
Report To:	Health & Social Care Committee	Date: 27 August 2009
Report By:	Robert Murphy Acting Corporate Director, Social Care	Report No: SW/33/09/AW/BK
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Subject:	Social Work Services Performance Report	

1.0 PURPOSE

- 1.1 The purpose of this report is to advise Members of progress made by Social Work Services in achieving its key objectives, as set out in the Education and Social Care Directorate Plan for 2009/11, and the contribution made to the achievement of key corporate priorities.

2.0 SUMMARY

- 2.1 This report seeks to update members on the performance of Social Work Services and reflects the agreed corporate approach to performance reporting.
- 2.2 The Annual Statutory Performance Indicators are included within this report. Additional performance and management information is available to elected members as required.
- 2.3 This report reflects the key objectives outlined in the Education and Social Care Directorate Plan for 2009/11.
- 2.4 Future reports to Committee will be produced in this standard format and will provide trend information, highlight significant variations in performance and identify improvement action where appropriate.

3.0 RECOMMENDATION

- 3.1 It is recommended that the Committee comment on the performance information contained in this report and note that further reports on the performance of Social Work Services will be presented to future meetings of the Health and Social Care Committee.
- 3.2 Members are also asked to identify any further performance information that they wish to see included in the report for the next Health and Social Care Committee.

4.0 BACKGROUND

- 4.1 To assist in the development of the Council's Strategic Planning and Performance Management Framework, the CMT agreed on 2 November 2006 to introduce a consistent approach to performance reporting to Committee on a directorate basis.
- 4.2 Increased consistency of reporting across the Council in corporate format increases service accountability and allows trends in performance to be reported in addition to assisting members in their scrutiny role, in respect of policy and service delivery.
- 4.3 Each functional area within Social Work Services have external, internal and partnership reporting requirements, consisting of a mixture of statutory performance indicators (SPIs), National Standards, Scottish Government Aggregate Returns, and local service or operational indicators. These indicators provide an important measure of how each functional area's individual performance contributes to meeting its statutory requirements and policy drivers, in terms of direct service delivery to the public, and the Council's overall strategic aims, including major programmes and projects.
- 4.4 This report will not replace committee reports on specific performance issues but is intended to provide an overview of performance across Social Work Services. In particular, members will be advised of performance exceptions and where appropriate, the improvement action that is required. Elected members will also be apprised of areas of good practice and any developments not included within the Directorate Plan.
- 4.5 This report is not intended to provide a comprehensive analysis of all performance indicators throughout the Service, but to report on selected indicators that will act as a guide to members as to the information that they may wish to interrogate and scrutinise.
- 4.6 Members are invited to request further information as required.

5.0 PERFORMANCE INDICATOR MEASURES OF PROGRESS

- 5.1 Social Work Services has a staffing complement of approximately 1,100 and a gross budget of £65.1 million. It comprises the following functions and service areas:
 - Criminal Justice
 - Community Care
 - Children and Families
 - Homelessness
 - Business Support
 - Strategic Services
- 5.2 The shared values and goals of these service areas within Social Work are outlined in the Directorate Plan, along with the programmes and projects which we will implement to help the Council achieve the vision and outcomes contained within its Corporate Plan.
- 5.3 The following indicators demonstrate Social Work's performance in relation to key service areas. Members can request additional information as required.

5.4

Table 1	
Service:	ASW 5 : Respite
Indicator:	Number of Respite Bed nights for Adults
Type of Indicator:	Local Performance Indicator, Statutory Performance Indicator (SPI)
Relevance:	Respite or short break services are considered essential as part of the drive to support carers and maintain people in their own homes.
Current Performance Level:	5673 bed nights Out-turn 08/09 (This figure is the SPI total and varies slightly from the aggregate quarterly totals) 1286 bed nights Jan - Mar 08/09 1212 bed nights Oct - Dec 08/09 1529 bed nights Jul - Sep 08/09 1448 bed nights Apr - Jun 08/09
Target Performance Level:	Due to service developments targets require to be confirmed.
Frequency of Monitoring:	Quarterly (internal), Planned Quarterly (Scottish Executive), Annual (Audit Scotland)
Analysis of Performance and Service Commentary:	Performance has increased by 6.1% when compared to the last quarter.
Trend:	Increase in Performance
External validation:	Audit Scotland

