

CHIEF SOCIAL WORK OFFICER'S SIX-MONTH ASSESSMENT (1 APRIL 2022– 30 SEPTEMBER 2022) OF SOCIAL WORK SERVICES BUSINESS PLAN 2019/2023 PERFORMANCE

1. Purpose of Report

This report provides Members with the Chief Social Work Officer's six-month assessment of the progress on the delivery of the 2019-2023 Business Plan for the Social Work Service for the period 1 April 2022 to 30 September 2022. The report also provides more detailed information on Health and Safety performance.

2. Recommendations

Members are asked to:-

2.1 review the six-month summary of performance for the Social Work Services Business Plan for the period 1 April 2022 to 30 September 2022 which includes the performance information on Health and Safety and the management of the risks within the Service's Risk Register (**Appendix 1**); and

2.2 scrutinise the exception reporting and consider whether the actions proposed are adequate to improve performance and future monitoring of areas which have not met the target (**Appendix 2**).

3. Considerations

3.1 The Social Work Service Business Plan 2019-2023 was agreed by this Committee on 01 October 2019. Our Business Plan provides the performance framework for delivering the Council's Priorities and Commitments within the remit of the Social Work Service.

3.2 The Business Plan describes the activities carried out by the Service. The Business Plan also describes the key plans and strategies we contribute to or are responsible for;

- Public Protection Strategic Plan 2019/2022
- Multi-Agency Safeguarding Hub(s) (MASH)
- Criminal Justice Social Work Strategic Plan 2019/2022
- Violence Against Women and Girls (VAWG)
- Children and Families Strategic Plan 2019/2022
- Public Protection SW Outcomes Delivery Plan
- Children and Families SW Outcomes Delivery Plan
- Health and Social Care Strategic Commissioning Plan
- Carer's Strategy
- Self-Directed Support
- Volunteers Strategy
- Anti-Poverty Strategy
- Children's Services Plan
- Health and Social Care Strategic Plan




3.3 The Social Work Service Business Plan contains a total of 46 key performance measures. **Appendix 1** provides the six-month summary of performance for the period 1 April 2022 to 30 September 2022 and includes the performance information on Health and

Safety and updates on the service risk register. It shows how we are performing against the objectives set out in our Business Plan.

3.4 **Appendix 1** shows the six-month position for 2022/23 and allows comparison to the annual target. In addition, it shows the six-month position for 2021/2022 which allows comparison with this year to the previous year.

3.5 Performance of these performance measures is summarised as follows:

Table 1 – Performance Measures


	Service
 On track	13
 Target not met, but, within acceptable limits	1
 Target not met and outwith acceptable limits	3
Not Available for Half Years	12
Information not available (LGBF)	15
	44

3.6 Local Government Benchmarking Framework (LGBF) Data accounts for the greatest proportion of data that is not available at this reporting period. The LGBF Data is currently not available for publication. It is anticipated that the data will be available after March 2023 and will therefore be included in full in the 'End of Year' Assessment of the Business Plan Report.

3.7 A comprehensive review of the Violence Against Women and Girls (VAWG) performance data was also undertaken during 2022 and therefore any anticipated changes to the performance indicators as set out in this report will be brought to members for their consideration and approval.

3.8 The Business Plan also included 4 projects that the Social Work Service was delivering. All 4 projects are now complete and will no longer be reported.

Table 2 – Projects performance

Status	Total
 Completed	4
	4

3.9 Exception reports at **Appendix 2** provide further information on the measures which are below expected performance. These reports detail how we are performing, planned improvement actions and timescales as well as any associated resource implications.

3.10 During the first six months of 2022 there were a number of areas of significant progress and achievement which the Social Work Service has contributed to and are set out below.

Key Achievements

3.11 Build the local economy

3.11.1 Our Social Work Services rely on good quality, locally provided, services from a range of private, independent and third sector partners. These providers support the local economy and offer a range of employment opportunities for local people. Given the continued increase in the demand for social care, this sector, and the work to redesign models of care in the context of the Health and Social Care Partnership, expansion and development of the social care sector is key to meet this demand into the future.

