
Report To:	Health & Social Care Committee	Date: 7 January 2010
Report By:	Robert Murphy Acting Director, Social Care	Report No: SW/04/10/YG/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 Quarterly Statutory Performance Indicators for the reporting period July - September 2009 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 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 Members should note that quarterly figures may vary from the annual outturn. Quarterly figures are not subject to the intensity of data cleansing required for end of year audit but rather offering an indicative view of trend and performance. The PI returns to the Scottish Government on an annual basis are the subject of robust internal and/or external audit processes prior to submission and the outturn figures confirmed by the Council's internal audit at this stage. It is noted that table 6 contained errors in the previous Performance Report to Committee, and a technical note giving the corrected tables and an explanatory narrative is attached in the interest of clarity at appendix 1.
- 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 in 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.

Appendix 1

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 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:	1684 bed nights Jul – Sep 09/10 5673 bed nights Out-turn 08/09
Target Performance Level:	Currently being developed,
Frequency of Monitoring:	Quarterly (internal), Planned Quarterly (Scottish Executive), Annual (Audit Scotland)
Analysis of Performance and Service Commentary:	Higher rate of performance of 10% when compared to same period 08/09.
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:	819.5 Jul-Sep 09/10 713.0 Out-turn 08/09
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 increased service delivery since reporting annual out turn.
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:	4 people delayed as at (15/09/2009) 0 person delayed as at (15/04/2009) Out-turn
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 and actively managing undesirable increases in the number of people delayed in hospital.
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:	28.5 weeks Jul-Sep 09/10 25.6 weeks Out-turn 08/09
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 a decrease in performance compared with the annual out-turn. This indicator shows an increase in the number of weeks to discharge duty on cases assessed as homeless. This seems to be as a consequence of the lack of permanent housing offers being made available.
Trend	Decreased in 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:	61.7% Jul – Sep 09/10 59.0% Out-turn 08/09
Target Performance Level:	75%
Frequency of Monitoring:	Quarterly (internal)
Analysis of Performance & Service Commentary	Performance has increased to 61.7% in Jul-Sept 2009 compared with the annual outturn figure of 59% in 2008/09. Performance will continue to be monitored.
Trend	Increase in Performance.
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:	86.7% Jul-Sep 09/10 95.6% Out-turn 08/09
Target Performance Level:	95% - local target
Frequency of Monitoring:	Annual SG Quarterly (internal)
Analysis of Performance & Service Commentary	Performance in this second quarter remains below the desired target.
Trend	Decrease in Performance
External validation	Audit Scotland

Table 7	
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. It demonstrates the Number of Children looked after in community placements as a percentage of all children looked after and accommodated: A Community placement may include the child's own home on supervision, with friends or family, or with Foster parents.
Current Performance Level:	88.2% Jul-Sep 09/10 88.5% Out-turn 08/09
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 remains stable albeit showing a slight decrease in Jul-Sep 09/10.
Trend	Stable Performance
External validation	Scottish Government

Table 8	
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) 22 at 30 Sep 2009 42 at 31 Mar 2009 Out-turn 08/09 Number Child Protection Referrals (during reporting period) 69 Jul-Sep 09/10 325 Out-turn 08/09 % Referrals resulting in case conference 23.2% Jul-Sep 09/10 44.3% Out-turn 08/09
Target Performance Level:	Not Applicable
Frequency of Monitoring:	Annual and Quarterly
Analysis of Performance & Service Commentary	Number of children on the register as at 30 September is significantly lower than the out-turn figure. 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. The percentage of referrals that resulted in a case conference has fallen to 23.2% however this is due

	to a bigger number of referrals and little variation in the actual numbers resulting in case conference.
Trend	Not Applicable
External validation	Scottish Government Annual Return

Table 9	
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:	100% Jul-Sep 09/10 100% Out-turn 08/09
Target Performance Level:	95% (local target)
Frequency of Monitoring:	Annual and Quarterly
Analysis of Performance & Service Commentary:	Consistently high performance and has exceeded the target level of 95%. Performance will continue to be monitored.
Trend:	Stable Performance
External validation:	Audit Scotland

Table 10	
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:	88.9% Jul-Sep 09/10 97.0% Out-turn 08/09
Target Performance Level:	95%
Frequency of Monitoring:	Quarterly (internal)
Analysis of Performance & Service Commentary	Performance has fallen slightly in this first quarter to 88.9% compared to the annual outturn, and falls below the required target. Quarterly monitoring will continue.
Trend	Decrease in Performance
External validation	Audit Scotland

