

# DUNDEE CITY COUNCIL

**REPORT TO:** Social Work Committee - 20th September 2004

**REPORT ON:** First review of the Social Work Department Service Plan 2003-2007

**REPORT BY:** Director of Social Work

**REPORT NO:** 635 - 2004

## 1 PURPOSE OF REPORT.

1.1 To inform the elected members of the progress made against the performance targets specified in the above plan. A copy of the review has been passed to the group secretaries and is available for inspection in the members' lounge.

## 2 RECOMMENDATION (S)

2.1 That the Social Work Committee note the contents of this report and supports the Director of Social Work in achieving the targets specified in the Dundee City Council Social Work Department Service Plan 2003-2007.

## 3 FINANCIAL IMPLICATIONS

3.1 Projected net revenue expenditure was identified for the 4 years of the plan. These will be updated in line with the annual approved Revenue Budgets.

3.2 Projected capital expenditure will be updated in line with approved Financial Plans

## 4 LOCAL AGENDA 21 IMPLICATIONS

4.1 Parts of this plan will impact on the following key themes.

- All sections of the community are empowered to participate in decision making
- Health promotion and care of the sick
- People can live without fear of violence because of their personal beliefs, race, gender or sexuality.

## 5 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 During the implementation of this plan we are acting to secure equal opportunities for all Dundee's citizens, this will include both the elimination of discrimination and the use of positive action measures to ensure that employment opportunities, service provision and access to civic life are bias free and made equally and easily available.

## 6 MAIN TEXT

### Background

- 6.1 The Council Plan sets out the key strategic objectives for the authority and provided a framework for the development of detailed service plans The Social Work plan was approved by the Social Work Committee in January 2004.
- 6.2 It is apparent that in a number of key areas progress is already being demonstrated and this can be evidenced by:
- the Welfare Rights Service generating nearly £2 million in previously unclaimed benefits for some of the most vulnerable members of the community;
  - the Department being in the process of developing an improvement plan by undertaking a business excellence assessment using the EFQM framework;
  - the Department has achieved the Scottish Health at Work Award at bronze level;
  - the lone working technology support system now being in place;
  - the development of customer care standards;
  - significant progress in developing child protection quality assurance and audit systems;
  - a major review of fieldwork services being undertaken across the Department;
  - a survey of all social work staff having been undertaken on the availability of induction, supervision and employee development;
  - the ongoing evaluation of Children's Hearing Fast Track Pilots showing positive outcomes;
  - a significant drop in the number of people delayed in hospital;
  - significant additional provision in the availability of care accommodation in partnership with other agencies and
  - an audit conducted in Feb 2004 of the 10 people on Drug Testing and Treatment Orders who were most prolific in their offending prior to the order, only 4 were known to have offended during their order and where there was continued offending it had been reduced by at least 90%.
- 6.3 The review and monitoring of the plan also highlights a number of areas for improvement including:
- the educational attainment of Looked After Children;
  - time line intervals for the preparation of Children's Hearing reports and
  - only 8.7% of respondents in an internal survey were involved in Employee Development and Review.
- 6.4 Although this plan is in the early stages the indications are it is a more systematic approach to collecting and analysing performance information. This will be improved with access to increasingly sophisticated information technology and the development of project management skills. It is also apparent that the structure of

the plan ensures that there is a greater accountability and ownership for key projects and performance measures by individual officers.

## **8 CONSULTATION**

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

## **9 BACKGROUND PAPERS**

9.1 None.

**Alan G. Baird**  
**Director of Social Work**

**13 September 2004**