Table 2	
Service:	ASW 4: Home Care
Indicator:	Number of Homecare hours per 1000 population aged 65
Type of Indicator:	Local Improvement Target – Joint Performance Information and Assessment Framework Statutory Performance Indicator (SPI)
Relevance:	Home care is one of the most important services available to the Council to support people with community care needs to remain at home.
Current Performance Level:	713.0 08/09 711.7 07/08 678.4 06/07
Target Performance Level:	Currently being developed.
Frequency of Monitoring:	Quarterly (internal), Annual (Joint Improvement service) Annual(Audit Scotland)
Analysis of Performance and Service Commentary:	Service has shown an improving trend across the reporting periods.
Trend:	Increase in Performance
External validation:	Audit Scotland

Table 3	
Service:	Discharge from Hospital
Indicator:	Number of people delayed in hospital for more than six weeks
Type of Indicator:	Local Improvement Target -Joint Performance Information and Assessment Framework (National Outcome Framework)
Relevance:	Reduction in the number of people delayed in hospital beyond the period when they are considered clinically fit for discharge is a priority for the Scottish Government.
Current Performance Level:	1 person delayed as at (15/06/2009) 0 person delayed as at (15/04/2009) Out-turn 0 person delayed as at (15/04/2008) 5 people delayed as at (15/04/2007)
Target Performance Level:	0
Frequency of Monitoring:	Monthly (internal, Health Board and Information Services Division NHS)
Analysis of Performance & Service Commentary	We have not achieved our target for 0 delayed discharges in this quarter. Partnership working continues toward achieving our target locally.
Trend	Decrease in Performance
External validation	Monitored by Information Services Division (NHS)

Table 4	
Service:	Homelessness
Indicator:	Average time taken to discharge duty on cases assessed as homeless or potentially homeless.
Type of Indicator:	Formerly Statutory Performance Indicator
Relevance:	This indicator demonstrates efforts made to speed up processes
Current Performance Level:	25.6 weeks 08/09 Out-turn 25.36 weeks Oct-Dec 08/09 25.67 weeks Jul-Sep 08/09 28.26 weeks Apr-Jun 08/09 29.14 weeks Jan-Mar 07/08
Target Performance Level:	None (preferred reduced length of time – to be developed locally)
Frequency of Monitoring:	Monthly (internal)
Analysis of Performance & Service Commentary	There has been an improving trend in the average time taken to discharge duty on cases assessed as homeless or potentially homeless across the last four reporting quarters. The indicator has changed and this report will be modified to reflect these changes for the next period. This measure is no longer an SPI and future reports will change to reflect this.
Trend	Stable Performance
External validation	Formerly Audit Scotland

Table 5	
Service:	EC 4: Children's Services
Indicator:	Time taken to submit Social Background Reports to the Children's Panel.
Type of Indicator:	Key performance indicator – National Standard 3, Statutory Performance Indicator (SPI)
Relevance:	The national standard is that 75% of Social Background Reports are submitted within 20 days of receiving request. This indicator demonstrates efforts made to speed up processes.
Current Performance Level:	59.0% Out-turn 2008/09 51.0% Jan - Mar 08/09 30.0% Oct - Dec 08/09 46.0% Jul - Sep 08/09 71.2% Apr - Jun 08/09 65.4% Out-turn 2007/08
Target Performance Level:	75%
Frequency of Monitoring:	Quarterly (internal)
Analysis of Performance & Service Commentary	Performance has fluctuated for this indicator over the last financial year. This is partly to do with the implementation of a new reporting system and has also been affected by staff shortages of 2 FT social workers and 2 FT senior Social workers for part of the period.
Trend	Decrease in Performance from previous year.
External validation	SCRA , Audit Scotland

Table 6	
Service:	EC 5: Children's Services
Indicator:	% Children made subject to a supervision order that were seen by a supervising officer within 15 working days
Type of Indicator:	Key performance indicator – National Standard 3, Statutory Performance Indicator (SPI)
Relevance:	This indicator measures how well councils meet the national target time for allocating a social worker and arranging for a visit to the child/family as the first step in the programme of work with the child.
Current Performance Level:	95.6% Out-turn 2008/09 94.0% Jan - Mar 08/09 28.6% Oct - Dec 08/09 50.0% Jul - Sep 08/09 90.6% Apr - Jun 08/09 92.9% Out-turn 2007/08
Target Performance Level:	95% - local target
Frequency of Monitoring:	Annual SG Quarterly (internal)
Analysis of Performance & Service Commentary	Performance has improved overall for the financial year although decreased in the first two quarters, this was due to the implementation of a new reporting system and staff shortages for part of the period.
Trend	Increase in Performance
External validation	Audit Scotland

