

DUNDEE CITY COUNCIL

REPORT TO: Social Work Committee – 23 October 2006

REPORT ON: Customer Care Officer Annual Report

REPORT BY: Director of Social Work

REPORT NO: 581-2006

1.0 PURPOSE OF THE REPORT

1.1 This is the first annual report to be prepared by the Customer Care Officer. The report seeks to inform members about the work of the Customer Care Officer which aims to improve customer service and consultation throughout the Social Work Department.

2.0 RECOMMENDATIONS

It is recommended that the Social Work Committee:

2.1 approve the content of this report;

2.2 instruct the Director of Social Work to publish an integrated annual report on the work of the Customer Care Officer which also contains information on the operation of the departmental compliments and complaints policy and;

2.3 instruct the Director of Social Work to work towards achieving the National Charter Mark award. Charter Mark is awarded to organisations who achieve high standards of customer care and consultation.

3.0 FINANCIAL IMPLICATIONS

3.1 The financial implications arising from this report will be minimal and will be contained within existing resources.

4.0 SUSTAINABILITY IMPLICATIONS

4.1 This report does not directly impact on the Council's Sustainability Policy.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 The Customer Care Standards apply to all care groups, their carers and their representatives.

6.0 MAIN TEXT

6.1 The Social Work Department has substantial customer contact at what can be an intensive level, meeting and supporting people who rely on a professional and caring approach often under very difficult circumstances. In order to maintain a professional approach in our dealings with the public a policy decision was made to introduce Customer Care Standards for Dundee City Council Social Work Department.

These standards were developed through an extensive consultation process both internal and external, which included focus groups of service users. All staff in the Department were invited to comment on the draft standards and the final version reflected the views and comments received. The draft standards were also made available to the general public including existing customers of the social work department through publication on the council's website. The Social Work Committee approved the Social Work Customer Care Standards in August 2004 (2004-578).

The Customer Care philosophy of "listen, learn and improve" has been adopted throughout all social work services and the Customer Care Officer is involved in a range of activities which ensure that the Social Work Department applies this philosophy in practice.

These activities are detailed in the Customer Care Officer's Annual Report (Appendix 1). This report is part of our performance management framework and it outlines the main actions taken in the areas of gathering customer feedback and the implementation of the Customer Care Standards. Much of this information is gathered from a range of surveys which are designed using good practice guidelines.

Most of the results from the surveys are encouraging but others do set the Department a challenge. Some key findings are detailed below.

Young Peoples Survey

This survey was designed to ascertain the progress which had been made in meeting challenges set by young people in residential units.

The survey was distributed by staff to young people in residential units in Dundee. It was completed by a total of 12 young people.

Main Findings.

- 100% of young people regularly spent one to one time with a worker.
- 75% of young people regularly attended young peoples' meetings in the units
- Between 80% and 100% of young people (depending on location) were able to influence the decoration of their rooms and the layout of furniture.

Carers Assessment Survey

This questionnaire builds on original research undertaken and described in 'A Report for the Community Care Management Team on the future for Dundee's Unpaid Carers' (Strategy and Performance Service, 2005).

One of the recommended areas for development was 'further research on local carers' experience of and satisfaction with their carers' assessments and any agreed outcomes.'

As a result of this recommendation a questionnaire was designed which allowed carers to comment on the experience of being assessed and on the outcomes of the assessment.

The questionnaire was created in consultation with community care managers and was issued by post to all carers who had been assessed using the carers' assessment form between January and December 2005.

A total of 120 questionnaires were sent out. 43 were returned representing a 35% return rate.

Main Findings

- 85% felt that they had enough information to prepare them for the assessment
- 78% of carers were fairly or very satisfied that the assessment considered both their willingness and their ability to provide care
- the assessment process achieved its objective in 75% of cases;
- 76% were satisfied that the assessment identified the help needed by carers in order to continue caring
- 78% of carers were fairly or very satisfied with the assessment process
- 59% of those who received services following assessment reported that this had made a difference
- 61% had been informed of the outcome of the assessment
- 47% said that no arrangement had been made to review the assessment.

There are plans to take further action to address the needs of carers and to improve on the performance identified by the survey.

