

WEST DUNBARTONSHIRE COUNCIL

Report by Acting Director of Social Work Services

Social Justice Committee: 14 June 2006

Subject: Annual Performance Report 2005/06 and Quarterly Performance Report for period of 1 January to 31 March 2006

1 Purpose

- 1.1 This report provides committee with information on the performance of the Department of Social Work across all service areas.
- 1.2 In line with Scottish Executive Best Value Guidance and Audit Scotland recommendations, the report presents information for elected members and stakeholders as part of wider Public Performance Reporting.
- 1.3 This report to the Social Justice Committee is focused on Social Work Services for the year 1st April 2005 to 31st March 2006 but is currently based on un-audited figures.
- 1.4 The attached Appendix compares our performance against the national average and that of our comparator group of Local Authorities (2004/05 data). Where appropriate an update on our performance between January and March 2006 is presented.

2 Measuring and Reporting the Performance of Social Work Services

- 2.1 Social Work Services are used by a wide range of people in our communities. Over 40 Statutory Performance Indicators (SPIs) or statistical returns have to be completed for the Scottish Executive and other bodies; often linked to funding accountability. The SPI's and other performance measures dovetail with the Council's Corporate Plan Priorities, the Joint Performance Information Assessment Framework (JPIAF) and to Local Improvement Targets (LITs) for Social Work Services.
- 2.2 The Social Justice Committee is the main committee for our SPIs but the ongoing development of joint local improvement targets for adult community care services as part of the JPIAF means progress is also reported to the Health Improvement and Social Justice Partnership.
- 2.3 SPIs for Services to Children and Families will also be reported to the Children's Services Committee and these for Criminal Justice to the Criminal Justice Social Work Partnership Joint Committee.

3 Community Care Assessments: ASW 1

3.1 The average time taken to provide community care services from first identification of need to first service provision

This indicator replaces the old SPI 1 which recorded the number and rate per 1,000 of people receiving a service and those being assessed or reviewed.

As this is the first year we have reported this indicator we do not have local comparisons to compare any variance in performance. Additionally, we are not currently able to present national or comparator group comparisons.

It is also worth noting that the period covered by the return is based on the quarter, October – December 2005 to bring it in line with the Joint Performance Information Assessment Framework (JPIAF) 6.

3.2 Meeting Corporate Objectives

The Council's Corporate Plan Priorities include promoting health and wellbeing. The related key objectives for Social Work Services are:

- Increasing the number of older people able to live independently
- Increasing the proportion of people with learning disabilities able to live at home or in a homely environment
- Providing effective support for carers
- Reducing the likelihood of vulnerable people remaining in hospital unnecessarily.
- Preventing inappropriate hospital admissions

All of our Social Work Services contribute to the achievement of these objectives. The starting point of effective help is assessment of need and ready access to services. In 2005/2006 Social Work Services put in place processes and set targets to improve the quality of assessments and the timescales within which they are completed.

3.3 Local Improvement Targets for Assessment of Need (2005-2006)

During 2005-2006 Social Work Services in collaboration with key partners aimed to:

- Sustain assessment and review activity levels
- Increase the number of 'Single Shared Assessments' (SSA) completed by 20%

- Increase by 50% the percentage of SSAs led by partner agencies
- Increase the number of carers assessments (Carers Support Plans) carried out for carers to 60
- In line with JPIAF requirements, develop Local Improvement Targets to ensure assessment of need and delivery of services are within agreed timescales.