Table 7	
Service:	EC 7: Children's Services
Indicator:	% Care Staff in Residential homes for Children who are Qualified to 'the level of post held'.
Type of Indicator:	Statutory Performance Indicator (SPI)
Relevance:	Provides one measure of quality of residential care. It can be affected by the availability of suitably qualified staff and also to national guidance to LA of staff qualifications
Current Performance Level:	68.3% Out-turn 2008/09 60.5% Out-turn 2007/08
Target Performance Level:	TBC
Frequency of Monitoring:	Annual
Analysis of Performance & Service Commentary	Performance in this indicator has shown a steady increase (over the past 4 years) to 68% for 08/09 from 61% last year. This has been a result of a concentrated effort by the service to reach the standards set by SSSC (Care Commission).
Trend	Increase in Performance
External validation	Audit Scotland

Table 8	
Service:	EC 8: Children's Services
Indicator:	Respite: Total overnight respite nights provided per 1000 population to Children with Disability
Type of Indicator:	Statutory Performance Indicator (SPI)
Relevance:	Respite service is intended to benefit a carer and a child or young person with disabilities by providing a short break from 'caring tasks' This indicator measures a key element in support for carers.
Current Performance Level:	48.7 Out-turn 2008/09 52.3 Out-turn 2007/08
Target Performance Level:	TBC
Frequency of Monitoring:	Annual
Analysis of Performance & Service Commentary	Performance has decreased this year showing fewer children per 1000 pop getting access to overnight respite services from last year. This was partly attributed to a number of young people who reached 18 during this last year who are now reported in adult figures.
Trend	Decrease
External validation	Audit Scotland

Table 9	
Service:	EC 8: Children's Services
Indicator:	Respite: Total Daytime hours provided per 1000 population to Children with Disability
Type of Indicator:	Statutory Performance Indicator (SPI)
Relevance:	Respite service is intended to benefit a carer and a child or young person with disabilities by providing a short break from 'caring tasks' This indicator measures a key element in support for carers.
Current Performance Level:	415.9 Out-turn 2008/09 484.2 Out-turn 2007/08
Target Performance Level:	TBC
Frequency of Monitoring:	Annual

Analysis of Performance & Service Commentary	Performance has decreased this year showing fewer children per 1000 pop getting access to daytime respite hours from last year. This was partly due to staff absence of a key worker, and lack of premises by one of the key providers to run groups.
Trend	Decrease
External validation	Audit Scotland

Table 10	
Service:	EC 6: Children's Services
Indicator:	Academic Attainment of Looked after Children: % of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in any subject
Type of Indicator:	Statutory Performance Indicator (SPI)
Relevance:	Reflects how well local authority meets the target identified in 'milestone 8 of social justice 'A Scotland where everyone matters' that young people leaving care should be equipped with basic skills for their future.
Current Performance Level:	65.7% Out-turn 2008/09 55.2% Out-turn 2007/08
Target Performance Level:	TBC
Frequency of Monitoring:	Annual
Analysis of Performance & Service Commentary	Performance has increased this year to just less than 66% from 55% last year.
Trend	Increase
External validation	Audit Scotland

Table 11	
Service:	EC 6: Children's Services
Indicator:	Academic Attainment of Looked After Children: % of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths
Type of Indicator:	Statutory Performance Indicator (SPI)
Relevance:	Reflects how well local authority meets the target identified in 'milestone 8 of social justice 'A Scotland where everyone matters' that young people leaving care should have achieved both English and maths and that they should be equipped with basic skills for their future.
Current Performance Level:	40.0% Out-turn 2008/09 41.4% Out-turn 2007/08
Target Performance Level:	TBC
Frequency of Monitoring:	Annual
Analysis of Performance & Service Commentary	Performance this year has decreased very slightly to 40% from 41% last year.
Trend	Decrease
External validation	Audit Scotland

Table 12	
Service:	Children's Services Balance of Care
Indicator:	Community Placements as percentage of total placements for Looked after and accommodated children.
Type of Indicator:	Scottish Government Aggregate Return
Relevance:	This indicator demonstrates efforts made to

	maintain children within their own home or within a more homely environment.
Current Performance Level:	Children in community placements: 88.4% Apr-June 09/10 88.5% Annual Out-turn 08/09 88.4% Jan-Mar 08/09 86.0% Oct-Dec 08/09 86.3% Jul-Sep 08/09 85.0% Apr-Jun 08/09 84.6% . Annual Out-turn 07/08
Target Performance Level:	To be determined
Frequency of Monitoring:	Annual SG CLAS ; Quarterly (internal)
Analysis of Performance & Service Commentary	The percentage of community placements compared to residential placements for Looked After and Accommodated Children
Trend	Gradual Increase sustained over these quarters.
External validation	Scottish Government

