

**Report To:** Partnerships Scrutiny Committee

**Date of Meeting:** 8 November 2012

**Lead Member / Officer:** Cllr Bobby Feeley / Phil Gilroy Head of Adult Services

**Report Author:** Mike Bell, EDT Regional Co-ordinator

**Title:** Joint Out of Hours Emergency Duty Service

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**1. What is the report about?**

This report informs Members on the progress of the North East Wales Emergency Duty Team (NEWEDT).

**2. What is the reason for making this report?**

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

- Feedback from a workshop held to Review the Service Operational Model.
- Request by Conwy County Council to become a Member of the NEWEDT Information and Systems.
- Review of 2011 -12 Service Outcomes and Performance Indicators
- Key Service Objectives 2012-13

**3. What are the Recommendations?**

That Scrutiny Committee consider and comment on the report and attached Performance Management Information

**4. Report details.**

**Introduction**

- 4.1 NEWEDT provides an emergency social work service for the counties of Wrexham, Flintshire and Denbighshire during the hours when mainstream services are closed. The Service, managed and based in Wrexham, became operational in June 2008 serving the three Partner Local Authorities.
- 4.2 A review of the Service Operational Delivery Model took place in November 2011 involving the Partner Authorities. The focus of the meeting incorporated service strategy; governance arrangements; organisational structure and management accountability, including consideration given to potential efficiency savings.

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

Further analysis of differential usage by Partner Authorities and need to explore and find agreed formula for apportioning Service Costs between Partner Authorities.

- Written Agreement in respect of delegated Management Responsibilities of EDT Regional Co-ordinator.
- Need to agree common format and content for reports to Scrutiny Committee.

All the above Action Points are being progressed.

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

4.4 Conwy County Council have requested to become Partners in the NEWEDT

4.5 Following agreement at the Partnership Operational Management Board on 1 June 2012 a Consultant has been interviewed and commissioned to complete a business case on behalf of the Partner Authorities with the main focus being the feasibility of a proposed enlargement of the current Partnership and thorough analysis of risk.

#### **Information and Systems.**

4.6 Further enhancement of information systems was achieved with the implementation of a new enhanced electronic data set which captures performance activity which in turn will inform future planning and Service strategy to better target resource allocation.

4.7 EDT staff underwent Paris refresher training, with it also planned for them to undergo Adult Protection module (Raise) in Autumn 2012.

4.8 **Review of 2011 -12 Service Outcomes and Performance indicators**

We have:

- Consistently provided an emergency social work response including a safe service to the three Partner Authorities.
- Service delivered within budget.
- Effective and appropriate use of Out of Hours legal advice service utilised on two occasions as per Climbie recommendations.
- Legal Update of NEWEDT Policies and Procedures completed.

#### 4.10 Performance Data

PI Ref	Indicator	2011/12 Target	Actual Team Performance 2011/12	2012/13 Target	Actual Team Performance 2012/13 Qtr 1 & 2
EDT 1	NEWEDT bilingual Complaints, Comments and Compliments Audit. Positive/Negative	95%	96% Positive 4 % Negative	95%	99.92% Positive 0.08% negative
EDT 2	Percentage of supervision and appraisals completed within timescale.	90%	88%	90%	92%
EDT 3	Sickness/Absence	70%	67%	80%	78.95
EDT 4	Staff Training	98%	96%	95%	91%
EDT 5	Percentage of service user ethnicity recorded.	70%	49%	70%	80.76% Qtr 1
EDT 6	Percentage of Child Protection Register checks successfully completed.	99%	98%	100%	91.07% Qtr 1
EDT 7	Percentage of Section 136 requests responded to within 2 hours.	95%	92.4%	95%	96.74 Qtr 1
EDT 8	Percentage of calls answered by Out of Hours.	83%	91.68	85%	87.92 Qtr 1

#### 4.11 Key Service Objectives 2012 -13

- Implement and carry out action points from Review of Service feedback from Workshop held with Partner Authorities .
- Continue to work towards meeting Inspectorate Standards identified in 'Open all hours' document, including Quality Assurance measures
- Review and Update Service Continuity Plan
- Service Review of Chester Care (Call Centre)
- Continue to develop working practice, protocols and formalise them between EDT and Partner agencies (Police, Health, ambulance service).
- Deliver Service within Budget.

#### 5. **How does the decision contribute to the Corporate Priorities?**

NEWEDT provide services that protect vulnerable people living in Denbighshire.

#### 6. **What will it cost and how will it affect other services?**

A review of the funding arrangements based on a proposed revised formula, to be agreed by the Partners, could lead to potential efficiencies for Denbighshire.

#### 7. **What consultations have been carried out and has an Equality Impact Assessment Screening been undertaken?**

The NEW EDT Regional Coordinator and Team Manager have undergone Equalities Management Training. The following have been Implemented:

- The EDT enhanced log is set to capture data on a broad range of Minorities Groups.
- NEWEDT Policies & Procedures have undergone Equalities Screening.
- EDT staff Equalities refresher training set for Quarter 3

**8. Chief Finance Officer Statement**

There are no financial implications arising directly from this report.

**9. What risks are there and is there anything we can do to reduce them?**

There are no risks arising directly from this report.

**10. Power to make the Decision**

This report is for information only.