

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK & HEALTH COMMITTEE - 10 DECEMBER 2007

REPORT ON: PERFORMANCE INSPECTION; DUNDEE CITY COUNCIL SOCIAL WORK DEPARTMENT

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 644-2007

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to report on the outcome of a performance inspection of social work services undertaken by the Social Work Inspection Agency during 2007.

2.0 RECOMMENDATIONS

It is recommended that the Social Work Health Committee:-

- 2.1 Note the contents of the report
- 2.2 Instruct the Director of Social Work to prepare an action plan by February 2008

3.0 FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications at this stage.

4.0 MAIN TEXT

- 4.1 Background

- 4.1.1 The Social Work Inspection Agency (SWIA) was launched on 31 May 2005. Its role is to scrutinise social work services provided by or on behalf of local authorities. SWIA aims to be a leader in promoting and disseminating good practice. Its approach places those people who use services at the heart of the inspection process. SWIA's inspection practices are robust, objectively delivered and publicly reported.

SWIA undertakes the following functions:

- inspection, review and reporting across social work and social care services;
- and aspect evaluations of social work and social care services;
- commissions from the Scottish Ministers, relevant departments of the Scottish Executive and other bodies; and
- provision of professional advice to Scottish Ministers and others.

SWIA's exercise of these functions is independent and impartial but it remains directly accountable to Scottish Ministers for the standards of its work.

4.1.2 The Inspection Process

This inspection is part of a three year programme of performance inspections that will be carried out across all 32 local authorities.

The inspection focused on 10 key areas of the Department's Performance:

- Outcomes for people who use services;
- Outcomes on people who use services and other stakeholders;
- Impact on Staff;
- Impact on the Community;
- Delivery of key processes;
- Policy and service development, planning and performance management;
- Management and support of staff;
- Resources and capacity building;
- Leadership; and
- Capacity for Improvement.

During the inspection process SWIA issued 500 questionnaires to staff: 500 to service users; 500 to carers and over 80 to partner organisations. They read 100 service users files over a one week period and in addition to this undertook 104 meetings and focus groups during a 2 week fieldwork visit.

4.2 Inspection Evaluation

Area for evaluation	Rating
Outcomes for people who use services	Good
Impact on people who use services and other stakeholders	Good
Impact on staff	Very Good
Impact on the community	Good
Delivery of key processes	Adequate
Policy and service development, planning and performance management	Good
Management and support of staff	Very Good
Resources and capacity building	Adequate
Leadership	Good
Capacity for improvement	Good

The report stated.

- *The department worked hard to develop operational partnerships in child protection and youth justice*
- *Service users in touch with the community mental health team said that they were getting a good service that helped them to lead lives that are more independently*
- *People in Dundee who use services were generally very positive about their experiences*
- *Our staff survey found high levels of motivation and job satisfaction*
- *There was a clear political and operational aspiration to deliver services in local areas*
- *There was good evidence that processes were having the desired effect, for example in the reduction of waiting time brought about by the first contact team or in the number of young people who are persistent offenders.*
- *The department had clear strategic leadership underpinned by sound planning and well-written policy documents*

4.3 Inspection Recommendations

There were 12 recommendations from the report these are detailed in Appendix I.

4.4 Future Requirements

An action plan to address the recommendations in the report will be completed within the next three months. This will be undertaken in consultation with the lead inspector. The report will be submitted to the Social Work and Health Committee by February 2008.

5.0 POLICY IMPLICATIONS

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues identified.

6.0 CONSULTATION

- 6.1 The Chief Executive, Depute Chief Executive (Finance), Depute Chief Executive (Support Services) and the Head of Finance have been consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

- 7.1 The following document was relied upon in the preparation of this report: Social Work Inspection Agency, November 2007, Performance Inspection of Dundee City Council Social Work Services.

Alan G Baird
Director of Social Work
23rd November 2007

Outcomes for people who use social work services

1. The department and its partners should make sure that the throughcare service delivers better outcomes in education, employability and accommodation for young people who have left care.
2. The department should improve its performance in providing SCRA with reports on time.
3. The department should review with its partners its performance against 'The same as you?' in order to identify how it can improve from the present position, especially with regard to employment opportunities.

Delivery of key processes

4. All older people living in care homes should have annual reviews and updated needs assessments.

Policy and service development, planning and performance management

5. The local authority must work with its partners in health to ensure that there is sufficient capacity in older people's services to reduce waiting lists for services and further shift the balance of care to the community.
6. The department should review its existing approaches to engaging carers to make sure that it harnesses the knowledge and expertise they offer.
7. The department and its partners must ensure that all relevant users of community care services get the benefits of a single shared assessment.

Resources and capacity building

8. The local authority should ensure that its service plans link to available resources identified in financial plans.
9. The department should ensure that elected members have the opportunity to scrutinise partnership financial information.
10. The department should make sure that it creates an up-to-date risk register integrated with the service plan and incorporating risk management arrangements.
11. The department should review its client information systems with a view to striking the correct balance between accessibility of information and protecting sensitive data about individuals and families
12. The department should develop a commissioning strategy for its community care and children's services.