

WEST DUNBARTONSHIRE COUNC

Report by the Acting Director of Social Work Services

Children's Services Committee: 17 May 2006

Subject: Performance Improvement Actions For Children's Services

1. Purpose

- 1.1** This report informs Committee of actions taken to improve the performance of Social Work in the submission of Social Background Reports to the Scottish Children Reporter Administration and on the proportion of children and young people made the subject of a supervision order who are seen within fifteen working days.

2. Background

- 2.1** At a meeting of the Children's Services Committee on 18 January 2006 the committee recommended that actions, which had been put in place to improve the performance on the above two statutory Performance Indicators, should be monitored in order to establish an improvement in performance.
- 2.2** The Committee also instructed the Acting Director of Social Work Services to contact Inverclyde Social Work Department in order to benchmark processes and performance on the level of reports provided within agreed timescales

3. Main Issues

- 3.1** The issues identified as affecting performance in these indicators were those of the volume of report requests and supervision orders made and also recruitment and retention issues within Social Work Services for Children and Families.
- 3.2** A series of actions were initiated:
- revised recording and administrative procedures;
 - two dedicated posts to progress the provision of reports;
 - secure email links to the Reporters Office.
- 3.3** The above actions have lead to an improved performance in the provision of reports on time.

2004-05
21.3 %

Jan-March 2006
48%

- 3.4** The proportion of Children and Young People seen within 15 working days has however shown no improvement. We are currently establishing the reasons why performance has not improved by examining business processes and recording procedures.

2004-05
68%

Jan-March 2006
59%

4. Revised Action Plan

- 4.1** As well as the measures detailed above, Managers within Children's Services have begun a series of benchmarking exercises with Children's Services in Inverclyde Council.

Children's Services within Inverclyde Council have recently managed to improve on their performance in both the provision of reports and the allocation process around Supervision Orders.

- 4.3** West Dunbartonshire staff from Children's Services and Strategy have been invited to attend a performance review meeting in Inverclyde Council on 8 May to identify ways in which we can learn from Inverclyde's progress and adapt any of their actions in line with structures in West Dunbartonshire.

5. Personnel

- 5.1** There are no personnel issues at present, however the outcome of the comparative business process analysis may identify concerns.

6. Finance

- 6.1** There are no financial issues at present however the outcome of the comparative business process analysis may identify additional costs.

7. Recommendations

- 7.1** Committee is asked to note the content of the report and to request that the Acting Director of Social Work Services reports on progress as part of the Annual Performance report on 16 August 2006.

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Background Papers: None

Wards Affected: All