Table 11	
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:	3.7 hrs Jul-Sep 09/10 3.6hrs Out-turn 08/09
Target Performance Level:	4 hrs
Frequency of Monitoring:	Quarterly (internal)
Analysis of Performance & Service Commentary	Performance for this indicator has increased from 3.6hrs in the 08/09 annual outturn figures, to 3.7hours in Jul-Sep 09/10.
Trend	Increase in performance
External validation	Audit Scotland

Table 12	
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:	83.4% Jul – Sep 09/10 82.8% Out-turn 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% 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	Increase in Performance
External validation	No

Table 13	
Service:	Financial Inclusion
Indicator:	Number of Clients who engaged with the service
Type of Indicator:	Fairer Scotland Fund (FSF) Core Output Indicator
Relevance:	This indicator demonstrates the volume of users in the community that engage with the Service on a quarterly basis. The service provided and measured in the primary indicators involves work in advocacy; social exclusion and deprivation; and actions to acquire and improve skills. Work embedding social justice and equality is also delivered as part of this service. One example of such work has been group work carried out by the Financial Inclusion Team with Partnership working for continued Employment (PACE)
Current Performance Level:	893 Jul-Sep 09/10
Target Performance Level:	1401 clients
Frequency of Monitoring:	Quarterly (internal) Annual Report to Committee
Analysis of Performance & Service Commentary	The target for this service is that 1401 people engage with the Financial Inclusion Team on a quarterly basis. Due to school holiday period captured within this quarter the number of service users has decreased and falls below our target.
Trend	Not Applicable
External validation	Scottish Government Fairer Scotland Fund (FSF)

6.0 DIRECTORATE PLAN 2009/11 - 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 Many of the items detailed in the Directorate Plan are, of nature, being progressed on an ongoing basis. Those items where there is no specific update from the previous Committee Report have been clearly indicated.
- 6.3 **Criminal Justice**

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

There is no further update relating to this item.

Corporate Plan 3B

SOA 2

b) Produce Criminal Justice Business Plan for period 2009 to 2012.

Three staff focused groups were held to inform the content of this Plan. The completed Plan was submitted to the August Health and Social Care Committee.

Corporate Plan 5A

SOA 6

6.4 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.

Corporate Plan 2D

SOA 5

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

Corporate Plan 2D

SOA 5

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

Corporate Plan 2D

SOA 6

d) Progress reprovision of Wellpark Centre for Alcohol Services.

Corporate Plan 2D

SOA 6

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

Inverclyde is one of four areas for implementation of the Shifting the Balance of Care Improvement Framework. This is a new initiative.

We are contributing to the National Consultation on Equipment and Adaptations and development of criteria for short and long-term provision of equipment to care homes. Local protocols are currently being developed to progress this.

Work continues to develop the outcomes framework and embed it within our assessment processes. This involves moving away from a deficit/needs led model of assessment to an enablement model.

Inverclyde People's Day was held in Greenock town providing the public with a range of information and taster services aimed at raising awareness and positively influencing attitudes toward alcohol and drug addiction.

We are on course to exceed all FSF targets in terms of alcohol education and awareness raising with all school children in primary 6 and above in Inverclyde. This awareness raising activity has extended to community councils and youth groups as well as work place environments, health centres etc within the community of Inverclyde.

Progress is being made in terms of the rebuild of the Wellpark Centre with building contractors on site and initial construction phases underway.

The Adult Protection Coordinator's post has been filled however the resource worker's position has gone back to advert following an unsuccessful interview

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

process. The appointment of key personnel will go some way to meet our duties in respect of the Adult Support and Protection (Scotland) Act 2007.

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.

The key element involves an integration of services with Health, reflecting a commitment to delivering the most effective and efficient community services for the people of Inverclyde.

Corporate Plan 5A

SOA 5

Refurbishment of the Crown House development for the collocation of the Adult and Older Person's Mental Health Teams is almost complete.

6.5 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.

We continue to develop our Corporate Parenting ethos which has led to an improvement in educational attainment. The evaluation of the Children's Champion Scheme has taken place and the final report will be available in the near future.

Corporate Plan 1B, 1D

SOA 7

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.

The implementation of the Integrated Assessment Framework has continued and we hope that in the near future the paperwork used for child protection, looked after and accommodated children and Social Background Reports will be aligned with the framework.

Corporate Plan 3B

SOA7

6.6 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

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

Housing Strategy.