Customer Care Standards Survey

This questionnaire was designed to assess performance against the Customer Care Standards which were approved by the Social Work Committee in August 2004.

The 5-question survey was designed for administration by telephone. Callers to the Social Work Access/First Contact Team were called back and asked to rate the quality of the service they received on a 4-point satisfaction scale (very dissatisfied; fairly dissatisfied; fairly satisfied; very satisfied). A total of 100 people were contacted 90 of whom participated.

Main Findings

- 96.7% of respondents were fairly or very satisfied with the speed of answering the phone
- 92.2% of respondents were fairly or very satisfied with the overall level of helpfulness displayed by staff
- 91.1% of respondents described themselves as fairly or very satisfied with the level of understanding of their needs
- 84.4% described themselves as fairly or very satisfied with the length of time it took to reach someone who could help
- 90% were fairly or very satisfied with the outcome of their first contact with the Social Work Department.

The initial surveys have helped the Department to establish baselines and targets for improvement. The results of the surveys are reported to management teams who then decide on the actions necessary to achieve improvement. The Strategy and Performance Service will monitor these actions and carry out further surveys to provide trend over time information and so monitor continuous improvement.

Additional areas of work detailed in the report include:

- team development and training
- the preparation of information leaflets
- the preparation of a customer charter and,
- the maintenance of a database of complaints and compliments.

The report also sets out the main priorities for the Customer Care Officer in the year ahead. These activities have been highlighted as part of a process of continuous improvement that is

informed by staff and service user consultation. Progress against these priorities will be reported to elected members in the next annual report.

7.0 CONSULTATION

7.1 The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Assistant Chief Executive (Community Planning) were consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

8.1 None.

Alan G Baird
Director of Social Work

Date: 16 October 2006

**DUNDEE CITY COUNCIL
SOCIAL WORK DEPARTMENT**

STRATEGY AND PERFORMANCE SERVICE

CUSTOMER CARE SERVICE ANNUAL REPORT

2005/06



STRATEGY AND PERFORMANCE SERVICE

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Introduction

Dundee City Council Social Work Department's Customer Care Service consists of a half time Customer Care Officer with half time administrative support. The Service is based within the Strategy and Performance Service on Floor 7, Tayside House.

As a result of a Best Value Review, the Department established a Strategy and Performance Service in the summer of 2003. Staff in the Service ensure that the Department has a co-ordinated and cohesive approach to the planning, development, delivery, monitoring and evaluation of services provided for people in need. This includes a responsibility to support the operation and implementation of the complaints process and the gathering of required statistical information. The Service has a key responsibility to make certain that achieving better outcomes for people is at the centre of all that the Department does. The Service works in close cooperation and collaboration with operational colleagues and with those involved in partner agencies and organisations.

This report provides an overview of the work of the Customer Care Service over the last year in relation to key areas of the work of the Service. It outlines the main actions taken in the areas of gathering customer feedback and the implementation of the Customer Care Standards. The report details some of the priorities for the coming year. This report does not cover the work done by the Customer Care Officer in respect of complaints and compliments which has been the subject of a previous report (235-2006). It is proposed that, in future years, one composite report will be provided to committee on the work of the Customer Care Officer.

Legislation and Policy Framework

The Customer Care Service is supported by a legislative and policy framework. Local Authorities are required to consider any complaints made regarding the discharge of their social work function. This requirement is detailed in Section 5A of the Social Work (Scotland) Act 1968 as amended by Section 52 of the National Health Service and Community Care Act 1990.

Revised guidance issued by the Scottish Office in 1996 (SWSG5/1996) encourages councils to publish information about the complaints they receive and how they respond to them. This arrangement helps councils to assess the quality and effectiveness of their social work services.

The Local Government in Scotland Act, 2003 requires councils to provide services under the principles of Best Value. A significant part of the Best Value agenda is about customer focus and delivering services that improve outcomes for service users. The Best Value regime also promotes the principle of continuous improvement. In order to meet the principles of Best Value it is essential that we use the experiences of our customer to inform the continuous improvement and future planning of services.

Surveys and Questionnaires

As a Department we are committed to seeking and using the views of service users in order to demonstrate Best Value by continuously reviewing and improving services. Research has been undertaken in this area and a range of surveys and questionnaires has been developed, some of which are presently being piloted in certain service areas.