3.12 Provide the best start in life for all our children

3.12.2 The Family Support Team, formed on 30 November 2020, to lead and deliver on the Early and Effective Intervention currently support a total of 129 families, with a total of 226 children supported.

3.12.3 The reasons for referral to the service remain, as previously reported: neglect, poor home conditions and poverty, physical abuse, sexual abuse, poor parental mental health, domestic abuse, sexual abuse, drug/alcohol misuse, parenting capacity, help with routines and boundaries and managing challenging behaviour. In addition to these reasons, some children have been referred because of poor school attendance, children's mental health and isolation. We are also working with some families from pre-birth supporting with early parenting.

3.12.4 50% of the families we work with is on an early help voluntary basis, with our team holding case responsibility. The other half of the families we work with, involve the Family Support Workers being part of a wider team supporting the child, these tend to be where more complex plans are required and may involve children being subject to a Compulsory Supervision Order or where their names are on the Child Protection Register.

3.12.5 Where not always identified as the main area of referral we had identified a significant theme of drug and alcohol difficulties for many of the families we work with. We applied to the Alcohol and Drug Partnership for funding which has been agreed on a recurring basis and will allow us to employ 2 additional team members. This will help us to have Family Support Workers based in Stewartry and Annandale and Eskdale which in turn will reduce travelling time and enable us to respond more easily to families based in these areas and provide consistency of support across our Region.

3.12.6 From our current referrals, 44 families are asking for support with parental mental health challenges. We are helping families to become more confident in their parenting and in managing their homes. We support attendance at appointments both for them and their children. Most importantly we help families to develop their support networks within their families, friends and communities who can help them when they have difficulties in the future.

3.12.7 Feedback from some of our families continue to be positive and include:

“We were just desperate for help. Looking back, I can see how much he helped. At the time it didn’t feel like that because you’re going through it all at that time.

I don’t like opening up much to people but I still felt comfortable to message or call, I never felt judged by him.

They listened to our views. Used to come in and help us to get back on track. It woke us up and we got things sorted out. Now the house is a lot cleaner.

As a family we did not really know what to expect and were worried about being judged as a parent.

The support was very helpful and the worker was very relaxed, he took time to get to know then and let her son take the lead”

3.12.8 Work continues to progress on our planned developments and actions for the next 12 months include focusing on mapping of all family support activity available across Dumfries and Galloway both from local authority, third sector organisations and within each community. This will help us to see what is working well and ensure families know how to access support when they need it and we will identify where there are any gaps we need to address

3.13 Protect our most vulnerable people

3.13.1 Over the last two years we have continued to build on several improvement areas to better support our practice in keeping children, young people and their families safe. This report highlights how Dumfries & Galloway Public Protection Committee have responded and embraced local and national initiatives during this period. Notwithstanding the challenges and required responses caused by the Covid-19 pandemic, there were momentous achievements to be highlighted, including having the opportunity to work in partnership with the Missing People Charity which resulted in the launch of our local protocol in June 2022.

3.13.2 With the continued support from CELCIS (Centre for Excellence for Children’s Care and Protection), Dumfries & Galloway’s adoption of the Child Protection Minimum Dataset has moved to the implementation of Version 2. Scrutinising the performance data in a multi-agency configuration has provided us with a greater understanding of our child protection practices in Dumfries & Galloway as well as giving clarity and focus on the key messages emerging from the data.