3.4 Progress to Date

- We have increased the number of SSAs to 519 between January and March 2006. During the course of the year (1st April 2005 – 31st March 2006) 2,133 SSAs were completed. More specialist services are now completing SSAs so the target increase of 20% has been achieved.
- The number of SSAs completed by Health between 1st April 2005 and 31st March 2006 was 168. In this time only 1 has been completed by housing. There have been issues around the completion of SSAs by housing staff due to internal reorganisation and staff changes. Systems are now in place to progress this target.
- Uptake of Carers Assessments still remains an issue. Between January and March 2006, 2 were completed. The annual figure for 2005/2006 reached 23, representing a decrease of 36% from last year. We are working in partnership with Carer Services to increase the numbers and are developing an electronic version of the assessment form to go on the council's internet site.
- Targets have been set for assessment and service delivery timescales and systems are in place to monitor and report on them. Over the year 2005/2006 we exceeded our target of 5 days between referral and the commencement of the assessment with an average of 3 days.
- The target for the number of days between start of assessment and completion was originally set at 28 days. We have improved on this with an annual figure of 24 days.
- We are exceeding our target of 30 days between assessment start date and first service commencing. We are required to report on this indicator to the Scottish Executive Joint Future Unit and the most recent reporting period was October to December 2005. Our average time for that quarter was 22 days while the annual median figure was 21 days for older people and 30 for older people with dementia.

3.5 Review of Targets

- We will continue to monitor the improvement targets noted above to ensure that they remain fit for purpose.
- In 2006/07 we will review our Assessment and Care Management procedures in line with SSA implementation and Scottish Executive guidance.
- In 2006/07 we will work with NHS partners to develop shared procedures for Assessment and Care Management.

4 Residential Accommodation: Staff Qualifications: ASW 2a

4.1 This indicator reports on the level of qualified staff within residential units and is used as a proxy measure for quality of service. The Care Commission has set national targets for the attainment of qualifications for staff within specific timescales. These targets cover Residential, Day Care and Domiciliary Care Services. West Dunbartonshire has a strong commitment to training with over 200 staff currently in the process of achieving qualifications.

4.2 The level of qualified staff has increased from 37% in 2005 to 50% in 2006 bringing us above the national average of 47% for 2005 but still slightly below the comparator group average for the same period.

4.3 Meeting Corporate Targets

The aspiration of the department to have a highly skilled workforce supports the Corporate Priority of High Quality Best Value Services and the associated service objective of learning and development for staff.

4.4 Local Improvement Targets for Staff Qualifications

We have set targets for staff working in residential services. These targets include:

- Reduce the time taken to complete SVQ awards.
- By the end of 2006 ensuring that 80% of managers will have completed the relevant training course.
- By the end of 2006 ensuring that 50% of staff in residential homes for older people have achieved qualifications.
- By the end of 2006 ensuring that 40% of staff in supported accommodation for clients with learning disabilities have attained the relevant qualification.

4.5 Progress to Date

- SVQ Level 2: The average length of time taken to attain the award has gone down from 13 months to 6 months.
- SVQ Level 3: The average length of time taken to attain the award has gone down from 21 months to 9 months.
- Due to the improvement in timescales we are on target to achieve the targets set for the percentage of qualified staff.

5 Residential Accommodation: Privacy: ASW 3

5.1 SPI 3 monitors progress in attaining the standards set by the Care Commission in terms of privacy within care homes.

In 2005/06 Local Authority homes for older people attained 100% single occupancy rooms compared to 66.7% in the voluntary sector and 79.5% in the private sector.

This indicator also reports on the level of residential accommodation with en-suite facilities. In 2005/06, 20.7% of rooms in Council run homes for older people had en-suite facilities. This is an improvement on last year's figure of 14.6%. No national comparisons are currently available.

Local Improvement Targets

As part of a capacity planning exercise we will establish which of our residential units can be adapted to meet the required standards.

6 Home Care Services: ASW 4

6.1 SPI 4 is currently used to monitor the level of service provision by Home Care Services to older people. The indicator captures information as at 31 March each year.

To allow more meaningful national comparison to be made, hours of service are calculated as a rate per thousand of each Local Authorities elderly population.

In 2004/05 West Dunbartonshire ranked second highest nationally with 802.8 hours per thousand of the elderly population compared to the Scottish average of 561.6 hours in 2004/05. We were also well above the average for our comparator group and ranked highest among them.

