



PERFORMANCE INSPECTION OF SOCIAL WORK SERVICES IN EAST AYRSHIRE

BOARD MEETING – 26 JUNE 2008

1. PURPOSE OF REPORT

- 1.1 To inform the Community Planning Partnership Board of a programme of preparations for the forthcoming Social Work Inspection Agency (SWIA) Performance Inspection of East Ayrshire Council Social Work Service.

2. BACKGROUND

- 2.1 SWIA carries out Performance Inspections of all Scotland's local authority social work services. Inspectors gather and analyse a wide selection of information about a local authority and the social work services it provides or is responsible for. The inspection results in a published report that identifies strengths as well as areas for improvement. To date, SWIA has reported on 13 council inspections.
- 2.2 In common with other national inspection agencies, SWIA monitors the implementation of the recommendations made in the report and undertakes a short follow up inspection one year after the publication of the report. In order to do this an action planning phase is included in the core inspection activities.

3. OVERVIEW OF INSPECTION PROCESS

- 3.1 The inspection looks at the context in which social work services are delivered within the local authority area, including an area profile and the organisation of social work services. The inspection process itself consists of a series of activities:
 - A self evaluation questionnaire;
 - Analysis of advance information;
 - Surveys;
 - File reading; and
 - Observations of practice.
- 3.2 The inspection is conducted using the SWIA Performance Inspection Model (PIM). The model consists of numerous quality indicators which make up ten areas for the overall evaluation. These areas equate to those used by other external evaluators such as HMIE:
 - Key outcomes;
 - Impact on adults, carers, children and families who use service;
 - Impact on staff;
 - Impact on the community;
 - Delivery of key processes;
 - Planning and service development, planning and performance management;
 - Management and support of staff;

- Resources and capacity building;
- Strategic leadership; and
- Capacity for improvement.

3.3 These ten areas for evaluation underpin six key questions of the authority and these form the basis of the final inspection report:

- What key outcomes have we achieved?
- What impact have we had on people who use our services and other stakeholders?
- How good is our delivery of key processes?
- How good is our operational management?
- How good is our strategic leadership?
- What is our capacity for improvement?

3.4 SWIA uses a 6 point scale in its inspection of local authority social work services against which each of these questions will be assessed:

Level	Definition	Description
Level 6	Excellent	Excellent or outstanding
Level 5	Very Good	Major strengths
Level 4	Good	Important strengths with some areas for improvement
Level 3	Adequate	Strengths just outweigh weaknesses
Level 2	Weak	Important weaknesses
Level 1	Unsatisfactory	Major weaknesses

4. PREPARING FOR INSPECTION

4.1 The objective in preparing for the Performance Inspection of Social Work Services in East Ayrshire is to ensure that appropriate arrangements are in place to effectively respond to and manage the inspection process. The inspection will formally commence from 30 June 2008. The timeline for preparing for inspection/audit shown as Appendix 1 has been used to set out the key steps in considering what arrangements are necessary to best prepare for the inspection. This is attached to this report as Appendix 1 and also provides the detailed timetable for the conduct of the inspection.

5. COMMUNITY PLANNING IMPLICATIONS

5.1 The inspection has implications for the Council's Community Planning Partners, particularly NHS Ayrshire and Arran, Strathclyde Police and the Scottish Children's Reporter's Administration. In particular staff from these agencies may be contacted by the Inspection team either personally or by questionnaire.

6. RISK MANAGEMENT IMPLICATIONS

6.1 The inspection process is likely to look at the Council's approach to areas of risk in service delivery. These will principally apply to areas where individuals are vulnerable or who in their own right display challenging behaviours. The general approach to staff welfare, including, for example, lone working will also be reviewed.

7. RECOMMENDATIONS

7.1 It is recommended that the Community Planning Partnership Board:

- i) notes the actions listed at Appendix 1 as preparations for the SWIA performance inspection;
- ii) participates in the inspection as required; and
- iii) otherwise notes the content of this report.

Graham Short
Executive Director of Educational and Social Services
East Ayrshire Council
16 June 2008

APPENDIX 1

1. Timeline of SWIA Related Actions

Date	Time	Activity	By	Notes
19 May	09.00	Contact North Ayrshire to visit DSW for briefing	Executive Director of Educational and Social Services (EDESS)	Done
22 May	16.00	Briefing of social work managers	EDESS	Done
22 May	TBC	Briefing of spokespersons	EDESS	Done
22 May		Collate information from: Care Commission SWIA reports HMIE reports JPIAF Residents Surveys Employee Survey EFQM Strategic Assessment SRRB Complaints/customer care Community engagement strategy Testimonials in public documents Public Performance Report S & Q Report Minutes of Service User Groups	Quality Improvement Team (QIT)	In progress
		Issue first Inspection newsletter	Ian George	Newsletter prepared
28 May	14.00	Briefing of CMT	EDESS	Done
03 June	10.30	Meeting Chief Exec, Margaret Anne Gilbert Jamie	Chief Executive (CE)/SWIA	
	11.15	Meeting Chief Exec, EDESS, EHSW	CE/SWIA	
18 June	10.00	Presentation to Cabinet	EDESS	
TBC	TBC	Briefing of CPP	EDESS	
22 June		Issue second inspection newsletter	Ian George	
27 June		Presentation to Governance and Scrutiny Committee	EDESS	
20 July		Prepare presentation to be delivered by Leader, members etc on 11 August 2008.		Based on 22 May work.
22/23 July		Planning meeting SWIA/LA	SWIA	Inspection Co-ordinator
22 July		Receive: Timetable Self Evaluation Questionnaire Advance information request* Case file reader request Request Data for case file reading and surveys* Leaflets and posters	Insp Co-ordinator	Converted to tasks for inspection response team Tasks to be complete by 22 August

Date	Time	Activity	By	Notes
25 July		Issue third inspection newsletter	Ian George	
11 Aug	TBC	Introductory meeting SWIA, CE, EDESS, EHSW, SW managers		May move to 18 August. (TBC)
WC 11 August	TBC	Presentation by EAC and CPP	EDESS	Council Leader Portfolio holders, Chief Exec
		EAC staff attitude survey issued		
		Staff Presentations on inspection	EDESS SW managers	
		Issue preliminary press releases	PR	
22 August		Despatch: Preliminary information, Lists for surveys and case file reading		
22 August		Issue fourth inspection newsletter	Ian George	
01 Sept		Questionnaire survey sample details received along with questionnaires		
16 Sept		Case file sample received		
22 Sept		Issue fifth inspection newsletter	Ian George	
6 Oct		Case file reader training		Accommodation to be booked in HQ
22 Oct		Issue sixth inspection newsletter	Ian George	
31 Oct		Fieldwork programme finalised	SWIA Insp co-ordinator	
31 Oct		Programme to be timetabled	Insp Co-ordinator	Send toSWIA
17 Nov- 28 Nov		Field work phase commences		
22 Nov		Issue seventh (final) inspection newsletter	Ian George	
12 Dec		Headline feedback meeting	CE, EDESS, EHSW	
19 Dec		Final week to submit evidence		

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