3.13.3 A priority for the Public Protection Committee is the development of a dedicated localised performance framework including a suite of dashboards across each area of the Public Protection Partnership. Progress has already been made to identify the reporting requirements, including scoping existing data available across the partnership for Child Protection, Adult Protection and Violence Against Women and Girls

3.14 Be an inclusive Council

3.14.1 The service has continued to develop ways in which the views of service users and carers can be sought and included to support the development of our service delivery and the quality of our practice. This has been of particular importance during the pandemic which heightened the need to understand the impact on children, families and vulnerable

adults and work closely with them to help mitigate these impacts through the way in which we worked. The changes we made during the pandemic to our way of working reflects this as we balanced the need to continue to see people at home with the need to maintain social distancing and reduce any infection risk. This allowed us to explore with children, families, and vulnerable adults how they could best use technology. Whilst this has presented challenges for some families and vulnerable adults, we have had a positive response from children and families, and this allowed us to respond in a much more flexible way to support the demands on families through extending our availability and working more out with normal hours of business.

3.15 Overall Health and Safety Performance

3.15.1 A summary of performance for Service Health and Safety Action Plan for the period April 2022 to September 2022 is included in **Appendix 1**. Table 3 identifies the overall performance of actions against the plan: -

Table 3 – Overall Health and Safety performance

Service Action Performance Status	Number
Number "Complete"	N/A
Number "On Target"	N/A
Number "Behind Target/Management Action Required"	N/A
Number "Overdue"/Urgent Management Action Required"	N/A
Data Not Available	18
Number "Data Only"	9
Not Measured for Half Years	3

3.16 The Service Risk Register in **Appendix 1** details the risk factors, the actions in place to mitigate against the risk and the latest position.

4. **Governance Assurance**

The Council Management Team, Social Work Services Strategic Planning Group and the Head of Finance and Procurement have been consulted as part of the preparation of this report and are in agreement with its terms.

5. **Impact Assessment**

The Service Business Plan 2019-23 was impact assessed prior to its approval by this Committee.

Author

NAME	DESIGNATION	CONTACT DETAILS
Gillian Grieveson	Performance and Quality Manager	Gillian.Grieveson@dumgal.gov.uk

Approved by

NAME	DESIGNATION
Lillian Cringles	Chief Social Work Officer

Appendices – 2

Appendix 1- At a Glance Six Month Summary - 1 April 2022 to 30 September 2022

Appendix 2 - Exception Report

Background Papers

Social Work Services Committee – 4 October 2022 – Item 5 Head of Service End of Year Assessment (1 April 2021 – 31 March 2022) of Social Work Services Business Plan 2019/2023 Performance

[Agenda for Social Work Services Committee on Tuesday, 4th October, 2022, 10.30 am - Dumfries and Galloway Council \(moderngov.co.uk\)](#)

Social Work Services Committee – 24 March 2022 – Item 5 Chief Social Work Officer's Six-Month Assessment (1 April 2021-30 September 2021) of Social Work Services Business Plan 2019/2023 Performance

[Agenda for Social Work Services Committee on Thursday, 24th March, 2022, 10.30 am - Dumfries and Galloway Council \(moderngov.co.uk\)](#)

Social Work Services Committee – 11 May 2021 – item 4 - Social Work Services Business Plan 2019/2023 - 2021/22 Refresh and Summary of 2020/21 Performance

[Agenda for Social Work Services Committee on Tuesday, 11th May, 2021, 10.30 am - Dumfries and Galloway Council \(moderngov.co.uk\)](#)

Social Work Services Committee - 8 September 2020 – Item 5 - Head of Service End of Year Assessment (1 April 2019 – 31 March 2020) of Social Work Services Business Plan 2019/2023 Performance

[Agenda for Social Work Services Committee on Tuesday, 8th September, 2020, 10.30 am - Dumfries and Galloway Council \(moderngov.co.uk\)](#)

Social Work Services Committee - 1 October 2019 – Item 10 – Social Work Services Business Plan 2019/20 – 2022/23

[Agenda for Social Work Services Committee on Tuesday, 1st October, 2019, 10.30 am - Dumfries and Galloway Council \(moderngov.co.uk\)](#)

Dumfries and Galloway Council - 26 September 2017 – Item 7 – Council Plan 2017-2022
[Meeting of Dumfries and Galloway Council on Tuesday, 26th September 2017, 10.30 am \(moderngov.co.uk\)](#)