Some of the questionnaires use a traditional rating scale. These yield quantitative information which may allow for comparisons between service areas or can be used to measure performance over time. Whilst there are strengths and drawbacks in using this form of scale, they do allow for an approach that achieves consistency over time. In other words an improvement on measures over time is likely to represent an improvement in user perceptions.

Other survey methods utilised are the semi-structured interview and the self-completion questionnaire. These yield qualitative information which although more difficult to analyse, gives an insight into the experience of service users.

The context for these initiatives is found in the Social Work Department Service Plan 2003-007 - Strategic Statement for the Strategy and Performance Service-

- ***'we must be better able to seek the views of service users to help us improve services'***
- ***'we will be extending the use of consumer and staff surveys to assist service planning, development and review'***

The surveys can also serve as a measure of 'the impact on people who use our services' as described in the Social Work Department's Performance Improvement Model. The questions asked in this model form a significant component of our departmental Performance Management Framework.

Completed Surveys

▪ Young Peoples Survey

This survey was designed to ascertain the progress which had been made in meeting challenges set by young people in residential units. The challenges arose from issues identified in a consultation with the young people which was carried out by the Children's Rights Officer at the time of an external consultant's Review of Residential Childcare in 2003.

The challenges covered a diverse range of issues from the involvement of young people in groupwork to the influence young people can have on their environment. The survey built on the commitment within residential childcare services to improve on their consultation with young people and the involvement of young people in the day-to-day running of the service and in plans for future service improvement.

The survey was distributed by staff to young people in residential units in Dundee. A total of 12 young people completed the survey and the main findings are outlined below.

Main Findings

- 100% of young people regularly spent one to one time with a worker.
- 57% of young people spent some time in group work with a worker and other young people.
- 75% of young people regularly attended young peoples' meetings in the units
- Between 80% and 100% of young people (depending on location) were able to influence the decoration of their rooms and the layout of furniture.

Residential childcare services welcomed the findings, which will be used by the Management Team to inform planning and monitor the effectiveness of improvements.

▪ **Carers Assessment Questionnaire**

This questionnaire builds on original research undertaken and described in 'A Report for the Community Care Management Team on the future for Dundee's Unpaid Carers' (Strategy and Performance Service, 2005).

One of the recommended areas for development was 'further research on local carers' experience of and satisfaction with their carers' assessments and any agreed outcomes.'

As a result of this recommendation a questionnaire was designed which allowed carers to comment on the experience of being assessed and on the outcomes of the assessment.

The questionnaire was created in consultation with community care managers and was issued by post to all carers who had been assessed using the carers' assessment form (D3) between January and December 2005.

A total of 120 questionnaires were sent out. 43 were returned representing a 35% return rate. The main findings from analysis of the responses are as follows: -

Main Findings

- 85% felt that they had enough information to prepare them for the assessment
- The assessment process achieved its objective in 75% of cases
- 78% of carers were very or fairly satisfied that the assessment considered both their willingness and their ability to provide care.

- 76% were satisfied that the assessment identified the help needed by carers in order to continue caring.
- 76% were satisfied that the assessment identified the help needed by carers in order to continue caring.
- 78% of carers sampled were very or fairly satisfied with the assessment process.
- 59% of those who received additional services reported that this had made a difference
- 61% had been informed of the outcome of the assessment
- 47% said that no arrangement had been made to review the assessment

The report has been made available to the Community Care Management Team and will inform service planning by setting baselines for improvement.

▪ **Customer Care Standards Questionnaire**

This questionnaire was designed to assess performance against the Customer Care Standards which were approved by the Social Work Committee in August 2004. This project was originally a joint venture between the Access/First Contact team, the Customer Contact Team and the Customer Care Officer. Some changes to the structure of the project were identified at an early stage.

The 5-question survey was designed for administration by telephone using SPSS for Windows a statistical package which enables comprehensive statistical analysis. This allowed the administrator to input the responses straight into the system.

Callers to the Social Work Access/First Contact Team were called back and asked to rate the quality of the service they received on a 4 point satisfaction scale (very dissatisfied; fairly dissatisfied; fairly satisfied; very satisfied). A total of 100 people were contacted 90 of whom participated. This gave a statistically valid quantity which allowed for the identification of trends which highlight strengths and areas for improvement.

