

**REPORT**

To: HOUSING AND SOCIAL WORK SERVICES COMMITTEE		Subject: INSPECTION OF SOCIAL WORK SERVICES IN NORTH LANARKSHIRE
From: HEAD OF SOCIAL WORK DEVELOPMENT		
Date: 20 AUGUST 2008	Ref: DM/AB	

**1. Purpose of Report/Introduction**

The purpose of this report is to advise Committee of the inspection of social work services in North Lanarkshire by the Social Work Inspection Agency (SWIA); and to receive a short presentation from the lead inspector appointed to undertake the North Lanarkshire inspection.

**2. Background**

2.1. SWIA was established in April 2005 to undertake performance inspection of all of Scotland's local authority social work services. Each inspection focuses on the approach to continuous improvement of the local authority. SWIA monitor implementation of recommendations made in a short follow-up inspection one year after publication of their report. North Lanarkshire Council is one of the last Council's to be inspected as part of a three year cycle.

2.2. SWIA applies a six point scale ranging from unsatisfactory to excellent to evaluate ten designated areas for evaluation. These are:

- Outcomes for people who use services
- Impact on people who use services and other stakeholders
- Impact on staff
- Impact on the community
- Delivery of key processes
- Policy and service development, planning and performance management
- Management and support of staff
- Resources and capacity building
- Leadership
- Capacity for improvement.

2.3. Each inspection has a designated lead inspector and a participating deputy chief social work inspector. The lead inspector for the North Lanarkshire inspection is Willie Paxton; the deputy chief inspector is David Cummings. Senior officers from SWIA will provide a short presentation to members on the role of the agency and the nature of the inspection process.

### 3. The North Lanarkshire Inspection

3.1. A number of aspects of inspection have already been undertaken:

- Roadshows to heighten awareness of the inspection and gauge the views of staff were attended by 2,687 staff
- A self-evaluation questionnaire has been prepared and submitted
- SWIA surveys were sent to 500 service users; 500 carers; 500 staff and a number of local providers and partner agencies
- SWIA selected 110 case files which they analysed from July 21-24.

3.2. The fieldwork phase of the inspection takes place between September 8-19. This involves a total of approximately 150 individual interviews, focus groups of staff, service users and carers, meetings with key stakeholders etc. Individual interviews will involve senior elected members and chief officers.

3.3. SWIA will prepare a draft report in November 2008 and publish a final report in February 2009.

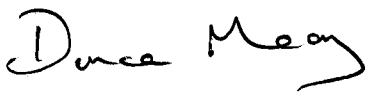
3.4. It can be seen from the above that the inspection process is comprehensive and important to the reputation of the social work service and the council.

### 4. Financial/Personnel/Legal/Policy Implications

4.1. There are no implications at this stage.

### 5. Recommendation

Committee is asked to note the contents of the report.



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**7 July 2008**

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