties and offending. The team already has developed a close working relationship with HMP Kilmarnock and has worked with Kilmarnock Procurator Fiscal's office on a pilot Court Liaison Scheme, ensuring appropriate services are dealing with Mentally Disordered Offenders which has now been adopted as a general service.

AYRSHIRE AND ARRAN NHS ACUTE TRUST

In East Ayrshire, in-patient services are divided between Ailsa Hospital, Ayr and Crosshouse House Hospital, Kilmarnock. The later is an Acute Trust facility but wards 1D and 1E are designated wards for people with a variety of mental health difficulties. The psychiatric A&E liaison service also has a presence in the Acute Trust. This "cross Trust" co-operation ensures new and developing services can be equitably accessed.

EAST AYRSHIRE DEPARTMENT OF EDUCATIONAL AND SOCIAL SERVICES

The Council, through this department provides services to people and carers for whom mental health difficulties play a significant part in their ability to lead meaningful lives. An assessment and care management approach is the method of choice used for planning and provision of services.

Special Health Team The health team based in the north of the authority comprises a senior social worker, social workers and a support worker. Service delivery is to the acute psychiatric unit at Crosshouse Hospital, a worker attachment to Community Mental Health Team at Kirklandside Hospital and worker dedicated to resettlement from Ailsa Hospital. Care managers support people living in their own homes and those now living in their own tenancies as part of the Ailsa Resettlement Programme (Phase 1). Social workers also act as key workers for approximately fifty percent of people on the Care Programme Approach.

The special team is available to advise social work personnel in respect of statutory or other issues relating to understanding mental ill health.

Social work support for people in the south of the authority is provided through generic community care teams, who provide a service to all adult client groups including those with mental health difficulties. The teams comprise of a senior social worker, social workers, occupational therapists, social work assistants and home care organisers. Workers can access directly other social work departments as appropriate.

Mental Health Officers undertake statutory responsibilities associated with mental health (Scotland) Act 1984 and other associated legislation.

In partnership with three other Local Authorities Mental Health Officer training is operational.

The social worker for mentally disordered offenders, attached to the criminal justice team, has developed links with the police, procurator fiscal, court services and prison services and provides a direct service to people, their family and carers which includes:

- Throughcare and aftercare for offenders and their families, involving a multi-disciplinary approach of support.
- Liaison with Scottish prison service and social work units within prisons, particularly the Open Door Project at Barlinnie Prison.
- Diversion from prosecution schemes.
- Social enquiry and other reports to assist decision making by the courts and procurator fiscal.
- Probation supervision.
- Supervision of offenders released from custody, on parole and other forms of mandatory supervision under mental health legislation.
- Crisis response to individuals held in custody.
- Liaison with medical practitioners, consultant psychiatrists, employers, sheriffs, solicitors, police, procurator fiscal and other agencies operating with the court and psychiatric services.

SOCIAL INCLUSION PARTNERSHIP

Social Inclusion Projects, which are accessible to people with mental health difficulties, include:

- Health Hit Squad (Empowering Communities) – This service aims to provide a mobile resource providing a flexible range of health related services to local areas in partnership with statutory and voluntary providers.
- Community Learning Opportunities.
- Yipworld.com.
- Kids Club Network.
- Alternatives to Addiction Project.

In addition to those above, there is a range of projects which relate to employment and training.

East Ayrshire Strategy for Youth (EASY).

East Ayrshire Works.

Personal Development Fund.

East Ayrshire Woodlands.

VOLUNTARY SECTOR

Morven Day Services Kilmarnock, This service is owned and managed by the Church of Scotland, Board of Social Responsibility. It has a purpose built day centre providing for one hundred and forty people weekly with over two hundred attending.

The Centre operates drop in facilities and a range of group activities. Outwith the Centre, there is a community networking scheme, supporting people to access local activities. A volunteering scheme, supports people to become volunteers in a range of settings. There are also outreach groups in the Irvine Valley.

Richmond Fellowship Scotland This service provides support for fifteen people discharged from Continuing Care beds in Ailsa Hospital, and who live in their own tenancies mainly in Kilmarnock but also in the Cumnock and Doon Valley. Three people who have also been part of the revolving door scenario and who require additional support in the community are also being supported by this provider. A further person is being supported in the community under the “care package” initiative.

