

|  |            |  |
|--|------------|--|
| To: HOUSING AND SOCIAL WORK SERVICES COMMITTEE |            | Subject: PRESENTATION ON REPORT OF INSPECTION OF SOCIAL WORK SERVICES IN NORTH LANARKSHIRE |
| From: HEAD OF SOCIAL WORK DEVELOPMENT          |            |  |
| Date: 25 FEBRUARY 2009                         | Ref: DM/AB |  |

### 1. Purpose of Report / Introduction

To advise Committee of a presentation by the Social Work Inspection Agency (SWIA) on the outcome of their recent inspection of social work services in North Lanarkshire.

### 2. Background

2.1 In May 2008 Committee received a presentation by SWIA, explaining the inspection process. North Lanarkshire is the 27<sup>th</sup> local authority social work service to be inspected, as part of a three year cycle of planned inspections.

### 3. Content

3.1 The inspection is a comprehensive assessment of social work services. It included:

- Questionnaires to 500 carers, 500 service users and 500 staff
- Analysis of 100 case files
- 124 visits to services, meetings with service users, carers, staff and partner agencies, observed practice etc.

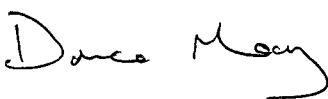
3.2 SWIA undertake ten areas of evaluation and grade them on a six point scale ranging from "unsatisfactory" to "excellent". The areas for evaluation are:

- Key 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 and direction
- Capacity for improvement

3.5 The report is being launched by SWIA on the day of Committee and copies will be made available to members on the day.

### 4. Recommendations

It is recommended that Committee note the contents of this report.



**Duncan Mackay**  
**Head of Social Work Development**  
**1 February 2009**

For further information about this report please contact Duncan Mackay, Tel: 01698 332003.