

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Social Work Services

Social Justice Committee: 14 June 2007

Subject: Social Work Services Departmental Service Plan 2007/2011

1. Purpose

- 1.1 To present to the committee the draft Social Work Services Departmental Service Plan for the period 2007/2011.

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 The first Service Plan for Social Work Services was considered by the Health Improvement and Social Justice Committee on 9 August 2005 and the first review at Social Justice Committee on 16 June 2006.
- 2.3 Once agreed, new actions in the Service Plan will be entered into the Corporate Action Planning database and be included in the department's quarterly and annual performance reporting programme.
- 2.4 The plan will be finalised in line with the priorities of the administration once the review of the Corporate Plan is complete.

3. Main Issues

- 3.1 The Social Work Service Plan provides information on progress made on previous priorities and objectives and sets priorities for 2007-2011.
- 3.2 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.

4. Progress in 2005/2006

- 4.1 Progress has been made on the majority of actions prioritised for 2007-2011.

Key achievements include:

- Sustaining current levels of community based services including targeted home care, 24 hour intensive sheltered housing warden support and rapid response services.

- Some improvements in performance in relation to Statutory Performance Indicators.
- Improving the educational attainment of looked after and accommodated children.
- Development of an assessment and care management policy and case recording standards.
- Continued high level of commitment to working in partnership with other agencies including local health authorities.
- Development of a range of performance management and improvement plans for all social work services.

4.2 Areas where progress has been limited include:

- Meeting timescales for work within the Children's Hearing Systems.
- Ensuring offenders made subject to Community Service Orders are given the appropriate number of hours in order to complete their orders within agreed timescales.

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

5. Personnel Implications

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

6. Financial Implications

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

7. Risk Assessment

7.1 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.

7.2 In order to mitigate against these risks action plans have been agreed by management for each SPI and LIT to attempt to maximise the department's performance.

8. Recommendation

- 8.1 Committee is asked to approve the draft Service Plan for Social Work Services for 2007/11.

William W Clark
Director of Social Work Services

Person to Contact: Moira Swanson, Section Head – Strategy, 7 Bruce Street,
Clydebank, G81 1TT, 0141 951 6124

Background papers: Social Work Services Plan –
Health Improvement & Social Justice Partnership 9
August 2005
Social Justice Committee 16 June 2006

Wards Affected: All wards