East Ayrshire Advocacy Services This service with its main office in Kilmarnock provides support to people with mental health and/ or learning difficulties. The support can be on an individual or group basis. A “surgery” takes place at Crosshouse Hospital and satellite services are provided from the new community hospital, Cumnock. Group advocacy occurs at a range of day supports and residential venues. A part-time, one year post during 2000-01 sought to empower users in their contribution to the planning process.

Design & Print Training Workshop This training centre is an annex to Kilmarnock College situated in Cumnock and provides for people with mental health and or and learning difficulties. It offers a number of courses, for example office administration, creative art and personal development, information technology and numeracy and literacy, some of which can be done to SVQ level.

Funding also comes via the European Social Fund, but it only allows for up to fifteen people, twelve hours of training per week.

Compass Centre This is an Industrial Workshop Training Centre. It is managed by the Scottish Association for Mental Health (SAMH) in partnership with the Primary Care Trust and funded jointly between Ayrshire and Arran Health Board and the European Social Fund. Based in Irvine, North Ayrshire, people from any part of Ayrshire may attend. There are, up to eighty-five training places available and training programmes last an average of seventy-eight weeks with a minimum attendance of twenty-one hours per week. It offers a range of training, such as printing and print finishing, office skills, information technology, carpentry and craft, and picture framing.

In addition to personal development planning with guidance and support, training programmes are designed to enable people to work towards vocational outcomes including employment and qualifications to SVQ level. Approximately twenty percent of people are placed in employment after training.

PRIVATE PROVISION

There is no private agency dedicated solely to people with mental health difficulties operating in East Ayrshire. However, a person has been resettled from Ailsa Hospital to a private nursing home in East Ayrshire.

The Social Work Department also makes use of Penumbra in Edinburgh for adhoc respite provision.

SUPPORT GROUPS

Trust a Carer's Connection This organisation is run and co-ordinated by carers for carers of people with mental health difficulties. The group provides support, advice and assistance to carers who experience difficulties in obtaining or accessing services for the people they look after.

Manic-Depressive Fellowship. This organisation provides one outreach worker for the whole of Ayrshire. It is jointly funded by Ayrshire and Arran Health Board, East Ayrshire Council and South Ayrshire Council.

Within East Ayrshire a self-help group is held. In the Cumnock area one-to-one home visits and clinic appointments with clients and carers are provided.

At present premises in the Cumnock and surrounding area are being sought.

The Scottish Huntington's Association In 1999 the Scottish Huntington's Association, Ayrshire Advisory Service was developed, having secured lottery funding for three years. This is a voluntary organisation whose primary role is to provide practical and emotional support to families throughout Ayrshire affected by Huntington's Disease.

It is committed to supply accurate information and education to other professionals working within the community and as such have led seminars based on the expressed needs of community staff.

Currently the group is working with 10 people from East Ayrshire with active symptoms of the disease, one other who has been tested positive, 4 people at risk and 3 carers.

Allies in Change This is a consortium that draws together a wide range of people and organisations who want to see the involvement, participation and inclusion of people with mental health difficulties, their friends and families, promoted and developed. They have developed guidance notes and pamphlets which describe the various organisations involved in mental health services, the language they use, their structure and the expectations of their meetings.

Women's Centre This is a facility run by Women's Aid. They provide practical help and emotional support to the women who attend, for whatever reason. They offer drop-in facilities, childcare help and the availability of places of safety.

ADULTS WITH A LEARNING DISABILITY

HOUSING WITH SUPPORT

A range of supported housing is available to enable people to live independently in their own home with appropriate support.

Accommodation with Support Kilmaurs, Kilmarnock and for Older People with additional needs in Kilmarnock. Working in partnership with other housing providers, a number of supported accommodation properties are now provided in the area. Tenants receive support (over 24 hours daily) and advice to maintain their tenancy. Housing providers are Horizon Housing, West of Scotland Housing Association and Cunningham Housing with care support provided by Hansel Alliance, Thorntoun Ltd and East Ayrshire Council

DAY SUPPORTS

A range of day services is available for individuals across East Ayrshire. These range from day centres, which provides day care and activities for adults to a community-based service providing individual day opportunities that are flexible and responsive to individual needs.