In 2005/2006, 11,153 hours of Home Care were being provided; representing a drop to 758.3 hours per thousand of the elderly population.

National comparisons are not currently available to see how we will be ranked this year.

6.2 Provision of Personal Care

In March 2006, 43% of clients were receiving personal care. This is up from 32.6% in 2003/04 and 40.5% in 2004/05. In 2004/05 we were below both the national and comparator group average and were in the lowest quartile of Local Authorities. While national comparisons are not currently available we believe this will still be the case. We believe that this is as a result of two factors.

Firstly, there is a lack of consistency as to how local authorities count Personal Care. Many local authorities include the preparation of meals in the personal care category. If we were to calculate the indicator in this way, 59% of Home Care clients could be said to be receiving a personal care service.

Secondly, in comparison to other local authorities with a comparable population we provide a service to almost double the number of people. This has the effect of reducing personal care as a percentage overall.

6.3 Evenings and overnight services

The level of service provision during evenings or overnight is seen as an indicator of the flexibility and responsiveness of Home Care Services. Evening services are defined as those delivered between 7pm and 10pm.

National figures for 2004/05 showed that West Dunbartonshire ranked 26th for services provided in the evenings and overnight, with just under 18% of the total clients receiving a service during this time period. If we were to include early evening services this would increase our percentage to 24.6%.

The figures for 2005/06 show 19% for evening and overnight and 26% if early evening services are included.

The overnight service is based on a needs led assessment to ensure it is appropriately targeted to the most vulnerable clients. It is recognised that there is currently unmet demand around this service area. Up to £200,000 of new Scottish Executive funding will be invested in developing faster access to homecare services and increasing flexible evening and weekend services.

6.4 Weekend Service

Again, this indicator is used to measure the flexibility and responsiveness of Home Care Services.

The number of people receiving a weekend service has increased from 771 in 2004/05 to 782 in 2005/06. As a percentage of the total clients this changes the rate from 46.8% in 2004/05 to 47.1% in 2005/06.

We do not have national comparisons for 2005/06 but in 2004/05 we were last in the comparator group and just below the group average.

6.5 Meeting Corporate Objectives

Home Care Services are vital to the achievement of the Corporate Priority of Health and Wellbeing.

The Council's achievements include:

- The volume of Home Care and Housing Support provided to older people is the second highest in mainland Scotland.
- By 2006, clients receiving Intensive Home Care (10 hours plus) have increased by almost 41% since 2002.
- 24 hour 7 day Sheltered Housing support was achieved.
- A SMART technology pilot was successfully introduced and rolled out to 100 people in sheltered housing units.
- Step up Step down intensive homecare and warden support was implemented in 4 complexes.
- The Macmillan Partnership Project with the Council's Welfare Rights and Home Care Services was introduced across the Council area.

6.6 Local Improvements Targets for Home Care Services (2005/2006)

Targets set for 2005/06 included:

- Provide SMART technology across all Council run Sheltered Housing complexes.
- Sustain early discharge and hospital admission prevention (400 per annum).
- Increase evenings/overnight service to 20%.

6.7 Progress to Date

- SMART technology has been provided in six Sheltered Housing complexes with work ongoing to complete the provision in the remaining three (see separate report to this Committee on SMART technology).
- We have sustained levels of service despite severe budgetary pressures.
- Between 1st April 05 and 31st March 2006, 345 early supported discharges were facilitated. This falls below the targets we set. In order to establish why we are not meeting targets for early supported discharge we will carry out a business process review. The outcome of this process will allow us to set new targets, if that is what is required.

6.8 Review of Local Improvement Targets

We have reviewed the way in which we deliver home care services as part of a progression towards a more targeted approach to service delivery. Many of our home care clients require a number of visits each day rather than a standard "block" of time with workers.

Having three separate 20 minute visits can often be more beneficial than for example one visit of one hour duration. While this model is more effective for the client, it is more costly to organise and deliver.

