

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Social Work Services

Children's Services Committee: 14 February 2007

Subject: Performance Indicators For Children's Services

1. Purpose

- 1.1 This report provides Members with details of progress on Social Work Performance within Children's Services Performance Indicators as was requested at the Children's Services Committee on 13 December 2006.

2. Background

- 2.1 The Quarterly Performance Report to the Children's Services Committee on 13 December 2006 highlighted Performance Indicators where the Social Work department is aiming to improve performance.
- 2.2 Due to some low levels of performance which were highlighted in the previous report a series of actions aiming to improve performance have been initiated.
- 2.3 This report provides an update of performance and the effect of the improvement actions by analysing performance to Quarter 3 and the ongoing trend. Quarter 3 ended on 31 December 2006.

3. Main Issues

- 3.1 Children's Reporter Liaison: Social Background Reports submitted on time
Recent performance is recorded as follows:

2005-06	April-June 2006	July-Sept 2006	Oct-Dec 2006
31.6%	29.0%	38.0%	34%

- 3.2 The issues identified as affecting performance in the Children's Hearing indicators were the volume of report requests and supervision orders made and recruitment and retention issues within Social Work Services for Children and Families.
- 3.3 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 Reporter's Office.
- 3.4 The effects of the actions initiated to date are:
- revised recording and administrative procedures have streamlined the process of passing completed reports to the Reporter. This has also identified discrepancies between our understanding of reports outstanding

and the Reporter's records. Initially addressing this issue has resulted in a fall in Quarter 3 as these discrepancies have resulted in staff time in re-processing such requests.

- two dedicated posts to progress the provision of reports have assisted in increasing the performance levels from those of around 30% (2005/06 and April to June 2006) to those seen from July 2006. However the issues identified in the above bullet point have caused a dip in Quarter 3.
- secure e-mail links to the Reporter's Office will result in a faster submission of reports to the Reporter (e-mail rather than by post). We are awaiting confirmation from the Reporter that they can e-mail the requests for reports to ourselves, which should speed-up the process.

3.5 It is envisaged that these actions will result in ongoing gradual improvement to performance.

3.6 Supervision: Percentage of Children seen within 15 working days
Recent performance is recorded as follows:

2005/2006	April - June 2006	July-Sept 2006	Oct-Dec 2006
54.8%	45.0%	68.7%	77.7%

3.7 The proportion of Children and Young People seen within 15 working days has fluctuated over the year however the trend since April to June 2006 is significantly improved.

3.8 This performance over the last six months has validated the indications from the manual audit, which was reported in the Committee report to 13 December Committee as 75% within 15 working days, as reasonably accurate.

3.9 The action indicated in the last Committee report that standards have been developed to establish clear procedures and improve recording practice has assisted in achieving this increased performance.

4. Personnel Issues

4.1 There are no personnel issues at present.

5. Finance Implications

5.1 There are no financial implications at present.

6. Risk Analysis

6.1 The risk around our performance on Statutory Performance Indicators is that if performance does not improve then external bodies will make judgements regarding the performance of the department and Council based on these indicators.

6.2 To mitigate against this risk we have initiated actions as noted above to improve performance. Ongoing monitoring by management and reporting to Committee via the Quarterly Performance Reporting cycle will assist in checking progress.

7. Recommendations

7.1 Members are asked to:

- i) note the content of the report; and
- ii) to request that the Director of Social Work Services continues to report on performance through the Quarterly Performance Reporting cycles to this Committee.

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Appendices: No appendices

Background Papers: Children's Services Committee 13 December 2006
Report: Performance Indicators For Children's Services

Wards Affected: All wards