The purpose of day supports is to work with people with learning disabilities to enable them to maximise their potential and life opportunities. It is achieved through training in independence skills (such as cooking, budgeting), accessing social activities, following leisure and recreational pursuits, building relationships, communication skills training etc. Personal and rehabilitative care is also provided when required. It is also recognised that an important element of day services is to provide important respite to family carers.

LOCAL AUTHORITY –

There are currently 4 Local Authority day services providing day opportunities for adults with learning disabilities across East Ayrshire namely:

- Riverside Centre -based in Cumnock - 75 day places (of which 15 places are for people with complex needs)
- Gilliesknowe Centre-based in Dalmellington - 15 day places(does not provide services for individuals with high dependency needs.)
- Hurlford Centre - based in Hurlford - 55 day places (of which 20 places are for people with complex needs)
- Balmoral Road Centre -based in Kilmarnock - 45 day places (for people with a range of needs)

INDEPENDENT SECTOR

Hansel Community Supports was commissioned in 1997 by East Ayrshire Council to provide an Authority wide needs led service for adults and children with learning disability. The focus of this service is to support people in their own homes and develop community networks, and support inclusion.

The service currently supports 65 adults and 20 children across the authority, the project also has a supported living initiative in Kilmaurs, which supports 4 people to live in their own homes.

HOSPITAL BASED SERVICES (Ayrshire And Arran Primary Health Care NHS Trust)

The Dean unit based at Strathlea Resource Centre, Kilmarnock provides day support to six individuals with complex needs. The service is currently able to support six individuals with nursing and therapeutic needs, five days a week. (two of whom live in East Ayrshire)

SUPPORT AT HOME

HOME CARE SERVICES

Currently twenty-one adults with a learning disability receive a home care service in their home. In addition, an number of people receive a community alarm service two of whom also receive support from a hostel warden. Currently services are either provided directly by East Ayrshire Council the service or are commissioned from a range of independent sector agencies.

SOCIAL WORKER FOR MENTALLY DISORDERED OFFENDERS

This post was created to provide an enhanced service to people with mental health problems and/or learning disabilities who had offended. This post provides direct specialist support to offenders going through the criminal Justice system as well as acting as a source of expertise to other workers.

In April 1999 to March 2000, 23 mentally disordered offenders received a service from this worker

SOCIAL WORKER FOR PEOPLE WITH LEARNING DISABILITIES

A social worker post has been established to lead on the hospital discharge arrangements for the 43 people currently in long stay learning disability hospital, who originate from East Ayrshire. One social worker post has been appointed for each council area in Ayrshire

SHORT BREAKS

Short breaks (respite) to people with learning disabilities can be provided either, within the person's home, (supported by the Home Care service), within day centres or within residential resources. Currently people receive respite in their own home. The residential options are as follows.

THE ELMS (THORNTOUN LTD)

The Elms was commissioned in 1998 to provide 8 short break places for adults with a learning disability living within East Ayrshire. The resource is a purpose built unit, providing planned short breaks supporting service users and carers in effectively maintaining placements.

At present services are provided on a residential basis, with each individual having a tailor made short breaks plan of up to six weeks per year.

The service also has a bed available for crisis response as well as planned arrangements.

STRATHLEA AND ARROL PARK RESOURCE CENTRES

Both centres provide in-patient respite care to people with learning disabilities. Six residential respite places available in each resource centre for people with learning disabilities Ayrshire-wide.

COMMUNITY BASED HEALTH CARE

These health services are provided either within the community or on an out-patient basis.

COMMUNITY LEARNING DISABILITY TEAMS

There are currently two Community Learning Disability Teams (CLDTs) operating within East Ayrshire as follows:

- **North East CLDT** covers Kilmarnock and the Irvine Valley area
- **South East CLDT** covers the Cumnock and Doon Valley area

The teams are multi-disciplinary and include Community Learning Disability Nurses, Speech and Language Therapists, Clinical Psychologists, Physiotherapists, Occupational Therapists, Creative Therapists, Dieticians and Consultant Psychiatrists. The teams work primarily with people over the age of 16 years.

FORENSIC TEAM

See Mental Health

INTENSIVE ASSESSMENT AND TREATMENT

The Learning Disability Service has developed an approach to intensive assessment and treatment which aims to maintain people in their own home. The service provides multi-disciplinary input and there is an option for intensive assessment/treatment Within Arrol Park Resource Centre, Ayr on either an in patient/out-patient basis.