We therefore need to ensure that our local improvement targets can accurately capture the actual service provided. This will allow us to continue to plan and deliver home care in a manner that addresses the needs of the customer rather than the service.

We have developed baseline information to enable new targets on the number of interventions to be set. During the last week in March 355 people aged 65+ were receiving between 10 and 20 interventions. The number receiving 20+ interventions was 424. These figures represent a significant undercount, as work undertaken in Sheltered Housing complexes is not currently captured in this way. We are looking at our recording systems in order to establish whether they can be adapted.

7 Respite Care: ASW 5

- 7.1 SPI 5 measures the level of respite care provided by Councils to older people and to other adult Community Care Groups such as people with a physical or learning disability. This indicator has been 'simplified' this year. Whilst measuring the same information, the breakdown has changed to look at Daytime and Overnight services. Within West Dunbartonshire we are currently undertaking a Capacity Planning review of both residential and domiciliary services. The outcome of this

review will assist us in providing the appropriate level and type of respite.

- 7.2 Overnight Residential Respite 65+: This indicator is broadly similar to the old SPI 5a(i).

Since 2004/05 there has been a substantial increase in the level of residential respite for older people. This is mainly due to respite beds in units closed for upgrading coming back into use. Demand for this service exceeds the level of resource. Within Local Authority homes there are a 12 designated respite beds, whereas in the private and voluntary sector beds are mainly allocated on the basis of any available vacancies with priority given to long stay placements.

The volume of overnight respite nights not in a care home has increased for people aged 65+.

- 7.3 Overnight Residential Respite for adults aged 18-64: This indicator is broadly similar to the old SPI 5a(ii).

Since 2004/05 there has been a substantial increase in the level of residential respite for people aged 18-64 (26.5 per thousand of the population aged 18-64 in 2004/05 to 36.2 in 2005/06). This service is mainly provided by the voluntary sector and largely used by people with a physical disability. Within the Councils Joint Learning Disability Service, there is a focus on supporting people within their own homes wherever possible.

- 7.4 Daytime respite hours for people aged 65+: This is a simplified indicator but is comparable to a combination of indicator 5b(i) and 5c(iii) from last year.

There has been an increase in the level of daytime respite for Older People (5090 respite hours per thousand of the population aged 65 and over in 2004/05 to 5928 in 2005/06).

The level of respite not in a day centre has also increased substantially due to the development of the Macmillan Carers Service and the ongoing development of the Carer's Short Break Service.

- 7.5 Daytime respite hours for adults aged 18-64: This is a simplified indicator but is comparable to a combination of indicator 5b(ii) and 5c(iii) from last year. During 2005/06 we have increased provision from last year due to the development of services such as the Carer Short Break Services, Cornerstone and the expansion of the Macmillan Service.
The level of respite not in a day centre has also increased substantially.

- 7.6 Meeting Corporate Objectives

Respite services support the Corporate Priority of Health and Wellbeing and contribute to the service objective of supporting vulnerable people to live at home. Our service developments have been informed by the views of service users.

7.7 Respite Local Improvement Targets (2005-2006)

Targets set for key service areas and include:-

- 125 clients with Learning Disabilities will be supported in living at home by our Joint Learning Disability Services.
- 89 clients with Learning Disabilities will receive a respite service in 2005/06.
- We will extend the use of the Short Break service to support 100 Carers.
- We will further develop the Step up Step Down Service and will support 17 vulnerable older people.

7.8 Progress to date

- Currently 385 people are supported in the community by our Joint Learning Disability Team and Generic Community Care Fieldwork Teams.
- Between January and March 2006, 82 people with a learning disability received a respite service.
- In 2003, a pilot short break service was developed providing 27 carers with short breaks. The service budget has increased to £100,000 and between 2005/06, supported 64 carers.
- To date 14 older people have been sustained by the Step Up Step Down service located within the sheltered housing complexes.

7.9 New Local Improvement Targets for 2006/07

In line with requirements of the JPIAF we have developed local improvement targets for all community care client groups. These improvement targets were reported to the Health Improvement and Social Justice Partnership meeting of 17 May 2006.

