
ARGYLL AND BUTE COUNCIL

BUTE AND COWAL AREA COMMITTEE

COMMUNITY SERVICES

3RD FEBRUARY 2015

**SENSORY IMPAIRMENT
SERVICE DEVELOPMENT UPDATE**

1.0 EXECUTIVE SUMMARY

The main purpose of this report is to advise Members of the progress in reducing Sensory Impairment waiting lists and providing a good quality responsive service to those with a sensory impairment in Argyll.

**SENSORY IMPAIRMENT
SERVICE DEVELOPMENT UPDATE**

2.0 INTRODUCTION

The Argyll and Bute Sensory Impairment (SI) Team provides a service to those with Hearing and Visual Impairment across Argyll and Bute. The report is an update to inform elected members of our progress since September 2014 in reducing our waiting lists and providing a good quality responsive service to those with a sensory impairment in Argyll.

The team consists of:

- 1 Visual Impairment Social Worker
- 1 Visual Impairment Rehabilitation Officer
- 1 Hearing Impairment Social Worker
- 2 Part time admin support officers (Job share)

Our current waiting lists for assessment are:

Visual Impairment

Area	Awaiting Assessments 08/01/2015
Islands	3
Campbeltown	9
Oban	5
Helensburgh	9
Lochgilphead & Mid Argyll	10
Bute	4
Dunoon	13
Total	53

Hearing Impairment

Area	Awaiting Assessments 08/01/2015
Islands	3
Campbeltown	0
Oban	0
Helensburgh	13
Lochgilphead & Mid Argyll	2
Bute	5
Dunoon	2
Total	25

We continue to work our way through prioritising the outstanding assessments and to manage the ongoing demand of referrals received within this period. (See below).

Referrals to date

Date	Vision	Hearing	Dual loss
09/09 – 30/09/14	11	11	0
01/10 – 31/10/14	18	13	(3)
01/11 – 30/11/14	12	3	0
01/12 – 31/12/14	6	10	(1)
01/01 – 08/01/15	8	3	0

We have received 1 complaint since I last reported in October 2014 which has been fully investigated and support has been offered where appropriate.

3.0 RECOMMENDATIONS

As previously reported at the October Area Committee, The National Sensory Impairment Strategic Framework or the 'See Hear' strategy sets out the need for all authorities to plan to meet increasing demand and future needs of people with a sensory impairment in Scotland.

We in Argyll and Bute are taking a partnership, multi- agency approach to service development and continue with a series of workshops to work through the agreed action plan. There have been two workshops so far which have been attended by service user's representatives, carers, community representatives, social work, allied health professionals the third and voluntary sectors, to look at the needs of Argyll and Bute.

4.0 DETAIL

Please see action plan for development so far which is a work in progress.

Action	Progress	RAG
Service user Questionnaire	Hearing Loss UK shared Arran & Ayrshire version and NDCS already has one in use so we can consider what is best for Argyll and Bute.	Amber
National and local communication and media coverage	There is a plan for a national awareness raising article supported by the government but developed by 3 rd sector. Argyll and Bute can then make use of this locally as appropriate and include any local info we require	Amber
SI Training	Currently looking at various options including e-learning but this needs to be developed nationally. Business cases to National Leads for financial support to be considered to develop an online resource. Then need to discuss the requirement for other levels of training and how this can be delivered and by whom.	Amber
Data sharing	Need to discuss in public sector how to collect appropriate SI information and engagement requirements for all service users.	Amber
Peer Support Structures in Argyll and Bute	3 rd sector already indicated there are several groups and activities happening within Argyll and Bute but need to map these and then identify gaps as well as how to get access to these services.	Amber

5.0 CONCLUSION

Argyll and Bute needs to support those with a sensory impairment to live full, active independent lives. We need to ensure we are best placed to provide a robust service and the best way to deliver that is in a co-productive partnership approach to service delivery.

6.0 IMPLICATIONS

- 6.1 Policy The National Sensory Impairment Strategy
- 6.2 Financial See Hear funding is attached to service Development
- 6.3 Legal NA
- 6.4 HR NA
- 6.5 Equalities To promote equal opportunities for those with a sensory impairment to live long, full and active lives.

6.6 Risk NA

6.7 Customer Service NA

Executive Director of Community Services
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23rd January 2015

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