HOSPITAL CARE AND REGISTERED ACCOMMODATION

These services continue to be provided within specialist institutions, although work is currently ongoing to review the most appropriate means to provide the required services.

STRATHLEA AND ARROL PARK RESOURCE CENTRES

The learning disability service currently provides in-patient services for people with learning disabilities at Arrol Park Resource Centre in Ayr and Strathlea Resource Centre in Kilmarnock. The in-patient provision is largely continuing care.

There are currently 90 people in Strathlea and Arrol Park Resource Centres. It is estimated that 31 people originate from East Ayrshire.

HOSPITAL SERVICES LOCATED OUTWITH AYRSHIRE AND ARRAN

Currently there are a number of people from East Ayrshire, in other continuing care provision, all of whom will require assessment and care management support prior to any future relocation The number of people known to be from East Ayrshire are as follows;

- Birkwood – 2
- Kirklands – 2
- Lennox Castle – 2
- RSNH - 4

KEY HOUSING

Key housing was commissioned in 1996 to provide accommodation and support for people with learning disabilities.

The project is a registered service which aims to build skills and confidence and work closely with care managers and the Community Learning Disability Teams to promote inclusion and community participation.

16 individuals, 8 of whom were discharged from long stay hospitals and 8 from community placements.

A review of the service model will be undertaken during 2001 that will evaluate the current model and aim to modernise the service.

ENABLE – CATRINE AND ENABLE – HURLFORD

These are registered homes commissioned by East Ayrshire Council to provide accommodation with support to people with complex needs including severe mobility impairments

Catrine has 4 residents and Hurlford has 5 residents

THE FLUSH

The Flush is a private registered home providing accommodation and support to women. The home is located just outside Stewarton. Eight women with moderate needs are currently living within the home. None are funded by East Ayrshire Council

KIRKLEA

Kirklea is a private registered home providing accommodation and support to 19 residents with learning disabilities within Kilmarnock. However only 3 residents have come from within East Ayrshire

NEWHOUSE

Newhouse is a private registered home providing accommodation and support to people with learning disabilities (some of whom have complex needs) within Hurlford. Newhouse has 29 residents of which 5 have come from within East Ayrshire

MUSEUMS AND ARTS PROJECT **'ACCESS TO THE ARTS'**

Is a three year Scottish Arts Council / East Ayrshire Council funded project in partnership with Community Care Division of Social Work. Project cost £21,000 per year and year 1 completed by 31 March 2001. Based in Hurlford Day Centre, Balmoral Road Day Centre, Riverside Day Centre, Carrick View Hostel and Kerrmuir Hostel.

The focus of the project is access and participation for people who cannot be integrated in to mainstream arts activities because of their special needs. Underpinning the project is the need for long term contact between artists and adults with learning disabilities and the project will cater for approx 250 adults. Through this project adults using the day centres would be able to work with two artists from different disciplines every week for thirty weeks per year. The visual arts section of the project will cover crafts, painting, print making and as many other practical applications of visual arts practice as the group can cope with on a yearly basis. The drama section of this project would be based around interaction and communication skills, using movement, co-ordination and vocal skills.

RECREATION SECTION

In conjunction with Hansel Community Support, run an arts and craft group every Saturday afternoon in Bellfield Community Centre. For Children, have run sessions/provided support to National Autistic Society Play scheme at Easter and Summer and have provided support through training, equipment and staff to enable play scheme in Howard Park during the summer.

ENVIRONMENTAL HEALTH AND WASTE MANAGEMENT

Host visits to the recycling centre at Western Road, Kilmarnock and associated talk! activity on recycling for adults and children with learning difficulties. Also organise competition for school children with special needs during National Spring Clean Week. It is the Section's aim to continue this work over the next three years.

PEOPLE WITH A PHYSICAL DISABILITY

SERVICES TO PEOPLE WITH A SENSORY IMPAIRMENT

Department of Educational and Social Services

SENSORY IMPAIRMENT SERVICE

Provide assessment, practical assistance and aids to mobility for people with a visual or hearing loss, for example, aids and adaptations. Access to information and advice for Deaf people through registered Sign Language Interpreters.

Health

AUDIOLOGY SERVICES, AYR AND CROSSHOUSE HOSPITAL

Provides assessment, assistance and rehabilitation to people with a hearing impairment. Information and advice on aids and equipment to assist the hard of hearing. Lipreading classes available at Ayr Hospital.