These cover areas such as:-

- Mental Health
- Learning Disability
- Physical Disability
- Brain Injury

- Addiction

These include service improvements in the areas of:-

- Increasing services accessed through SSA
- Timescales for response to referrals
- Increasing uptake of service

We will start monitoring these targets in April with a quarterly report being made available in the subsequent reporting quarter.

8 Social Enquiry Reports submitted by Due Date: ASW 6d

- 8.1 This indicator measures Social Work's performance in ensuring that Social Enquiry Reports (SERs) are submitted to the court by the date and time required.

Within West Dunbartonshire our performance has always been around 98 to 100% of SERs submitted on time.

In 2005/06 this has dropped to 86%. We believe that this figure is inaccurate and is due to a combination of factors.

Firstly, we envisaged a slight drop in performance due to high turnover of staff in the Criminal Justice Service and for a period, dependency on agency staff.

Secondly, we have recently implemented electronic reporting systems across the partnership area. There have been issues with the Information Technology which we believe is not capturing all the required data. This is currently being dealt with and in the short term we are carrying out a manual exercise to establish accurate performance information.

9 Probation Services: The percentage of new Probationers seen within one week: ASW 7c

- 9.1 This indicator is, to an extent, dependant on the offender keeping the appointment offered to them. As such it has a tendency to fluctuate.

In 2005/06 83.2% probationers were seen within timescales compared to 62.5% in 2004/05. This exceeds our target of 70% for 2005/06.

10 Community Service Order: Average number of hours per week to complete orders: ASW 8b

10.1 This indicator is intended to measure the efficiency of the service in allocating the required number of hours to offenders sentenced to a Community Service Order.

Our performance in 2005/06 at 3.7 hours per week represents a drop in performance from that in 2004/05.

We believe this to be due to a reduction in the length of orders imposed by the court and also to the level of offenders returned to court for non-compliance who are then returned to complete their order.

We set a target of 6 hours per week for 2005/06 which we now believe to be unrealistic.

We intend to monitor trends in Community Service to establish issues in relation to performance.

11 Local Improvement Action Targets - 2005/2006

11.1 Local Improvement targets for Criminal Justice Services have been developed. These include:

- Consistent Risk Assessment
- Standardised Reports
- Domestic Abuse Perpetrators Programme
- Programme of Evaluation for Intervention

11.2 Progress on each of the targets has been satisfactory apart from the one linked to SP1 6b. As stated previously we are currently investigating this apparent reduced level of performance.

12 New Local Improvement Targets for 2006-2007

12.1 We intend to continue to progress work on targets identified for 2005/06 and have set additional targets for 2006/07.

13 Looked After Children: Educational Attainment: EC 7b and 7c

13.1 We have improved our performance in both of the indicators for educational attainment.

In the attainment of one standard grade; the provisional figure for 2005/06 of 75% shows an improvement on that of 2004/05.

We have also substantially improved performance in relation to young people attaining a standard grade in English and Maths. The provisional figure for 2005/06 of 75% shows an increase of 25% over the 2004/05 figure.

14 Looked After and Accommodated Children: EC 8

14.1 This indicator is no longer included in Audit Scotland's SPIs.

It is presented here to indicate the position in Quarter 4, January to March 2006 at 17.6 Looked After and Accommodated Children per thousand and the population aged 0-17 years.

There is a national trend towards an increase in the number of children and young people being accommodated.

We believe the situation in West Dunbartonshire is in line with our level of deprivation.

15 Staff Qualifications: EC 9

15.1 In 2004/05 there was no increase in the level of qualified staff in Children's Residential Units. At 54%, West Dunbartonshire was below both the comparator group and national average.

Targets were put in place to improve the level of qualified staff and to reduce the length of time staff take to complete training courses. These targets are underpinned by a range of support mechanisms for staff undergoing training.

