

# **WEST DUNBARTONSHIRE COUNCIL**

## **Report by the Executive Director of Social Work and Health**

**Social Work & Health Improvement Committee: 21 May 2008**

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**Subject: Social Work Services Departmental Service Plan 2008 to 2012**

### **1. Purpose**

- 1.1** To present to the committee the draft Social Work Service Plan for the period 2008 to 2012.

### **2. Background**

- 2.1** The Council's Strategic Planning and Budgetary process requires that departments produce departmental Service Plans and review these annually.

- 2.2** A series of planning workshops for managers were held to ensure key operational drivers and priorities informed the development of the plan.

- 2.3** The Service Plan (as Appended to this report) narrative provides an overview of the plan. The following documents are appended to the Plan:

- Departmental Structure;
- Planning Structure;
- Financial Framework;
- Statutory Performance Indicators;
- Local Improvement Targets; and
- Departmental commitment to Corporate Objectives.

- 2.4** Once agreed, the actions in the Service Plan will be entered into the Council's Performance Management System and be included in the department's quarterly and annual performance reporting programme.

### **3. Main Issues**

- 3.1** Services within Social Work and Health cover Children's Services, Community Care for Adults and Criminal Justice. The plan details our priorities at a departmental and service level and how they contribute to the attainment of national and corporate objectives

- 3.2** The Social Work Service Plan also provides information on progress made on previous priorities and objectives and sets priorities for 2008-2012.

**3.3** In order to publicise the Service Plan widely to stakeholders and to employees the Service Plan will be made available on the Council's web site on the Intranet and a summary document will be produced and published.

**3.4** The Service Plan has been aligned to the Council's Corporate Plan and is reflected in the draft Single Outcome Agreement which is currently being finalised.

#### **4. Reporting mechanisms**

**4.1** Progress is reported on a quarterly basis at the department's Quarterly Performance Departmental Management Team Meetings along with the performance of the following key areas:

- Statutory Performance Indicators;
- Local Improvement Targets;
- Actions to meet the Corporate Objectives and Service Objectives;
- Best Value Reviews;
- Corporate Complaints; and
- Quality Initiatives.

**4.2** Information on the above is also reported on a quarterly basis to the Education and Life Long Learning Committee and the Social Work and Health Improvement Committee.

#### **5. Progress in 2007/2008**

**5.1** Progress has been made on the majority of actions prioritised for 2006/2007.

Key achievements include:

- Sustaining current levels of community based services including targeted home care hours, 24 hour intensive sheltered housing warden support and rapid response services;
- Some improvements in performance in relation to Statutory Performance Indicators. (SPI's) and Local Improvement Targets (LITs);
- Continued high level of commitment to working in partnership with other agencies including local health partners to deliver integrated services;
- Development of a range of performance management and improvement plans for all social work services;
- Improved performance on target timescales for work within the Children's Hearing Systems;

**5.2** Areas where progress has been limited include:

- Ensuring offenders made subject to Community Service Orders are given the appropriate number of hours in order to complete their orders within agreed timescales; and
- Increasing the delivery of Carer Support plans within Social Work and Health Services.

**5.3** Performance Improvement Action Plans have been developed to address all areas where performance has not met targets or improved.

**6. Personnel Implications**

**6.1** There are currently no personnel implications associated with the plan, however in order to improve performance the range of planned actions noted may give rise to personnel implications.

**7 Financial Implications**

**7.1** There are currently no financial implications associated with the plan, however in order to improve performance the range of planned actions noted may give rise to financial implications.

**8. Risk Assessment**

**8.1** There are a number of areas of performance noted above where performance has not met identified targets. These targets may be used by external agencies as a means of judging the performance of the Social Work service. If performance on these areas is poor then there is a risk to the reputation of the Council and department.

**8.2** In order to mitigate against these risks action plans have been agreed by management for each Statutory Performance Indicator and Local Improvement Target to attempt to maximise the department's performance.

**9. Conclusions**

**9.1** The attached Service Plan reflects the council's existing policies and priorities and is based on the existing Corporate Plan. This plan will be used as the standard against which the Department's performance will be measured and reported for 2008/2009.

## **10. Recommendation**

- 10.1** Committee is asked to approve the draft Service Plan for Social Work Services for 2008/12.

William W Clark  
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<b>Appendix:</b>	Social Work Service Plan 2008 to 2012
<b>Background papers:</b>	Social Work Services Plan 2007/2011 – Social Work and Health Improvement Committee 19 September 2007
<b>Wards Affected:</b>	All wards