OPHTHALMOLOGY SERVICES, AYR AND CROSSHOUSE HOSPITAL

Provides information, advice and registration to people with a visual impairment. Links between medical and social services.

Voluntary provision

CUMNOCK & DISTRICT BLIND CLUB

Support for people with a visual impairment for both social and educational purposes. The service covers Cumnock, New Cumnock and all villages of East Ayrshire South.

KILMARNOCK BLIND CLUB

Support to people with a visual impairment for both social and educational purposes. Links with Blind Bowlers Association.

GLASGOW & WEST OF SCOTLAND SOCIETY FOR THE BLIND

Aims to develop talents and abilities of visually impaired people and to encourage and help the achievement of greater independence and control. Offers a help desk facility within Hospitals to provide information at the point of diagnosis of visual impairment. Links between medical and social welfare services can help with this period of adjustment in coming to terms with a visual impairment. Befriending service available.

RNIB SERVICES FOR MULTIPLY HANDICAPPED VISUALLY IMPAIRED PEOPLE

Provides information, help and advice for those working with multiple handicapped visually impaired people. Services designed to meet the needs of people with a visual impairment and/or physical disability.

MACULAR DISEASE SOCIETY

Offers advice, fellowship, information and support for sufferers and their relatives. Groups in Ayr and Kilmarnock.

DEAFBLIND SCOTLAND

Employing a Project Officer to encourage provision of a guide/communicator service to deafblind people. Assessment of individuals and arranging necessary services. To reduce, in any way possible, social isolation.

SENSORY IMPAIRED SUPPORT GROUP

Providing care, information and support for those in the community with a sensory impairment. Volunteer service link with Hearing Concern.

CUMNOCK & DISTRICT DEAF CLUB

Support for people with a hearing impairment for social and educational purposes.

KILMARNOCK DEAF CLUB

Support, information and advice for people with a hearing impairment for social and educational purposes.

SERVICES TO PEOPLE WITH PHYSICAL DISABILITIES (GENERAL)

Services Provided by Department of Educational and Social Services

Services funded by Department of Educational and Social Services

PERSONAL ASSISTANCE SCHEME

Promotes independent living and provides information, advice and support to all who wish to take the option of managing their own self support. Payroll is provided as part of the service.

HEADWAY AYRSHIRE

Headway promotes understanding of all aspects of head injury and provides information, support and services to people with head injuries, their family and carers.

CROSSROADS CARE ATTENDANT SCHEME

Provides help, assistance and relieves stress on persons or families caring for people with a mental or physical disability or elderly persons.

LEAD SCOTLAND

Making an impact on access to educational and volunteering opportunities for adults with physical disabilities.

EAST AYRSHIRE ADVOCACY SERVICES

Advocacy services to people aged 16 – 65 years and live in the East Ayrshire Council area and have a learning disability or mental health problem.

RECREATION SECTION

Via Park School - Sports coaching to children. One Session per week which is organised via School Sport Co-ordinator programme. The aim is to continue and expand this over the next three years.

Hunter Centre special needs group for 6-14 year olds - every Monday night 6-7pm. Activities include games, arts, sports and trips (Not specific to physical disability but for anyone with special needs.)

A Saturday Kids Club is held in conjunction with Hansel Community Support which includes games, arts and sports. The Section encourages integration of children with disabilities into Kids Club Network and provide additional staff and support at venues where necessary.

Within the next three years, it is planned to set up a Kids Club special needs group in Cumnock and / or Patna areas.

ADDICTION

SPECIALIST SERVICES (EAST AYRSHIRE)

Specialist services for alcohol and drug users within East Ayrshire are provided in partnership with the voluntary sector and by the Primary Care NHS Trust. Funding for service provision is provided by East Ayrshire Council and Ayrshire and Arran Health Board.

Ayrshire Council on Alcohol offers information advice and counselling to people with an alcohol problem and also their families and carers. The service is jointly funded with Ayrshire & Arran Health Board, South Ayrshire Council and North Ayrshire Council. Ayrshire Council on Alcohol has attracted New Futures funding to set up the 'Positive Steps' project which works with young people with an addiction problem 16-35 towards making them 'employment ready'.

The Bridge Project at Kilmarnock and Cumnock offers information advice and counselling to drug users and their families and carers. The service is jointly funded with Ayrshire & Arran Health Board.