Main Findings

- 96.7% of respondents were fairly or very satisfied with the speed of answering the phone (57% very satisfied);
- 92.2% of respondents were fairly or very satisfied with the overall level of helpfulness displayed by staff (40% very satisfied);
- 91.1% of respondents described themselves as fairly or very satisfied with the level of understanding of their needs (41% very satisfied);
- 84.4% described themselves as fairly or very satisfied with the length of time it took to reach someone who could help (36% very satisfied);
- 90% were fairly or very satisfied with the outcome of their first contact with the Social Work Department (39% very satisfied).

The Access and First Contact teams are the first port of call for members of the public seeking information or hoping to access a service. Staff who receive these calls must

attempt to identify the specific needs of callers and ascertain the kind of help or information required. Callers are then forwarded to the appropriate person within the appropriate service area.

The above figures suggest that the Customer Care Standards are being implemented in practice. They also suggest that the vast majority of people who contact the Social Work Department are satisfied with the five aspects of customer care which have been surveyed. The results will be presented to the appropriate management teams for any improvements actions to be identified. The results will be used by the management teams to establish baselines against which performance targets will be set and monitored.

Surveys Currently in Progress

▪ Looked After Children-Parental Information

Semi-structured interviews are undertaken which seek to find out if parents are being given the information they need - information which helps build continuity of experience for the child/young person who is looked after.

The interview is designed to reflect the Children's Services customer satisfaction measures contained in the Service Plan 2003-2007. The use of an open format style allows for fuller answers and an opportunity for reflection. The selection of areas of enquiry has been informed by the views expressed by parents and carers in a series of focus group meetings held at family support centres.

In the future this information will help to find out if the standards described in the information leaflets for parents (described below) are being met.

At present Review Officers are passing contact details of those parents/carers who are willing to be interviewed, to the customer care officer. The aim is to interview 10% of the population in any one year of parents/carers of children looked after in foster care. This will provide a source of customer feedback from a traditionally hard to reach and frequently disaffected group of service users.

▪ Older People in Residential Accommodation

This was identified as an area of enquiry in the customer satisfaction initiatives contained in the Service Plan 2004-2007. Other documents consulted were: -

- Economic Social Research Council (ESRC) Society Today L480254023
- A Review of the Quality of Care Homes in Scotland 2004 - The Care Commission

The manager and staff of Turriff House (a residential home for older people) worked with the Customer Care Officer to develop a questionnaire which would give information

about the experience of being a resident in the home. A version of the survey was created for use by friends and relatives on their own behalf or on behalf of the resident

The areas of enquiry were

- Moving In
- Daily Life
- Activities
- Meals
- Social Events
- Going Out
- Complaints/Concerns
- Money Matters
- Customer Care Matters

A total of twenty residents and four relatives and friends were interviewed. Four friends and relatives also returned the questionnaire by post.

The survey was completed at the end of August 2006 and a report is being prepared for the Community Care Management Team.

Surveys Prepared Awaiting Implementation

- **Carers Assessment Staff Questionnaire**

This questionnaire has been devised to give community care managers detailed information about the use of the carer's assessment Form D3. It has been designed to elicit in depth information from staff and other users of the form which will inform a review of the documentation. Responses to certain questions will allow us to review the way the form is utilised and how the information gathered by the form is translated into actions which will benefit service users. This survey will be issued to community care and health service staff in autumn 2006.

- **Quick Quiz**

Related to the above survey is a four part quick quiz. This has been devised as an informal way of familiarising workers with the sometimes complex and detailed legislation and departmental policy regarding carers' assessments. The quiz can be used at team meetings or at staff development sessions.

- **Generic Social Work Services Questionnaire**

This questionnaire has been designed to survey the views of social work service users receiving a range of services. It will yield quantitative information, which will allow for the identification of trends which will indicate areas of strength and those areas requiring improvement.

Several of the areas of enquiry selected allow us to monitor the implementation of customer care themes including the efficiency of the service, effective communication and the demonstration of positive attitudes. Other areas of enquiry reflect the values held within all social work service areas as well as the social worker attributes which were identified by service users as being important to them (Skinner, 2001).

