

REPORT TO: HEALTHIER STRATEGIC GROUP ON 4 FEBRUARY 2010

SUBJECT: SOCIAL WORK INSPECTION AGENCY (SWIA) – OUTCOME OF FOLLOW-UP INSPECTION 2009

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

1.1 This report advises the Strategic Group on the outcome of SWIA's follow-up performance inspection which took place in June and August 2009. The report also outlines what has been both undertaken and planned in relation to the four areas where SWIA considers more progress is required.

1.2 A copy of SWIA's report is attached at **APPENDIX 1**.

2. RECOMMENDATION

2.1 The Strategic Group is asked to :-

(i) Consider the outcome of the follow-up performance inspection of Social Work Services in Moray; and

(ii) Scrutinise progress made and actions planned in relation to the remaining areas of practice requiring further development in relation to community care provision for adults.

3. BACKGROUND

3.1 The original inspection of Moray Council's Social Work Services took place between March and June 2007 and SWIA published its report on 14 December 2007.

3.2 SWIA made 16 recommendations aimed at improving services and progress reports, along with updated action plans, were reported to a range of Council & Partnership Committees.

3.3 The findings of the follow-up inspection are based on a range of activities undertaken since the original inspection including:

- Consideration of progress reports and supporting evidence submitted on a quarterly basis to SWIA by the Council and Moray Community Health & Social Care Partnership (MCH&SCP); and
- Follow-up inspection activity in Moray in June and in August 2009 (in June, this included joint inspection activity with HMIE in relation to child protection services).

3.4 Overall, SWIA have concluded that Moray Council and its partners have made good progress and that the Community Services Department has put considerable effort into implementing the recommendations. Inspectors believe that in terms of the 16 recommendations made in 2007, a few had been implemented in full and for the majority, good or reasonable progress has been made.

3.5 SWIA believe that more progress is required in four areas and outlined below is a summary of the activity completed since the follow-up inspection and developments planned to take place in relation to each area. Note that actions listed below relate to service activities that are the responsibility of this Strategic Group. Actions purely in relation to Children and Families Social Work will be reported to the SMARTER Strategic Group.

3.6 The Moray Community Health and Social Care Partnership Management Group have been regularly updated regarding the outcome of the SWIA Follow-Up Inspection and future performance will also continue to be monitored through the Partnership's Performance and Risk Management Group meetings.

- (i) **Recommendation 1: Some of Community Services' improvement activity, including some of its performance management and quality assurance arrangements, needed to have a SMARTER (Specific, Measurable, Achievable, Realistic and Timebound) focus.**

Activities Completed

- The Performance Management Framework for Community Services has been revised and a SMART approach has been adopted.

Activities Planned

- Through membership of the National Community Care Benchmarking Network, outcome measures will continue to be further developed and refined.
- The next Service Development and Improvement Plan (2010-2011) for Community Services will, where appropriate, ensure that SMART objectives are stated.

(ii) Recommendation 2: Community Services needed to improve its ability to undertake effective self-evaluation.

Activities Completed

- An Action Plan for the implementation of the Public Sector Improvement Framework (PSIF) has been developed for Community Care.
- As a preparatory milestone for the implementation of the PSIF Action Plan, service manager and community care staff briefings have been undertaken.
- Working alongside staff from the Chief Executive's Office, 3 community care officers are now qualified as assessors and are now able to facilitate the PSIF self-assessment process.

Activities Planned

- Community Care self-assessment workshops are scheduled to be undertaken from 16 February to 21 April 2010.
- Based on the outcome of the self-assessment workshops, a report collating the findings will be generated by May 2010.
- It is anticipated that Community Care Service Managers will have developed a Improvement Plan based on the findings report by August 2010. This will be monitored on a quarterly basis by the Community Care Practice Governance Board.

(iii) Recommendation 3: The workforce planning needs of the out-of hours focus remain an outstanding issue.

Activities Completed

- Out of Hours Tool Kit produced. The Tool Kit contains all procedures and policies required for the operation and delivery of the service and ensures that, in the absence of the Out of Hours Social Worker the service can be delivered by another worker.
- All qualified Social Workers contacted offering an opportunity to spend time with Out of Hours to familiarise themselves with the operation of the service.

- An experienced Social Worker with Mental Health Officer qualifications who has a wide experience of operating Out of Hours will be seconded to Out of Hours in the absence of a member of the Out of Hours Social Work Team.

Activities Planned

- Qualified Social Workers to be contacted six monthly to offer the opportunity to shadow the operation of Out of Hours Service.
- Familiarisation with Out of Hours Service to be built into the induction process for newly recruited Social Workers to develop interest in the service.
- Tool Kit to be reviewed/ updated on a regular basis so it remains fit for purpose.

(iv) Recommendation 4: Community Services needs to retain a strong focus on assessing and managing risk in both children and adults services.

Activities Completed

- The Moray Adult Protection Committee has now been constituted.
- The first Scottish Government and COSLA performance review of the Implementation of Adult Protection was successfully completed and returned in December.
- A training session for Team Managers within Area Teams has taken place regarding the use of risk assessments.
- Information has been circulated to all Community Care Officers clarifying the risk assessment process and their responsibility to complete assessments.

Activities Planned

- A sub-group of the Grampian Adult Protection Group has met and begun work developing a range of audit tools to examine the implementation of the Adult Support and Protection Act and its related policy and procedures.
- Additional work is being planned to ensure that all staff have clarity regarding their role and responsibilities in relation to risk assessment and its links to the new Eligibility Criteria.

4. SUMMARY OF IMPLICATIONS

(a) Single Outcome Agreement/Service Improvement Plan

- (i) National Outcome 15 – our public services are high quality, continually improving, efficient and responsive to local people’s needs;
- (ii) Service Priority 3.5 – Improving Workforce, Standards and Infrastructure;
- (iii) Service Priority 4.1 – Improving key delivery processes and
- (iv) Service Priority 4.5 – Increase our capacity for self-evaluation

(b) Policy and Legal

There are no legal implications. Although there are no immediate policy implications arising from this report, the on-going work outlined at 3.5 may result in revised or new policies being presented at future Committees or Strategic Groups.

(c) Resources (Financial, Risks, Staffing and Property)

There are no direct financial implications associated with this report and any costs associated with implementing recommendations will be met from within existing budgets.

(d) Consultations

The following have been consulted and are in agreement with this report:-

Acting Head of Community Care
Head of Children & Families & Criminal Justice
Deborah Bosworth – Principal Accountant
Katrina McGillivray – Senior Personnel Adviser
Rhona Gunn – Acting Principal Solicitor
Andrew Fowlie – General Manager, MCHSCP
Corporate Policy Unit Manager

5. CONCLUSION

5.1 This report advises the Stratgic Group on the outcome of the SWIA’s follow-up inspection of Social Work Services along with an outline of how resources and activities will be focussed on achieving further progress in a number of areas.

Author of Report: Sandy Riddell – Director of Community Services
Background Papers: With author
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