

## Social Work Field Work

<b>Appendix 4</b>
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### 4.1 Social Work Field Work

As noted in the 3.3.4 in the report, there are 3 areas of Benchmarking Criteria and Benchmarking Data for comparison which has been identified for evaluation and comment on all of these is as undernoted:

1) Addiction Services

Addiction Service Waiting Times is a key component of the Social Work and Health Services provided and benchmarking with other local authorities on the provision of this service is being prepared.

Benchmarking management information with the following Local Authorities is as undernoted:

- East Renfrewshire Council;
- East Dunbartonshire Council;
- Inverclyde Council; and
- Renfrewshire Council.

For ease of reference Waiting Times analysis was based on the following issues and the table notes the responses from each of the Local Authorities:

1. Referral to assessment seen within 21 days;
2. Referral to assessment over 21 days;
3. Structured Preparatory and Motivational Intervention; and
4. Prescribed Drug Treatment.

Local Authority	1	2	3	4
West Dunbartonshire Council	2,599	87	385	237
East Renfrewshire Council	591	67	286	101
East Dunbartonshire Council	519	7	122	64
Inverclyde Council	1,216	191	411	107
Renfrewshire Council	2,072	729	883	423

The same data can be expressed as rate per 100k of the population and this would equate to the following:

Local Authority	Population	Q1	Q2	Q3	Q4
West Dunbartonshire Council	92,000	2,825	95	418	258
East Renfrewshire Council	89,000	664	75	321	113
East Dunbartonshire Council	110,000	472	6	111	58
Inverclyde Council	80,200	1,516	238	512	133
Renfrewshire Council	169,600	1,222	430	521	249

Further benchmarking review and analysis including financial cost will be undertaken.

2) Duty System

The Duty system within West Dunbartonshire Council is a key component of the Social Work and Health Services provided and benchmarking with other local authorities on the provision of this service is being prepared.

An information request has been sent to all of the Local Authorities noted above with a number of questions relating to information regarding the duty system that each of them employs.

Due to the different methodologies and processes used by the Local Authorities (within the analysis) and the complexity of the Duty Systems operated, accurate benchmarking could be misleading in any conclusion derived. It is proposed that further work is undertaken on this service in order to prepare and analyse more management information.

A Benchmarking Duty Systems questionnaire was issued, based on the following questions, and the table below notes the responses from each of the Local Authorities contacted.

Local Authority	Q1	Q2	Q3 Hours	Q3 Staff	Q4 Qualified	Q4 Unqualified	Q5 Day	Initial Assessment
West Dunbartonshire	8569	Community Care and Child Care	420	5 FT Social Workers 2 FT Senior Social Workers 5 FT Information Workers	7 FT Social Workers	5 FT Information Workers	39%	61%
Falkirk Council								
Inverclyde Council								
East Renfrewshire Council								
East Dunbartonshire Council	1383	Specialist Child Care only	140	3FT Social Workers and 1 Team Manager	3 FT Social Workers	1 Team Manager	32%	67%
East Dunbartonshire Council (24 August 2009 to 31	1286 2143	Adults over age of 16 – Community Care	210	2 FT Social Workers and 3 FT Social Work	105	105	32%	68%

March 2010) Estimate annual xxxx				Assistants plus back- up Social Worker				
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For ease of reference the questions are noted and the responses correspondingly numbered in the table:

- 1) Number of duty enquiries dealt with by the duty system in the year 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010 (or as close as)
- 2) Generic or specialist duty system
- 3) Number of staff hours dedicated to duty system on a weekly basis and staffing required
- 4) Delivery of these weekly staff hours by:
  - a) Qualified Social Workers
  - b) Unqualified staff (Social Work Assistants, Information Workers etc)
- 5) Proportion of duty enquiries dealt with on the day and how many led to further work / assessment (some estimates)

No responses have been received from Falkirk, Inverclyde and East Renfrewshire Councils although verbal contact has been made. This will be progressed.

### 3) Fostering and Adoption

Unit Cost Fees per placement

The following management information has been benchmarked with the undernoted Local Authorities with the cost fees per placement:

- West Dunbartonshire Council    £178.15
- Renfrewshire Council            £370.88
- Inverclyde Council                £292.49
- Argyll & Bute Council            £250.00
- Glasgow City Council              £238.61

The following comments should be considered in relation to the above:

- 1) The costs are all weekly and relate to payments made to Foster Carers which are currently under review.
- 2) Some of the above include Child Allowance plus payment made to Foster Carer (professional fee)
- 3) Estimated and comparable weekly rates with the Private Sector range from £900 / £1,100

## Care Commission Reports

The following table shows recent Care Commission inspection outcomes for West Dunbartonshire Home Care and those for other comparator authorities Home Care services.

Local Authority	Grading per Quality Indicator		
	Q1	Q2	Q3
West Dunbartonshire Council	4	4	4
Renfrewshire Council	4	4	3
Inverclyde Council	5	5	5
Argyll & Bute Council	3	3	3
Glasgow City Council	4	4	4

Further analysis is required.

### 4) Children placed as a percentage of Looked After Population

Benchmarking management information is as undernoted based on the following:

Local Authority	Children Placed Percentage
West Dunbartonshire Council	19%
Renfrewshire Council	14%
Inverclyde Council	18%
Argyll & Bute Council	18%
Glasgow City Council	26%

The following comments should be considered in relation to the above:

- 1) Percentage in number of children in Foster Care divided by the Looked After Population and expressed as a percentage
- 2) Family based placements with a higher percentage better
- 3) Further analysis is required particularly as the absolute numbers are relatively small (apart from Glasgow City Council) and context would be important in the analysis.

### 5) Quality Standard and Assessment

It is important to note that Quality Standards and Assessments play a key role in any evaluation of competitiveness and this requires to be considered with benchmarking work undertaken. Local Authorities will have different process methodologies and systems and these variables will need to be considered with this. Further analysis to ensure that comparability on a "like for like" basis will be required to ensure that a consistent approach is being followed.