Table 13	
Service:	Child Protection
Indicator:	Children on the Child Protection Register and Child Protection Referrals
Type of Indicator:	Not Applicable (monitoring activity)
Relevance:	Although there is no specific target set for Child Protection the information presented provides some measure of output and allows managers to closely monitor child protection activity
Current Performance Level:	Number On Register (snapshot) 43 at 30 Jun 2009 42 at 31 Mar 2009 (Out-turn08/09) 45 at 31 Dec 2008 40 at 30 Sep 2008 37 at 30 Jun 2008 29 at 30 Sep 2007 Number Child Protection Referrals (during) 325 Annual Out-turn 08/09 74 Jan - Mar 2009 70 Oct - Dec 2008 112 Jul - Sep 08/09 243 Annual Out-turn 07/08 % Referrals resulting in case conference 44.3% Annual Out-turn 08/09 51.4% Jan - Mar 09 21.4% Oct - Dec 08 37.7% Jul - Sep 08 38.6% Annual Out-turn 07/08
Target Performance Level:	Not Applicable
Frequency of Monitoring:	Annual and Quarterly

Analysis of Performance & Service Commentary	The number of referrals has increased this financial year by 34%. Also the percentage of referrals that resulted in a case conference being held rose to 44% from 39% last year. This is attributed to an increase of awareness of child protection issues resulting from national and consequently local training programmes. A snapshot of children on the register at the end of each quarter can fluctuate and can be dependent upon the number of children within each family registered and deregistered at any given point.
Trend	Not Applicable
External validation	Scottish Government Annual Return

Table 14	
Service:	ASW 6: Criminal Justice
Indicator:	Percentage of Social Enquiry Reports submitted to court by due date.
Type of Indicator:	National Standard Statutory Performance Indicator
Relevance:	Provides a measure of the volume and efficiency of the service in getting relevant information into court timeously.
Current Performance Level:	99.6% Apr-June 09/10 100% Annual Out-turn 08/09 100% Jan - Mar 2009 100% Oct - Dec 2008 99.6% Jul - Sep 08/09 100% Apr - Jun 08/09 99.6% Annual Out-turn 07/08
Target Performance Level:	95% (local target)
Frequency of Monitoring:	Annual and Quarterly
Analysis of Performance & Service Commentary:	Consistently high performance and exceeded the target level of 95% . Performance will continue to be monitored.
Trend:	Improved Performance and Exceeded the Target
External validation:	Audit Scotland

Table 15	
Service:	ASW 7: Criminal Justice
Indicator:	Percentage of Probationers seen by Social Work Services within one week of sentence.
Type of Indicator:	National Standard Statutory Performance Indicator (SPI)
Relevance:	This indicator is a national standard and demonstrates efforts to speed up processes.
Current Performance Level:	97.0% Annual Out-turn 08/09 93.8% Annual Out-turn 07/08
Target Performance Level:	95%
Frequency of Monitoring:	Quarterly (internal)
Analysis of Performance & Service Commentary	Performance has increased for this financial year to 97% compared with 94% in 07/08. Quarterly monitoring will continue.
Trend	Increase in performance
External validation	Audit Scotland

Table 16	
Service:	ASW 8: Criminal Justice
Indicator:	Average hours per week to complete Community Service Orders
Type of Indicator:	National Standard, Statutory Performance Indicator (SPI)
Relevance:	This indicator is a national standard and demonstrates efforts by the Service to maximise the amount of time spent each week by the offender conducting their sentence. (e.g. the fewer hours completed in a week will increase the length of the period to complete the sentence, therefore we wish to see an increase in the average hours per week for this indicator).
Current Performance Level:	3.6hrs Annual Out-turn 08/09 3.0hrs Jan-Mar 08/09 3.9hrs Oct-Dec 08/09 3.6hrs Jul-Sep 08/09 3.6hrs Apr-Jun 08/09 4.3hrs Annual Out-turn 07/08
Target Performance Level:	4hrs
Frequency of Monitoring:	Quarterly (internal)
Analysis of Performance & Service Commentary	Performance in this indicator has decreased from 4.3hours in 07/08 to 3.6hours in 08/09. This performance rate is evident over each quarterly period and has been affected by a lack of available staff during the reporting period.
Trend	Decrease in performance
External validation	Audit Scotland