Committee.

Corporate Plan 3B, 3E

SOA 2

6.7

Strategic Services

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

The Carers Centre is continuing to promote holidays and short breaks for carers. The faster access initiative for short breaks has proven to be popular among carers as the flexibility of the service is meeting the particular needs of this group.

Corporate Plan 2D

SOA 5

Through the Short Breaks Bureau (SBB) we assisted the Respite Forum and Inverclyde Carers Centre to produce a promotional DVD. The aim of this was to inform carers about the range of respite services and how they can access these. In addition, the SBB has been exploring more innovative respite services and have been promoting these through assessment and care management teams.

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

The Health Improvement Officer position has been filled and the incumbent will take up post early in the new reporting quarter.

Corporate Plan 2A, 2D

SOA 5

c) Implementation of Adult Protection Module on SWIFT system.

Implementation of this module is being progressed to ensure that our business system captures all activity of services engaged in Adult Protection work.

Corporate Plan 3B, 5A

SOA 2

d) Conduct an annual review of the Disability Equality Scheme 2006 – 2009 in partnership with ICOD and ICCF and report to the

We are currently developing the Inverclyde Council Disability Scheme 2010/12. This builds on the feedback from key stakeholders and annual

Policy and Resources Committee.

Corporate Plan 5E

SOA 2

6.8 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

d) Implement The 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

progress reports of the previous document. Approval for the revised scheme will be sought through the Policy and Resources Committee.

We have recently established our own approved SVQ centre as part of our strategy to ensure that all our workers achieve necessary qualifications and maintain current SSSC registration requirements. Through performance reviews and flexible planning arrangements we continue to help staff to access the additional skills and knowledge they require to meet our organisational objectives.

Service managers have undergone intensive three day training in supervision methods with the intention to roll this out across 4th tier managers.

The performance review process is enabling managers to identify training needs and support staff to access appropriate resources to meet that need.

SWIA began its new round of inspections using updated methods and scrutiny tools. Inverclyde Social Work Services were among the first councils to be subject to this new inspection regime. The inspection process in Inverclyde commenced in August 2009, with a desk top and file reading exercise. We now await the next stage of the inspection process.

The Practitioners Forum continues to meet on a regular basis to address themes emerging from the Changing Lives agenda.

The pilot of the PSIF self evaluation tool has been completed with support from frontline staff at all grades in Criminal Justice Services. An Improvement Plan has been produced, and along with three other pilots across the Council, was considered by the Strategic Planning and Performance Management Board

in August.

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

There is no further update relating to this item.

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.

There is no further update relating to this item.

Corporate Plan 5E

SOA 2

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 that Social Work Services has lead on or contributed to.

8.4 Financial Inclusion

The Financial Inclusion Team continues to work with people facing debt and redundancy. Recent developments include the Growth Fund 3 initiative for low cost loans to vulnerable people. This has been established in Partnership with the DWP. We have also developed basis banking initiatives with Grand Central Saving in partnership with Riverclyde Homes.

8.5 Health Inequalities

Social Work in partnership with the CHP will develop a joint statement of intent for the health improvement agenda. This will outline our future priorities as we move toward the Joint Community Health and Care Partnership.

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

The Housing Demonstrator continues to promote partnership solutions to meet the housing needs of community care service users. This contributes to collaborative efforts to increase the balance of care in supporting more people to live at home. In addition, we are developing a consistent assessment tool which will be piloted with Riverclyde Homes and rolled out across the housing associations thereafter. This tool will allow decisions to be made about the allocation of housing based on the health and social care needs of the applicants.

A final report of the housing Demonstrator will be prepared for February 2010.

8.7 Disability Equalities Scheme

Social Work has had a pivotal role in the development of the Inverclyde Council Disability Equality Scheme and we are currently developing the 2010/2012 scheme.

In addition, we have had a key role in driving this agenda across council services and within our partnership arrangements.

8.8 Support to Carers

The Carers Development Group meets on a monthly basis to take forward the key priorities from the Joint Inverclyde Carers Strategy 2008/11 and reports directly to the Joint 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 Services are part of the developments within the future operating model and are liaising with ICT in terms of resource implications associated with this development.

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 have a lead role in taking forward the objectives of the Single Outcome Agreement for the Council and its partners.

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 has 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 Equality Impact Assessments being undertaken and increased partnership work on specific equality themes, e.g. support to migrant workers, disability and mental health which reflect the Community Plan, Corporate Plan and SOA priorities.

