

## NORTH LANARKSHIRE COUNCIL

## REPORT

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| TO:<br>1. Social Work Committee<br>2. Policy and Resources (Performance and Best Value) Sub Committee  | Subject:<br><br><b>Customer Service: Social Work Performance - Quarterly Monitoring Report (Quarter 2 - July to September 2000)</b> |
| FROM: J Dickie, Director of Social Work  |   |
| DATE OF COMMITTEE: 21 November 2000  |   |
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| REF: JS/SM   |   |

**1. CONTENT AND PURPOSE OF REPORT**

The purpose of this report is to inform the Committee of the performance of the Social Work Department during the second quarter of the current financial year. The report provides information on the performance of the Social Work Department in relation to the performance standards set out in the Corporate Service Charter.

**2. BACKGROUND**

2.1 Assessment of performance, in some instances, has been undertaken on the basis of a sample. In each instance, the means of assessment is outlined.

2.2 The means of assessing performance across the whole Social Work Department, on a longer term basis, is currently being developed as a priority in the Service Plan for 2001 - 2002 and refined to facilitate monitoring and reporting to Committee.

2.3 The Social Work Department has developed a Social Work Customer Service Charter, which sets out detailed performance measures for Social Work services. This has been approved by Committee. Performance in relation to the measures contained in this document will be reported to Committee later in this financial year, as systems are developed to assess performance.

### **3. PERFORMANCE**

#### **3.1 Making a complaint or comment**

Response timescales for the second quarter will be provided in the next routine monitoring report.

#### **3.2 Delivering Services**

The standards set out in this section consider customer satisfaction / perception of the service provided. This could not be measured in this quarter, but will be assessed through introduction and implementation of the Social Work Customer Comments Form, previously approved at Committee, and through the related Customer Service Charter and annual survey.

#### **3.3 Writing to the Council**

The Department is currently examining systems for routine monitoring of this indicator and will include information in due course when appropriate systems are developed.

#### **3.4 Calling the Council**

A sample was undertaken (110 calls across a range of settings, comprising area teams, units and Headquarters). Of this sample, 81% of calls were answered within 8 rings, an improvement of 7% from the first quarter. The name of the person dealing with the call was given in 33% of all calls and in 48% of calls excluding switchboard calls.

#### **3.5 Visiting the Council**

Opening times are now displayed in the reception areas and/or exterior of all six main Area Offices, and in a number of other operational units.

#### **3.6 Waiting Times**

A sample was undertaken over a two week period in three Area Teams comprising 233 callers to the office. All service users were seen promptly by Reception Staff, and 201 (86%) were seen within 10 minutes by the person dealing with their enquiry.

#### **3.7 Visits**

The standards set out in this section consider the presentation of identification when staff visit service users at home. This standard will be monitored through an annual survey of service users.

### 3.8 Safe Driving

The Social Work Department has not received information for this quarter with regard to the outcome of accidents or insurance claims.

### 3.9 Equal Opportunities

The measures contained in this section are aspirational, concerning the attitudes of staff to the promotion of quality services and stakeholder participation. These aspects are being promoted and developed through the Department's commitment to Equal Opportunities Policies, Best Value, development of a Performance Reporting Framework and development of a Stakeholder Consultation Strategy.

## 4. CONCLUSIONS

4.1 The Social Work Department has committed itself to the provision of quality services which are informed by consultation with stakeholders. The performance noted above requires improvement in a number of areas, and the development of information systems which facilitate easy access to relevant information. These systems are currently being developed to facilitate the collation and analysis of this information on a larger scale across the Department for future reporting to Committee.

## 5. RECOMMENDATIONS

The Committees are asked to note the performance of the Social Work Department in relation to the measures contained in the Corporate Service Charter.

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**Jim Dickie**  
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**13 November 2000**

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