The unaudited figures for 2005/2006 show an increase of 10% to 64%. A further 10 staff are currently working towards qualifications.

16 Looked After and Accommodated Children: Privacy: EC 10

16.1 This indicator is based on the Care Commission Standard of privacy and single rooms in care homes. There is a small decrease in this indicator from last year. (2004/05 at 66.7% 2005/06 at 64.7%). This is due to the slight increase in the number of children and young people requiring a residential placement.

As most of our homes are small and were designed around the "family group living" concept there is little capacity for this

standard to be implemented and therefore for performance to be improved.

The Care Commission recognises the quality of care provided within our residential homes and is not pressing for any change in provision.

17 Respite Care: EC 11

- 17.1 Performance on respite care is sub divided into residential overnight service and daytime respite. This indicator has been “simplified” in 2005/06.

In the provision of residential respite our performance dropped slightly mainly due to a number of young people reaching the age of 18 (47.1 per thousand of the childcare population in 2004/05 to 46.9 in 2005/06).

In the provision of respite care in a day centre through attendance at playschemes and the Getalong Gang, there is a decrease in hours from last year due to recruitment difficulties. There is also a decrease in the use of befrienders providing respite to carers as the service lost workers with the opening of the children’s hospice at Balloch (1731 hours in 2004/05 to 1396 hours in 2005/06).

Respite provided at home increased during the year.

18 Social Background Reports (SBRs): EC 12

- 18.1 In 2004/2005 our performance on the level of SBRs submitted on time fell from that of 2003/04 and at 21.3% was well below the comparator group and national averages.

Performance on this indicator is affected by the volume of requests for reports and by recruitment and retention difficulties.

A series of actions were taken to improve performance:

- employment of two dedicated Social Work Assistants
- reviewing recording mechanisms
- development of a secure electronic link between Social Work and the Reporter’s Department.

At 40% our Performance has improved by almost 20% during 2005/06. We have put in place further improvement actions as part of a benchmarking exercise with Inverclyde Council and will continue to monitor the situation.

19 Children Panel Liaison – Supervision: EC 13

Our performance in relation to the percentage of children seen by a Social Worker within 15 working days has dropped from 68% in 2004/05 to 58% in 2005/06.

We believe that this is due to a combination of poor recording practice and staffing issues, particularly staff turnover. We have set a target of 80% to be met by the end of 2006 and will closely monitor the situation.

20 Meeting Corporate Objectives

20.1 Services for Children and Families contribute to the Corporate Priority of Developing our Children and Young People. The related key objectives for Social Work are:

- Through needs led assessment ensure that the most vulnerable young people, children and their families have, when required, early identification of need, the appropriate level of intervention and receive appropriate services at key stages in their lives.
- Provide good quality services to support families to care for children and young people safely at home or if that is not possible, to provide appropriate alternative care.
- Ensure that children and young people who do have to be cared for are not disadvantaged either socially, educationally or in terms of health care.
- Ensure that where children and young people have been cared for by the Council they are supported when they leave whether that is to return home, to move to other types of care, or for older young people to move on to independent living.

21 Children's Improvement Targets 2005/06

21.1 A range of targets were set for 2005/06 as follows together with information of progress achieved include:

21.2 Child Protection

Target: All qualified social work staff to undertake the 5 day basic child protection training within their first year of employment

Progress: The training is in place for qualified staff to undertake this course in their first year of employment

Target: Child Protection Committee to deliver 8 multi-agency child protection awareness programmes each year with a target of raising awareness to a minimum of 250 staff.

Progress: Approximately 200 multi-agency staff attended 9 multi-agency child protection awareness raising programmes during 2005/06. In addition social work child protection services contributed to training programmes being delivered to Education staff.

Target: Conclude the development of local protocols and procedures across agencies to ensure the safety and wellbeing of children and young people where addiction is an issue in the family.

Progress: The Getting Our Priorities right multi-agency protocol was launched in 2006. 300 copies have been distributed and a training programme put in place.