Table 17	
Service:	Contracts and Complaints
Indicator:	Percentage of complaints acknowledged within 5 days of receipt.
Type of Indicator:	National Standard Statutory Performance Indicator (SPI)
Relevance:	This indicator demonstrates the responsiveness of the Service to reported complaints
Current Performance Level:	82.8% Annual Out-turn 08/09 50.0% Jan - Mar 08/09 57.1% Oct - Dec 08/09 100% Jul - Sep 08/09 100% Apr - Jun 08/09
Target Performance Level:	100%
Frequency of Monitoring:	Quarterly (internal) Annual Report to Committee
Analysis of Performance & Service Commentary	Although the service did not achieve its target of 100% in the last two reporting quarters and by the annual out-turn it should be noted that this is based on a small number of complaints overall. Arrangements have been put in place to ensure that targets can be achieved in future. The indicator is based on all complaints received relating to each service area for local authority community care; children services and criminal justice.
Trend	Decreased Performance
External validation	No

6.0 DIRECTORATE PLAN 2007/08 - PROGRESS

6.1 The following is a brief update on the items relating to Social Work Services contained within the 2009/11 Directorate Plan for Education and Social Care.

6.2 Criminal Justice

a) Fulfilling our duties in line with the Multi-Agency Public Protection Arrangements.

The NSCJA MAPPA 2008 / 2009 Annual Report is currently being prepared and progressed through NSCJA and will be published in October on the Scottish Government website.

Corporate Plan 3B SOA 2

6.3 Community Care

a) Progress the work of the Housing Demonstrator initiative of Older People's Housing, Support Health and Care and inform the national picture from our work.

This initiative commenced in October 2008 and significant progress has been made in the following areas:

- Learning from good practice across Scotland relating to older people's housing.

Corporate Plan 2D

SOA 5

- Partnership working with Trust Housing to support Housing with Care Development.
- Partnership working with River Clyde Homes with a focus around housing allocations for older people and for sheltered housing.
- Promotion of services within Inverclyde to support older people to live safe and independent lives.
- Housing's role in the Balance of Care.

b) Secure the best possible outcomes for service users of community care services.

Established community care outcomes "Talking Point" group to take forward the new outcomes agenda.

Corporate Plan 2D

SOA 5

c) Consolidate initiatives aimed at promoting cultural change and attitudes to alcohol.

The Young People's Alcohol Team (YPAT) has been established with all staff in post by March 2009 and are currently in line to achieve FSF targets, having made 1700 contacts to date.

Corporate Plan 2D

SOA 6

This team includes a Community Alcohol Engagement Worker who is visiting all Community Councils as part of the involvement with the Licensing Forum. A counsellor is also attached to the team and receives referrals for people under 25 years of age.

The Implementation Plan for the Alcohol priority of the SOA is currently being developed.

Overall, referrals to Inverclyde Alcohol Services have increased recently.

d) Progress repositioning of Wellpark Centre for Alcohol Services.

Contractors are on site and new build completion is scheduled in July 2010.

Corporate Plan 2D

SOA 6

Joint staff meetings with Health are being held on a regular basis.

e) Progress implementation of the Adult Support and Protection (Scotland) Act 2007 and ensure Inverclyde

The Adult Protection Committee meets on a four weekly basis. An independent Convenor has now been appointed.

Council is meeting its new duties and responsibilities with partner agencies.

Corporate Plan 3B

SOA 2

f) Proceed with mental health service redesign proposals in respect of adult and older people's mental health and addiction services.

Corporate Plan 5A

SOA 5

An extensive programme of training has been provided, including:

- 18 Adult Support and Protection multi-agency training workshops with 144 Social Work Services staff attending;
- a three day course on Adult Support and Protection legislation and procedures was provided to 50 lead practitioners;
- a one day course for managers with 68 attendees;
- 48 Social Work Services staff attended a one day practice workshop on Adult Support and Protection.

12 beds from adult mental health services have been closed and services have been reprovided in the community.

Plans are at a well advanced stage for staff based at Cathcart Street premises to relocate to a refurbished Crown Street premises. This will be followed by the relocation of the Community Drugs Team to the refurbished Cathcart Street premises in 2010.