In co-operation with the Children's Rights Officer young people are being consulted with a view to creating an appropriate version for their use. The questionnaire is designed to be used at case closure and can be administered by the social worker or by the Customer Care Officer. Completed questionnaires will be returned to the Customer Care Officer for analysis.

It is essential to enlist the support of operational managers in order to pilot this questionnaire and this will be an area for development over the coming months. Once piloted it is hoped that it can be rolled out across appropriate service areas and will provide an ongoing source of feedback, highlighting strengths and areas for improvement.

Customer Charter

The Customer Charter has been designed in response to a need expressed by Community Care managers for a document that gives service users a summary of the services we provide and the standards of contact they can expect.

The Care Commission requires that users of services which are subject to Care Commission inspections have immediate access to information about making complaints. Staff were concerned that handing over a complaints leaflet at first contact might give an unnecessarily negative impression and might encourage low expectations. In response to this concern a booklet has now been drafted which gives a fuller description of social work services and standards.

A full consultation with staff, customers and other stakeholders helped to influence the content of the Customer Care Standards. The Customer Charter developed from the principles of the Customer Care Standards. It embraces the spirit of the Customer Care Standards whilst ensuring that information is presented in a clear and concise manner which is accessible to service users.

The Customer Charter advises service users of: -

- The services offered by the Social Work Department.
- The standards they can expect when using our services.
- How they can contact our services.
- How they can let us know what they think about our services.
- How to make a complaint if they feel that service standards are not met.
- How to pay a compliment or make a suggestion.

The Charter underlines the Department's commitment to customers through principles of accessibility, respect, effective communication, involvement and partnership and is a further expression of the Department's customer care philosophy of, 'Listen, Learn and Improve'. Consultation on its contents is in progress and a draft of the Charter is attached to this report.

Leaflets

A range of leaflets has been designed which will give parents the information they require when their children are looked after. The content of these leaflets has been influenced by:

- Outcomes from a series of mini focus groups held with parents at Bruce Street and Lochee Family Support Centres. The groups stated that they wanted information about what was going on in their children's lives including their child's health, mood, any illness or accidents, how their child eats and sleeps, other members of the household, activities and friends.
- The National Care Standards foster care and family placement services (Promoting Good Quality care - standard 2).

'You know the agency has arrangements in place to make sure that there are appropriate links between you, the foster carer and your birth family'

'You know that the agency monitors your foster carer's ability to help you to keep up family contacts and friendships, as set out in your care plan, and that it responds to your family's need for information and support and supports your foster carer when necessary'

- Service-users' Views of Social Services Departments (Skinner, 2001)

There are four information leaflets available

- Your Children and Young People Looked After and Accommodated
- Your Children and Young People Looked After by Friends or Relatives
- Childcare Reviews for Looked After and Accommodated Children and Young People

The leaflets inform parents/carers about what being 'looked after' means. They detail what parents/carers can expect and inform them about their rights and responsibilities. The leaflets also give information about what parents/carers can expect at looked after childcare reviews and who to talk to if they are unhappy with the outcome of the review.

There is also a leaflet for looked after and accommodated children and young people.

- Being Looked After and Accommodated by the Social Work Department

This gives information on what will happen and what can be expected by children and young people who are living away from home.

Work with Staff Teams and Individuals

▪ Customer Care and You

This Powerpoint presentation has been prepared for use with staff groups requesting input in this area. Staff are helped to understand the background to the development of the standards and why they are important. They are reminded that they have a commitment to the standards by virtue of being employees of the Social Work Department. Staff are encouraged to complete a self-evaluation form and to formulate an action plan for their own use.

A further session on active listening which allows participants to assess their communication skills is also available. These sessions have now been delivered to a total of 70 staff from Community Alarm and Sheltered Housing teams. This presentation is available to all staff groups on request and this service is highlighted from time to time in the Strategy and Performance Service Bulletin.

▪ 'Listen Learn and Improve - Our Commitment to Customer Care'

This PowerPoint presentation describes the context, methods, and rationale which inform the work of the customer care officer. It outlines survey methods and their strengths and weaknesses and offers suggestions about appropriate design. This presentation is available to all staff groups on request.