21.3 Residential Accommodation: Staff Qualifications

Target: By the end of 2005 ensure that 80% of staff in residential homes for children will achieve SVQ3.

Progress: Around 80% of staff in residential homes for children have either achieved SVQ3 or are working towards this qualification.

21.3 Looked After and Accommodated Children

Target: Reduce the number of young people placed in secure accommodation through the development of appropriately targeted intervention and support strategies (ISMS)

Progress: The Intensive Support and Monitoring Service commenced during 2005 specifically targeted at vulnerable young people and as a direct alternative to secure accommodation. Twenty young people have received an "ISMS" assessment and five are currently subject to a movement restriction condition.

Target: Implement Choose Life Programme through the roll out of a programme promoting mental health awareness to staff in young people and children's units during 2005/06.

Progress: The following programme was delivered to multi-agency staff including staff of residential units for children and young people.

- Applied Suicide Intervention Skills Training - 5 workshops
- Scottish Mental Health First Aid - 53 participants
- Seasons for Growth - 50 people trained
- Coping with loss and bereavement - 4 half day sessions
- Self harm awareness - 2 workshops
- 6 talks on preventing suicide

21.4 Respite

Target: Development of support packages for children with Autistic Spectrum Disorder

Progress: A Support at Home Worker is in place to support families who have a child with ASD who presents with challenging behaviour.

21.5 Social Background Reports

Target: To improve performance to 60% by 2005/06 and 70% by 2006/07.

Progress: The Scottish Reporter's Administration will supply the figures giving the number of reports we have submitted to them on time. We envisage that our performance for 205/06 will be around 40%.

22 Continuous Improvement

22.1 Best Value Reviews

Currently there are four Best Value Reviews being undertaken within Social Work Services and progress on these is noted in the Appendix. A further programme of Best Value Reviews up to 2008/09 is in place. This programme is currently being reviewed and an update will be reported to a future Social Justice Committee.

22.2 Supporting People Service Reviews

Within Supporting people all 45 Stage 1 reviews have been completed and the programme is on schedule to complete all stage 2 reviews by 31 March 2007.

22.3 Personal Development Planning (PDP)

By April 2006, 105 PDPs have been completed. This means we have not achieved our target of 125. However plans are in place to attempt to attain the target that all staff have received a PDP review by 31 March 2007.

22.3 Quality Management Systems

Social Work is committed to introducing accreditation to recognised quality management systems for all services. This reflects the corporate strategy, which agreed a dual approach of achieving either Investors In People (IIP) or Chartermark for all services and sets out a phased approach to implementation.

Following the introduction of the departmental Quality Management Systems policy a working group was put in place. The group's remit was to decide on appropriate groupings of services and the selection of the relevant quality management system for each grouping. The group is also producing an implementation plan, which sets out a programme for all services to be accredited by 31 December 2008. This will be reported to a future meeting of the Social Justice Committee.

Currently the Quality Assurance and Training Section have achieved IIP status. The Strategy, Personnel and Finance functions are in the early stages of preparation for IIP accreditation.

The residential homes for older people and children are in the early stages of preparing a submission for Chartermark and Homecare are considering EFQM.

22.4 Complaints

During the period 1st April 2005 to 31 March 2006 30 formal complaints were received by the department. Of these:

- Eleven concerned child care
- Ten concerned community care
- Five concerned home care
- Three concerned parking at Bruce Street
- One concerned welfare rights

Overall, three complaints were justified, four were part justified, nine were found to be unsubstantiated and eleven were unjustified. One complaint was unable to be investigated as the complainant had moved away, one complaint was withdrawn while the investigation was under way and in one the investigation is ongoing.

When a complaint was found to be justified staff were provided with further guidance to prevent any recurrence.

23 Personnel Issues

23.1 There are no personnel issues associated with this report.

24 Financial Implications

24.1 There are no financial implications associated with this report.

25 Recommendation

25.1 The committee is asked to note the contents of this report

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