

## **EAST AYRSHIRE COUNCIL**

### **SOCIAL WORK COMMITTEE – 26 JANUARY 2006**

#### **STANDARDS AND QUALITY REPORT 2005**

##### **Report by Executive Director of Educational and Social Services**

### **1. PURPOSE**

- 1.1 To seek approval for the publication of a Standards and Quality report covering the provision of Social Work services for 2005.

### **2. BACKGROUND**

- 2.1 Members will recall that at its meeting of 19 May 2005 Committee gave approval to a new format of Standards and Quality Report. This report, for the first time covered all aspects of the Department's work, reflecting its multi-disciplinary nature and the increasing emphasis on integrated service delivery.
- 2.2 It was presented in a folder, with separate booklets representing the different aspects of work in the Department of Educational and Social Services. This format proved to be highly successful, and attracted substantial amounts of national interest.
- 2.3 It is believed that this was the first such report covering social work services in Scotland.

### **3. THE REPORT**

- 3.1 It is proposed to produce a report in similar format to last year. A draft copy is available in the Member's Information Point.
- 3.2 The report emphasises the statutory responsibilities of Social Work, and highlights the three key priorities which have been identified and agreed with social work staff:
- Protection
  - Partnership
  - Performance

Sub-sections covering the key achievements in 2005 are presented for all aspects of provision reflecting the service units in the Social Work function. Successes under the "Strengthening Frontline Services" initiative are highlighted. Achievements include:

- improved recruitment and retention of staff
- strengthening child protection arrangements
- implementation of service improvement plan for services to looked after and accommodated children
- alignment of community care locality teams to GP practices;
- single shared assessment arrangements implemented on an Ayrshire-wide basis;
- streamlined assessment and access to services;
- enhanced partnership working with the independent sector in relation to anti-poverty services;
- continuous improvement in the performance of a Criminal Justice Service;
- delivery of an ambitious programme of Best Value Reviews underpinned by EFQM assessments.

3.3 Reflecting the integrated nature of the Department the overall report includes specific information on progress in such service areas as:

- child protection including implementation of the national child protection reform agenda;
- the integrated assessment framework for children;
- the evaluation of children's integrated service delivery, including the work in learning partnerships;
- other services for children, disadvantaged families and adults

3.4 In November 2005 a comprehensive programme of self-evaluations was conducted using the European Foundation for Quality Management (EFQM) was carried out. This involved staff from across the full range of services and at different levels within the organisation. The main outcomes from this exercise are highlighted.

3.5 The report concludes with a brief summary of the future plans for 2006. It therefore provides in a single document a concise summary of the achievements and improvement agenda for the service

#### **4 POLICY/LEGAL/FINANCIAL IMPLICATIONS**

4.1 Nil

#### **5. COMMUNITY PLANNING IMPLICATIONS**

5.1 This report has particular relevance to the Improving Health, Eliminating Poverty and Community Safety themes of the Community Plan.

## **6. RECOMMENDATIONS**

It is recommended that Members :

- (i) approve the publication of the Standards and Quality Report for 2005;
- (ii) note that a report dealing with the specific elements of standards and quality reporting that relate to educational services will be considered by the Education Committee; and
- (iii) otherwise note the contents of this report

**John Mulgrew**  
**Executive Director of Educational and Social Services**  
**GRS/GRS**  
**23 January 2006**

Members requiring further information should contact Graham Short, Head of Service: Quality Improvement, (01563-576089).

### **LIST OF BACKGROUND PAPERS**

1. Standards and Quality Report, Social Work Committee, 19 May 2005

**Implementation Officers: Graham Short and Jackie Donnelly**