Consultancy

Several requests for advice have been received from staff who are interested in developing and implementing questionnaires to elicit information important to their areas of service. These have been considered on an individual basis and advice offered on how to target required information and on general questionnaire design. The Customer Care Officer is happy to respond to further requests of this kind.

Priorities for the Coming Year

▪ Surveys and Questionnaires

Information from current surveys and questionnaires will be collated. Reports will be prepared and presented to relevant operational staff. Baselines will be established, performance targets set and progress monitored.

Work will be undertaken with Criminal Justice Services, Community Care Services and Children's Services to build on the progress already made in developing surveys and priorities will be agreed for Customer Care Officer

involvement. The priority for this involvement will be information gathering that supports performance improvement, as part of the Social Work Department Performance Management Framework.

- **Publication of the Customer Charter**

This document will be available to all those who receive a social work service. It will offer service users essential information on our services and a statement of the standards they can expect. This document is now complete and under consultation.

- **Charter Mark**

The Social Work Customer Care Service will continue to work towards achieving the National Charter Mark award. Charter Mark is awarded to organisations who achieve high standards of customer care and consultation. It is anticipated the service will be in a position to be assessed for this award by the autumn of 2007.

- **The Complaints Procedure**

Despite a positive report by Personnel and Management Services, which indicates that, the Social Work Department has a good system of managing complaints. There is, however, always room for improvement. It has become clear over the past few years that there is some confusion regarding the operation of the complaints procedure and staff have differing levels of awareness of how the procedure should be implemented.

In order to clarify the situation it is proposed to revise the procedure. A working group will be established comprising the Senior Officer Business and Quality, the Customer Care Officer and representatives from operational staff and administration staff from across the Department. The intention will be to look at complaints procedures used in other areas and to research which systems work best.

Any proposals made will be issued for consultation and following approval and adoption, training for all staff will be offered.

References

1. Dundee City Council Corporate Review of Complaints Management 2006

2. Dundee City Council Social Work Department Complaints Leaflet 2005 - 'Your Right to be Heard'
3. Dundee City Council Social Work Department Customer Care Standards 2004
4. Dundee City Council Social Work Department Operational Procedure G1.1 (2001-2003)
5. Dundee City Council Social Work Department Report for the Community Care Management Team on the Future for Dundee's Unpaid Carers. (McGinty, A.2001)
6. Dundee City Council Social Work Department Service Plan 2004-2007
7. Ipsos Mori -Research Methods. Available at <http://www.mori.com> (Accessed 6th April 2006)
8. Service Users Views of Social Service Departments (Skinner, A. 2001 Centre for Social Action de Montfort University)
9. Building on Success (Scottish Consumer Council 2006)

GETTING IT RIGHT

FOR

SOCIAL WORK CUSTOMERS

*'Every day we work together to make a crucial
difference
to people's lives'*

Dundee City Council Social Work Department Mission Statement
The Social Work Department works with people when they need it most. Social Work services support, protect and care for people of all ages, helping them to take responsibility for their daily lives. Services are delivered with the involvement of service users, carers, and partner organisations.

This charter will tell you about:

- **The services we offer**
- **The standards you can expect when using our services**
- **How you can contact our services**
- **How you can let us know what you think about the services you receive**
- **How you can make a complaint if you believe we have not met our standards**
- **How you can pay a compliment or make a suggestion**

About our Services and our Service Standards

Children, Young People and Families Services

Most children and young people are looked after within their families helped by health and education services. However some children, young people, and families will benefit from additional support.

Children's Services assess the needs of children and young people and offer a range of supportive services so that they can be cared for within their families wherever possible.

Services include:

- Family support
- Care and accommodation for children and young people unable to remain at home
- Child protection
- Fostering and adoption services
- Preparation of reports for the Children's Reporter and the courts

These are the Service Standards you can expect:

- Your request for a service will be responded to promptly
- Following assessment the service agreed with you will be arranged without delay
- You will be able to contact workers or their supervisors when you need to
- You will be treated with courtesy and respect
- Your views will be listened to
- You will be given clear explanations of decisions which affect you and your family
- Your personal information will be treated confidentially and when necessary will be shared only with professional staff who need to know in order to ensure the safety and well being of children
- The religion and culture of you and your family will be respected

Community Care Services

Most people want to live their lives in their own homes and within their own communities. Community Care Services can arrange for a wide range of services which help people with particular needs to live as independently as possible.