6.4 **Children and Families**

a) Remove barriers to learning and improve the outcomes for our most vulnerable children and young people through effective integrated children's services.

Corporate Plan 1B, 1D

SOA 7

We have continued to try to develop a strong corporate parenting ethos for all L.A.C and this has centred around the involvement of young people carers, staff, managers and elected members. This has led to specific innovative practice including the Children's Champion scheme, a letter box initiative and targeted group work programmes as well as the LAC Education Project which works across all ages.

b) In line with Getting It Right (GIT), continue to develop multi-agency working in child protection and a wide range of other services for children, young people and families.

Corporate Plan 3B

SOA7

Our HMle Inspection commented very favourably on the positive multi-agency working in children's services including child protection. We have worked to support the development of robust multi-agency performance management information through the Child Protection Committee which evidences, monitors and supports this work. The ongoing development of the IAF throughout children's services will further embed the principle of multi-agency working.

6.5 Homelessness

a) Update the Homelessness Strategy to incorporate new Action Plan for the period 2009 – 2011, and provide strategic fit with Inverclyde Council's Local Housing Strategy.

Corporate Plan 3B, 3E

SOA 2

The Homelessness Strategy 2009/11 is in the final stages of development and will be presented at the October Health and Social Care Committee.

6.6 Strategic Services

a) Support carers in their caring role by providing a range of flexible, reliable and quality short breaks / respite.

Corporate Plan 2D

SOA 5

The Short Breaks Bureau continues to provide alternative forms of short breaks and respite. 72 people were assisted in the quarter January – March 2009 in accessing a variety of breaks in different settings.

Through additional funding from Inverclyde Council, Carers have been able to access group holidays and sitting services within the home, creating faster access to services as well as providing a break from their role of caring. To date 62 Carers have benefitted from this service.

b) Improve health and reduce health inequalities within the local population.

Work continues in this area and a key staff post has now been filled to take this work forward.

Corporate Plan 2A, 2D

SOA 5

c) Implementation of Adult Protection Module on SWIFT system.

Appropriate stakeholders are currently being identified to form an Implementation Working Group who will have the task of defining requirements and mapping the business process to drive this agenda to completion.

Corporate Plan 3B, 5A

SOA 2

d) Conduct an annual review of the Disability Equality Scheme 2006 – 2009 in partnership with

Annual reviews have been undertaken. ICOD are represented on the Corporate Equality Group and

ICOD and ICCF and report to the Policy and Resources Committee.

Corporate Plan 5E

SOA 2

6.7 **Cross-Cutting Themes**

a) Support our employees to develop the skills and knowledge to meet our organisational objectives.

Corporate Plan 5A, 5C

SOA 4, SOA 8

b) Develop our staff including leadership development and especially through the review process.

Corporate Plan 5C

SOA 2

c) Prepare for and implement the results of inspections, especially of homelessness and child protection.

Corporate Plan 5A, 5E

SOA 7, SOA 3

involved in planning for Equality Conference in 2008. In 2009 the Council supported ICOD to raise awareness of access issues to mark promoting Day for Disabled persons.

We are working to ensure that workers who require to be registered have the necessary qualifications as stipulated by the SSSC. In addition, performance reviews are helping staff to consider the additional skills and knowledge they require to meet our organisational objectives and to ensure we have an appropriately skilled workforce providing high quality services for our service users. Once again about 10% of our workforce were supported to gain a range of qualifications.

A variety of training has been accessed to support new managers develop the competencies they require. This has included opportunities to undertake external modules and qualifications in management including leadership. In addition, through the performance review process managers are encouraged to support staff who wish to develop their careers through promotion by seeking training opportunities to support them in this and thus to ensure succession planning.

The Scottish Housing Regulator published the inspection report of Homelessness Services in August 2008 and work is ongoing to address recommendations made as detailed in the Action Plan.

HMIE published the Multi-Agency Inspection of services to protect children in February 2009 and a Priority Action Plan has been developed outlining progress on the areas identified.

SWIA, HMICS and HMIP have recently published a report following a thematic multi-agency inspection regarding high risk offenders, which included Inverclyde Criminal Justice Social Work Services. This report has been tabled as an agenda item to consider the recommendations made at the Criminal Justice management meeting.

NHS QIS are currently preparing a report detailing their findings from a multi-agency inspection of Learning Disability services, including Inverclyde.

The Care Commission inspects several key social work services on an ongoing basis and improvements plans are developed to ensure high quality of services are being delivered.

Currently, preparations are being made for the forthcoming inspection by SWIA.