A conference was planned for 13th October to bring together migrant workers living in the area with a view to share information about services and identify unmet need amongst this group.

8.14 Integrated Children's Services

This agenda will be taken forward in the future through the Single Outcome thematic group "The Best Start in Life". Structure and planning arrangements are currently being developed.

8.15 Services to Protect Children

Social Work continues to have a key role in this area in both service development and practice and work is continuing to implement the HMiE action plan.

8.16 Adult Protection

The Implementation Costs Survey has been returned to the Scottish Government outlining increases in service activity and the financial impact associated with the implementation of the Adult Support and Protection (Scotland) Act.

9.0 COMPLIANCE

9.1 In accordance with 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 Services continue to embed performance management information as integral to day to day delivery of social work services and the process of continuous improvement.

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 – Social work continue to drive equalities and diversity agenda and the use of the Impact Assessment tool for the Council.

9.5 Inspection and Regulation – SWIA have completed a desk top and file reading exercise and we await their findings.

9.6 Citizen and User Voice – We are developing a User/Carer Involvement Strategy

which will define our methods and systems for future engagement purposes.

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 improvements are included in the Education and Social Care Directorate Plan 2009/2011 and the Social Work Services Business Plan 2009/2010.

Technical Note

Information produced for Inverclyde Council's Social Services Quarterly Performance Report is derived from our main business systems and various spreadsheets and databases within the services. We also report information provided by colleagues in health particularly in relation to delayed discharge, emergency admissions etc. We have developed a suite of management information that is used for monitoring our progress toward the statutory performance indicators which are audited by the Audit Scotland and in Internal Audit within the Council. Locally agreed performance measures are subject to quality assurance processes.

Some information is by necessity and design produced on an "as at" snapshot basis and others are cumulative in nature. In the pursuit of developing performance measures for the service there is always a balance to be sought between the need to produce accurate management information, and in detracting from the core social work task of providing services to vulnerable people. In addition, staffing issues in different parts of the process of data input will have an impact on the data extracted from the system. These are issues that are common to all local authorities across Scotland.

Process of Producing the Information

Information produced in our quarterly report for Committee uses data that is gathered from a variety of live and standalone systems across the service and from partners in health. For each service area there are processes in place that involve a variety of staff including professional, admin and managers who have responsibility for the recording and input of specific data items into the system as at and during the provision of services. Our processes in terms of the tasks that we undertake with service users tend not to be linear in nature and therefore information will be recorded at various points throughout our intervention and updated when appropriate. Extracting information from the system may mean that workers have not updated their accounts of activity prior to the point of extraction. It should be noted that the SWIFT information system is constantly being updated by staff across social work services. The data used to produce these reports is taken at a specific period in time and may be subject to change.

Information will not always be up to date as data input does not occur in real time. At the point of collating the quarterly figures there will always be a 'catch up' in the data by the year end outturn figures.

This is illustrated in the tables below:

Information presented prior to clean up exercise for year end					
	<i>Quarter 1</i>	<i>Quarter 2</i>	<i>Quarter 3</i>	<i>Quarter 4</i>	<i>total year end</i>
<i>Total</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>400</i>
<i>of which met target</i>	<i>90</i>	<i>95</i>	<i>50</i>	<i>100</i>	<i>335</i>

Performance overall for the year is 84% without the clean up of data.

Information presented following clean up exercise for year end					
	<i>Quarter 1</i>	<i>Quarter 2</i>	<i>Quarter 3</i>	<i>Quarter 4</i>	<i>total year end</i>
<i>Total</i>	<i>102</i>	<i>108</i>	<i>103</i>	<i>108</i>	<i>421</i>
<i>of which met target</i>	<i>91</i>	<i>98</i>	<i>52</i>	<i>104</i>	<i>345</i>

Performance overall for the year is 82% following the clean up process

Quality Assurance of Data

In the process of producing the quarterly figures the various reports are run by research staff within strategic services and presented to managers of the particular performance areas who will quality check and instruct the correction of data where appropriate. This exercise may be repeated several times in an effort to ensure that the figures are as accurate as possible prior to the final 'cut off' and in advance of the figures being presented at the end of each quarter to the committee.

Quarterly figures presented are drawn from our own information systems and may differ slightly from annual national figures reported by Audit Scotland. One example of this is the Children Services Social Background Reports whereby the annual audited figure is produced by the Scottish Children Reporter Administration (SCRA). The discrepancy in performance reported for this indicator is due to differences in methods used to measure performance.