SPECIALIST SERVICES (AYRSHIRE WIDE)

HEALTH

Detoxification beds at Crosshouse Hospital – 6 beds (5 alcohol and 1 drugs) are allocated for in patient detoxification. The beds offer detoxification for patients who are not suitable for home detoxification due to poor physical or mental health or other reasons.

Home Detoxification team – offers assessment, counselling, support and advice throughout the patient's detoxification at home.

Dual Diagnosis team – offers assessment, support and advice for people with a mental health problem and an active substance related problem.

Dual Diagnosis Team, Loudoun House – offers residential rehabilitation to people with dual diagnosis.

Harm Reduction Team, needle exchange – offers services to injecting drug users and their families in their homes or at static sites across East Ayrshire.

Additionally it has been agreed that the Harm Reduction Team will support the development of Needle Exchange facilities within the Bridge Projects in Kilmarnock and Cumnock.

Harm Reduction Team, HIV and Hepatitis Counselling and testing – staff provide confidential counselling and testing for people of 16 years and over. The focus is on injecting drug users.

The Information and Research Team offers a wide range of information and resources to professionals and the general public.

Substitute Prescribing Service – the programme is operated by the Primary Care Trust in conjunction with the Bridge Project Kilmarnock and Cumnock, supported by medical staff.

Pharmacists – are contracted to provide needle exchange and dispensing of methadone and other drugs.

EAST AYRSHIRE COUNCIL SOCIAL WORK

Social Work staff in a range of settings including Children and Families, Criminal Justice and Community Care engage with significant numbers of individuals with addiction problems via the assessment and care management processes.

There is no direct specialist Social Work service provision. Social Work budgets are used to fund (jointly with health) the Bridge Project and Ayrshire Council on Alcohol which provide information, advice and counselling to people with addiction problems.

A 0.5 wte Service Officer post is located within the Community Care Section to coordinate planning activity in relation to addiction and to monitor Service Level Agreements with the Bridge Project and Ayrshire Council on Alcohol.

Criminal Justice Social Work Services in East, North and South Ayrshire have secured funding from the Scottish Executive to employ an Addiction Development Worker and Project Assistant to coordinate improvements in addiction assessment, develop intervention programmes that maintain a clear focus on the misuse of alcohol and drugs and offending behaviour, improve partnerships ensuring alignment of service delivery with other agencies and to promote the Criminal Justice perspective in the planning of addiction services. This post is funded until 31st March 2002.

HOUSING

The Department of Housing and Technical Services works proactively with other agencies to support individuals with addiction problems in managing their tenancies.

EDUCATION.

East Ayrshire Council Department of Educational and Social Services has developed an Education Action Plan, which aims to ensure the appropriate provision of Drugs Education and preventative work within schools.

COMMUNITY SERVICES - COMMUNITY SAFETY SECTION

The Community Safety Section is a member of the East Ayrshire Drug and Alcohol Forum. The group meets bi-monthly and invite those people who have an interest in the topic (or are ex users) —investigating ways of promoting healthy life styles, which facilities! services are available for people with drug and alcohol problems.

SOCIAL INCLUSION.

A range of initiatives are currently being funded or developed via Social Inclusion Partnership funding secured from the Scottish Executive:

Alternatives to Addiction - The Bridge Project is funded to work with individuals and groups at risk of becoming involved in addiction to promote and encourage their participation in positive alternatives.

Kids Club Network – The Kids Club Network has been funded to develop an interactive anti – drugs video with associated training for staff and volunteers.

Youth Diversion –a multi-agency initiative led by the Bridge Project of early intervention and an integrated system of counselling and information provision for young people identified as being at risk of developing a career in drug misuse

Doon Valley Initiative –increased provision in the Doon Valley by the Bridge Project to counter the effects of rurality which mitigate against the uptake of services.

Right Here – Right Now – to raise awareness of issues surrounding the dangers of misusing drugs using drama and music to promote alternatives to addiction.

Needs Assessment – undertaking of a needs assessment to identify the extent and nature of drug misuse within the SIP area.

On line Information and Counselling – provision of ‘on line’ information and counselling services linking statutory and voluntary agencies and communities across the SIP area via information technology. This partnership development is being led by YIPWorld. COM

Public Information – increasing the range and quality of public information available to drug users and their families and carers.

AGENDA