Services include:

- Advice and information
- Home care services
- Day care services
- Occupational therapy
- Respite / short breaks
- Care homes
- Supported accommodation
- Community alarm

These are the Service Standards you can expect:

- Your request for a service will be responded to promptly
- Following assessment the service agreed with you will be arranged without delay
- You will be able to contact workers or their supervisors when you need to
- You will be treated with courtesy and respect
- You will be helped to achieve and keep the maximum possible independence
- You will be involved in decisions and given enough information to make informed choices
- Your confidentiality will be respected. Discussion of your needs with other professionals or member of your family requires your permission
- Your religion and culture will be respected

Criminal Justice Services

Criminal Justice Services promote and support community safety and crime prevention.

Individuals are helped to tackle their offending behaviour and are assisted to live socially responsible lives.

Services include:

- Reports to the court to assist decisions on bail and sentencing
- Reports for parole boards to assist decisions about early release from prison
- Supervision of offenders in the community
- Support for victims of crime and their families
- Assistance for people who attend court - witnesses, accused, or offenders

- Supervision of offenders on Community Service Orders who are required to perform unpaid useful work for the community
- Work with prisoners and their families whilst in prison and on release

These are the Service Standards you can expect:

- You will be able to contact workers or their supervisors when you need to
- You will be treated with courtesy and respect
- Your confidentiality will be respected as far as possible
- You will be given clear explanations about decisions which affect you and your family
- You will be involved in decisions made about you
- Your religion and culture will be respected

How to Contact our Services

When you need Social Work services

You can:

- Telephone our offices
- Write to or email us
- Call into our offices

Here are the standards you can expect when you contact us:

If you telephone us we will:

- Answer promptly usually within seven rings
- Greet you courteously and give our name
- Deal with your enquiries on the spot whenever possible

If you write to or email us we will:

- Answer letters/emails within ten working days of receiving them
- Ensure the information and explanations we give are clear

If you call into an office we will:

- Greet you courteously and offer our assistance

- Offer information which is clear and understandable
- Offer you a private space if needed where you can discuss your enquiry

If we visit you at home we will:

- Show identification before entering your home
- Explain the purpose of our visit
- Be polite, friendly, and conduct our business efficiently
- Let you know what is likely to happen as a result of our visit

Social Work Department
Claverhouse Industrial Estate
Jack Martin Way
Claverhouse East
Dundee DD4 9FF

Tel: 01382 438300/436000

Fax: 01382 438341

Email: claverhouse.reception@dundeecity.gov.uk

Social Work Department
Floor 7
Tayside House
28 Crichton Street
Dundee DD1 3RN

Tel: 01382 433712

Fax: 01382 433012

Email: reception.floor7@dundeecity.gov.uk

Social Work Department
Access Team/First Contact Team
Unit 7, Nethergate Centre
Dundee DD1 4ER

Tel: 01382 435106/435107

Fax: 01382 435108

Email: Access Team - team.accessteam@dundeecity.gov.uk

Email: First Contact Team - firstcontact.team@dundeecity.gov.uk

Social Work Department
Out of Hours Service
Tel: 01382 43 6430

How to let us know what you think about the services you receive

We welcome customer comments and use these to identify strengths and areas for improvement in our service delivery.

Complaints are carefully logged, investigated and analysed. They are an important source of feedback on our performance.

- **Questionnaires and Consumer Surveys**

When you complete these you give us important information which is used in service planning, review and development.

- **Comments and Compliments**

If you would like to make a suggestion about the service you have received or pay us a compliment you can use the form opposite.

- **Complaints**

If you believe that the service you have received does not meet our stated standards you can use the 'Your Right to be Heard' leaflet. This explains the complaints procedure and is available in every social work office.

Pay a compliment/make a suggestion

Name of service area involved: Criminal Justice

Children and Families

Community Care

Name of staff involved:

Detail of compliment/suggestion

Name:

Address:

Tel No:

email:

The information you have provided may be shared across Dundee City Council. We will not give information about you to anyone else or use information about you for other purposes unless your consent has been given

