

WEST DUNBARTONSHIRE COUNCIL

Report by Acting Director of Social Work Services

Social Justice Committee: 8 November 2006

Subject: Social Work Services Quality Management Systems

1. Purpose

- 1.1 To provide the Committee with details of the timescaled implementation plan for all social work services to be accredited with a recognised quality management scheme by December 2008, as approved in the Quality Management Systems Policy at the Social Justice Committee in October 2005.

2. Background

- 2.1 In line with the Corporate Strategy, Social Work Services have developed a policy based on a dual approach of achieving either Investor in People (IIP) or Charter Mark for all their services.
- 2.2 Within the context of the Council's Customer First Strategy and the requirement to deliver and evidence Best Value, we aim to use the process of accreditation to improve service user outcomes as well as developing the role of our employees and increasing their job satisfaction.
- 2.3 The introduction and roll-out of Performance Development Planning (PDP) is currently taking place. Implementation of PDP was included in the Performance Improvement Action Plan in the Departmental Service Plan and will be used to support the process.

3. Progress

- 3.1 The process of accreditation is lengthy and will require full commitment of all managers to achieve the target of having all services accredited by December 2008.
- 3.1 So far, the Quality Assurance and Training Section is the only group to have achieved recognition, having made a successful submission for IIP in September 2005.
- 3.2 Through a process of workforce planning and development meetings held with Section Heads, we have identified and agreed an appropriate scheme for each section, along with a timescale, which takes account of the

amount of work required for realistic progress to be made. This is set out in the attached appendix.

- 3.3 Three groups of staff are currently involved in preparatory work. The Strategy Section is preparing a submission for IIP, residential and day care services for children and adults are together preparing for Charter Mark, as are the group work teams for childcare.
- 3.4 Achievement of these targets is being supported by the departmental Quality Assurance and Training Section with support from the Employee Development Team in the Corporate Personnel Section.

4. Personnel Implications

- 4.1 Other than the commitment of managers and employees in implementing the plan and the work required to achieve accreditation, there are no personnel implications.

5. Financial Implications

- 5.1 There are no financial implications for the department. Costs of applying for accreditation and any associated training needs will be met from within existing resources.

6. Recommendations

- 6.1 Members are asked to note the contents of this report.

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Acting Director of Social Work Services

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Background Papers: Report to Social Justice Committee – October 2005

Wards Affected: All