

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE – 11 SEPTEMBER 2003

SOCIAL WORK PERFORMANCE OBJECTIVES 2003 – 2004

Report by the Director of Educational and Social Services

1. PURPOSE OF REPORT

- 1.1 To seek elected members' endorsement of the Social Work performance objectives detailed in the operational policy statement *Social Work Performance Objectives 2003-04*.

2. BACKGROUND

- 2.1 A Service Plan for Social Work existed during the period 1997-99 as an adjunct to the Council's Corporate Plan. However, as a consequence of the evolution of planning frameworks and structural changes within the Council, the Service Plan became obsolete.
- 2.2 National legislative and policy developments have resulted in a need to review the situation. In particular, the Local Government in Scotland Act 2003 imposes a statutory duty of Best Value and enhanced public performance reporting obligations on Local Authorities. It is therefore timely to put in place a clear statement of the Council's key objectives for the performance of its Social Work responsibilities in accordance with the emerging legal framework.
- 2.3 The operational policy statement, *Social Work Performance Objectives 2003-04*, will form a key component of a performance management framework which will allow the Social Work Service to evidence a programme of continuous improvement.

3. SOCIAL WORK PERFORMANCE OBJECTIVES 2003-04

- 3.1 The operational policy statement contains the following elements:
- (i) A profile of the Social Work function and its areas of responsibility;
 - (ii) Demographic information which has a bearing on what kind of services Social Work provides and how it provides them;
 - (iii) Performance objectives for 2003-04.

3.2 42 specific performance objectives have been identified. These have been prepared in consultation with key staff and are derived from existing strategic planning processes as detailed below:

- (i) Community Care Plan and Full Local Partnership Agreement (Older Peoples' Services);
- (ii) Children's Service Plan;
- (iii) Ayrshire Criminal Justice Strategic Plan;
- (iv) Community Plan.

3.3 The objectives reflect:

- the complex statutory framework within which Social Work services are provided;
- the continuing focus on strengthening frontline service provision;
- the development of enhanced partnership working arrangements with other agencies and service providers; and
- a demographic and economic context which identifies East Ayrshire as the 6th most deprived local authority in Scotland.

3.4 It is intended that the operational policy statement will be updated annually. Future statements will review performance against previous objectives and frame objectives for the year ahead to take account of performance achieved to date.

3.5 The 42 performance objectives for 2003-04 are attached as Appendix 1.

4. FINANCIAL IMPLICATIONS

NIL

5. LEGAL IMPLICATIONS

5.1 The operational policy statement will support the Social Work Service in meeting its statutory obligations in respect of the Local Government in Scotland Act 2003.

6. POLICY IMPLICATIONS

6.1 There are no new policy implications arising from the statement. The performance objectives are derived from priorities identified in existing strategic plans.

7. RECOMMENDATIONS

8.1 Committee is requested to :

- (I) endorse the Social Work Performance Objectives 2003-04, as detailed in Appendix 1;
- (II) note that annual reviews of the operational policy statement will be presented to the Committee in future years;
- (III) otherwise, note the contents of the report.

John Mulgrew
Director of Educational and Social Services
4 September, 2003

APPENDIX 1

Extract from Social Work Performance Objectives

LIST OF BACKGROUND PAPERS

1. Social Work Performance Objectives 2003-2004

For further information on this report please contact John Alexander, Principal Officer (Quality and Planning) on (01563) 576978

IMPLEMENTATION OFFICER: JACKIE DONNELLY, HEAD OF SOCIAL WORK

Appendix 1

Extract from Social Work Performance Objectives 2003-04

| No. | Objective/Action |
|-----|---|
| 1. | Implement multi-agency Child Protection Procedures |
| 2. | Develop SW access to "seemis" I.T. system (Education) |
| 3. | Introduce Child Protection Co-ordinator post |
| 4. | Introduce 2 Reviewing Officer posts for Looked After Children and Child Protection. |
| 5. | Implement CP and LAC modules on "SWIFT" IT system |
| 6. | Continue to roll out drugs awareness programme and training based on "Whats the Score" training pack. |
| 7. | Integrate Drugs Misuse Workers within C&F Fieldwork team |
| 8 | Strengthen transitional arrangements for Children/young people with special needs |
| 9 | Introduction of Revised Fostering Strategy |
| 10 | Where practicable, accommodated children are located within family based placements. No child under 12 remains in a residential placement unless it is in his or her best interests. |
| 11 | Reduce the balance of placements accommodating Children outwith East Ayrshire |
| 12 | Ensure that National Standards are implemented in residential care. |
| 13 | Introduction of Revised Adoption Strategy |
| 14 | Implementation of Learning with Care |
| 15. | Timeous allocation of SER's. |
| 16. | SER's are submitted to Courts by due date |
| 17. | New Probationers seen within one week |
| 18. | All relevant staff are trained in the use of Level of Service Inventory – revised assessment instrument. |
| 19. | All relevant staff are trained via inter-disciplinary specific intervention programme for working with sex offenders |
| 20. | The development of a restorative justice approach to youth crime as a means of diverting first time / minor young offenders from the Children's Hearing and Criminal Justice Systems. |
| 21. | Ensure that Community Care continues to develop its strategic direction in modernising social work services which are increasingly responsive to changing public need and expectation. |
| 22. | Ensure that Community Care continues to address its core business in response to safeguarding vulnerable adults; assessing need; providing high quality care and support services; and exercising control to ensure individual and community safety. |
| 23. | Expand the Local Partnership Agreement to all Community Care service user group by April 2004 in partnership with service users, carers, key agencies and departments. Deliver on the 10 Local Outcomes for Older People outlined in the Joint Future Partnership Agreement. |

| No. | Objective/Action |
|-----|---|
| 24. | Develop similar Outcome Agreements in Partnership for all other community care client groups. |
| 25. | Shift the Culture |
| 26. | Improve communication relating to what we believe, do, are trying to achieve and how we are going about it. |
| 27. | Enhanced partnership working with public, politicians, key agencies. |
| 28. | Promote initiative and responsibility – all staff. |
| 29. | Implement new commissioning, contracting and contract monitoring framework |
| 30. | Develop and implement new complaints procedure. |
| 31. | Support statutory planning processes including development of Community Care, Children's Service and Criminal Justice Service plans |
| 32. | Develop framework for involvement of service users and carers in planning processes |
| 33. | Implementation of revised public information procedures and action plan. |
| 34. | Support on implementation of Best Value related activity as a consequence of it becoming a statutory obligation on Councils |
| 35. | Produce statement of Social Work Performance Objectives for 2004 - 05 |
| 36. | Implementation and development of 2 GP Practice based Benefit Take Up Pilot Projects. |
| 37. | Further development of strategic, systematic and co-ordinated income maximisation work. |
| 38. | Delivery of modular interactive Money Management course to S5/S6 pupils |
| 39. | Benefit checks for all Community Network service users and their carers. |
| 40 | To meet Scottish Social Service Council standards by increasing the number of qualified staff in early years |
| 41 | All staff in residential units to be qualified |
| 42 | All Managers of Residential Units to be trained to SVQ level 4 or above |