We have continued to consider the implications of Changing Lives at a strategic level and to respond to the various documents which have been produced. There is an active Practitioner's Group which is supported by members of the SWMT and which has succeeded in engaging members from across the service.

The pilot of the PSIF self evaluation tool has been completed in Criminal Justice Services. An Improvement Plan is being developed for this service and will be considered by the Strategic Planning and Performance Management Board in August.

Equality Impact Assessment Guidance is implemented with work progressing towards the development of a Multi-Equalities Scheme.

d) Implement Changing Lives Action Plan.

Corporate Plan 1E

SOA 2

e) Adopt the PSIF / SWIA self evaluation tools to drive quality and improve service delivery.

Corporate Plan 5C

SOA 4

f) Develop the Disability Equality Scheme and Multi-Equalities Scheme.

Corporate Plan 5E

SOA 1

g) Introduce equality, diversity and human rights champions' scheme, the equalities champion programme and embed equality impact assessments in our policy development.

Corporate Plan 5E
SOA 2

The following progress has been made:

- A pilot training programme has been delivered which included impact assessment. An outcome from this is that activity on equality including impact assessment has increased.
- We have extended our capacity in providing training this year to include 50 champions + 30 through the Homeless Strategy Group (Positive Action in Housing) and separate Impact Assessment session.
- ICOD have delivered Disability Awareness sessions for Equality Champions.

7.0 FUTURE REPORTING

7.1 Members are asked to identify any further performance information to be reported to the next Health and Social Care Committee, or request additional information on the indicators above.

8.0 KEY CORPORATE INITIATIVES

8.1 Social Work Services leads on a number of key national and corporate initiatives, including:

- Financial Inclusion
- Health Inequalities
- Demonstrator of Older People's Housing, Support, Health and Care
- Disability Equalities Scheme
- Support to Carers
- Looked After Children's Champion Scheme

8.2 In addition Social Work makes a significant contribution to key corporate initiatives, including:

- Modernisation and Efficiency Programme
- Community Planning
- Single Outcome Agreement
- Corporate Equalities Agenda
- Integrated Children's Service's
- Services to Protect Children
- Adult Protection

8.3 Performance in relation to these initiatives is currently measured through project plans and the achievement of key milestones set within these plans. However to complement this information, this report provides a summary of progress on key initiatives where Social Work Services leads or contributes to.

8.4 Financial Inclusion

Social Work has the lead role for the Council in terms of implementing the Financial Inclusion Strategy through the Inverclyde Financial Inclusion Partnership the main aims of which accord with national and local objectives of reducing poverty and inequalities. We are leading the way in addressing issues of poverty across Scotland and have been involved in the planning arrangements to host the Financial Inclusion Champions Team for Scotland, which is part of a UK government initiative.

It should be noted that the demand has significantly increased due to the economic downturn and the recession particularly for those in the age group 30 -55 years, who are in employment but experiencing difficulties with debt, particularly mortgage arrears. In addition work has been undertaken as part of the PACE Initiative (Partnership Action for Continued Employment) to support people facing redundancies at TSC and IBM.

Innovative work takes place on the take up of Child Trust Funds thus contributing to the SOA goal "Giving every child in Inverclyde the best start in life".

8.5 Health Inequalities

The Local Government (Scotland) Act 2003 empowered local authorities as key health improvement bodies within their areas. Social Work Services has taken the corporate lead for the council in this regard and the Joint Health Improvement Plan outlines key objectives for the contributing partners for the improvement of the health of the community.

8.6 Demonstrator of Older People's Housing, Support, Health and Care

This initiative commenced in October 2008 and significant progress has been made as previously outlined. Contact has been made with around 20 key stakeholders in the first quarter of operation and an initial report on activity to date as well as proposed areas of focus have been submitted to the Joint Improvement Team and Housing and Accommodation sub group.

8.7 Disability Equalities Scheme

Progress continues to be made and efforts are being focused on capacity building; training to raise disability awareness; access and accessible communication. A separate progress report will be provided for Committee.

8.8 Support to Carers

The Joint Inverclyde Carers Strategy 2008/11 was launched in 2008 and sets out five key areas for action including training and employment; short breaks; information and advice; improving the health of carers and developing the voice of carers. Progress on the implementation of this Strategy is monitored through the Carers Development Group, which in turn reports to the Community Care Core Group.

8.9 Looked After Children's Champion Scheme

The Children's Champion Scheme was launched as a pilot initiative where every Corporate Manager in Inverclyde championed two Looked After Children. This is the first of this type of initiative to be launched in Scotland.

8.10 Modernisation and Efficiency Programme

Social Work contributes to this initiative in a number of ways including:

- leading on data sharing and integration
- contributing to business transformations and value chain analysis

These key areas of business will have a significant impact on how the Council exchanges information with its partners and improving access to services for its customers.

8.11 **Community Planning**

Social Work has a lead role within the context of Community Planning particularly in relation to the Health and Well-being thematic partnership, but also in terms of our statutory role of protecting vulnerable children and adults. Throughout this report we indicate the relationship between Social Work objectives and key Community Planning and/or corporate outcomes.

8.12 **Single Outcome Agreement**

Social Work Services will continue to work corporately and with external partners to ensure that we deliver the desired outcomes.

8.13 **Corporate Equalities Agenda**

Social Work Services continue to have a key role in driving forward the Corporate Equality Agenda. Key Achievements this year have been the implementation of the Equality and Diversity Champions Scheme, a pilot project to promote action on Equality, Diversity and Human Rights. The training programme was delivered between December and March 2009. 86 people attended a range of sessions and are promoting equality within their service. There has been increased activity in the number of EIA's being undertaken and increased partnership work on specific equality themes, eg: support to migrant workers, disability and mental health which reflect the Community Plan, Corporate Plan and SOA priorities.

A conference was held in May 2009 building on the event held in 2008. The conference theme was Equality and Inclusion. The event launched the Champions network and Anti-Stigma Partnership.

8.14 **Integrated Children's Services**

Social Work has a pivotal role in planning, designing and delivering integrated services for children and families in Inverclyde. Within this planning context Social Work leads in the development of the Youth Strategy, and the Family Support Strategy.

8.15 **Services to Protect Children**

Social Work continues to have a key role in this area in both service development and practice. HMiE published the Multi-Agency Inspection of services to protect children in February 2009 and a Priority Action Plan has been developed outlining progress on the areas identified.

8.16 **Adult Protection**

Funding recently allocated by Scottish Government to support implementation of the Adult Support and Protection (Scotland) Act as a result of negotiations with COSLA, will be applied to creating the operational resource to address the additional requirements of the Council. The Scottish Government will evaluate where the additional resources were deployed and their effectiveness 18 months post allocation. The Adult Protection Committee meets on a four weekly basis and will continue to

lead on work on this area. An independent Convenor has now been appointed.

9.0 COMPLIANCE

- 9.1 Under Best Value, the Council has a duty to demonstrate its progress in embedding the principles of risk management, corporate governance, equalities and sustainability. These principles are integral to Social Work Services in the delivery, management and planning of its services.
- 9.2 Social Work Service has reviewed its planning and performance arrangements in accordance with corporate guidance and Joint Partnership arrangements. Performance management information is provided to managers on a quarterly basis and a Joint Performance Framework is being developed with Health partners.
- 9.3 As part of the Corporate Risk Management agenda training on Risk Management is ongoing for social work managers.
- 9.4 Equality and Diversity – As previously noted social work staff have had a pivotal role in developing the Impact Assessment tool for the Council. This will be deployed across the service's plans, policies and procedures over the next 6 months.
- 9.5 Inspection and Regulation – Recent inspections of Social Work Services and joint initiatives include HMLe inspection of services for the inspection of Children and the Scottish Housing Regulator recently inspected Homelessness Services in Inverclyde and the resulting action plan is subject to a separate report to Committee. Care Commission inspections are ongoing across all services.
- 9.6 Citizen and User Voice – Social Work Services has a long and successful history in terms of public engagement and participation and customer feedback. The processes employed, including in-house mechanisms and commissioning external organisations such as Inverclyde Community Care Forum, directly impact upon planning, service redesign proposals, and continuous improvement of services. We continue to develop consultation and engagement methods with a view to systematising these across the Service as whole.

New initiatives in developing user feedback and participation include a staff user / carer network.

Inverclyde is contributing to the national agenda in supporting SWIA in the development of supported self-evaluation tools.

10.0 PLANNED FUTURE IMPROVEMENT

- 10.1 Social Work Services will embed a strong performance culture across the service in accordance with Corporate guidance, within partnership arrangements and in terms of messages from external regulatory agencies.
- 10.2 Full details of the service's planned future improvement are included in the Education and Social Care Directorate Plan 2009/2011 and the Social Work Services Business Plan 2009/2010.