

NORTH LANARKSHIRE COUNCIL

REPORT

To: SOCIAL WORK COMMITTEE		Subject: PUBLIC PERFORMANCE REPORTING 2000-2001
From: DIRECTOR OF SOCIAL WORK		
Date: 23 August 2001	Ref: JD/SM/DH	

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. This report advises Committee of the Social Work Department's performance in its public reporting in 2000/2001 and to approve the Public Performance Reporting Schedule for the Department for 2001/2001.

2. BACKGROUND

- 2.1. Since 1997 performance management has been progressed within a national context through the Best Value Agenda and the work of the Best Value Task Force. In the final report of the Best Value Task Force (Best Value in Local Government: Long Term Care Arrangements - 1999), a number of recommendations were made. These recommendations were accepted in principle by Scottish Ministers (Best Value in Local Government: Next Steps - Scottish Executive, June 2000).
- 2.2. Central to the recommendations in these two documents is that each Council has in place:-
- ◆ A Performance Management and Planning Framework (PMP);
 - ◆ Best Value Service Reviews;
 - ◆ Public Performance Reporting (PPR)

The purpose of this report is to consider the third of the above recommendations.

- 2.3. Since April 2000 all Departments in North Lanarkshire have had in place a Public Performance Reporting Schedule. This schedule was approved in a corporate report to the Policy and Resources Committee in August 2000.
- 2.4. The schedule lists the performance activities for each Department which are to be reported; to which Committee they are to be reported; the frequency and timing of the reporting along with the information which is to be reported.

3. PROPOSALS

- 3.1. An analysis of the Social Work Department's performance in relation to the Public Performance Reporting Schedule, indicates that the Department was in the main successful in meeting all of the targets with the exception of Customer Care and the Best Value Service Reviews.

- 3.2. With regard to Customer Care, it is anticipated that this material will be available to the general public and service users by September/October 2001. A monitoring system has been set up within the Department to collate the information from the Customer Comments Forms. This information will be reported quarterly to Committee along with the core and key service standards contained within the Customer Service Charter.
- 3.3. Feedback from customers will be further enhanced by an annual survey that will be undertaken by the Department in relation to its customer services. It is intended that this survey will be undertaken in September/October 2001.
- 3.4. Reporting of two of the Department's Best Value Service Reviews has been delayed. Specific reasons have been provided to Committee along with the final report. The main delay has been experienced in the Best Value Review of home Care which is due to the delay in the interviewing and collation of material by Audit Scotland.
- 3.5. It will be seen that for the majority of areas the Department has met its targets in its public performance reporting to Committee.
- 3.6. Appendix 1 provides detail to Committee of the proposed Public Performance Reporting Schedule for the Social Work Department in the course of 2001/2002.

4. CONCLUSIONS

- 4.1. The overall evaluation of the Public Performance Reporting Schedule which was implemented for the first time in April 2000 for all Council Departments is that the Social Work Department was successful in meeting the majority of its targets.

5. RECOMMENDATIONS

5.1. Committee is asked:-

- i) to note the content of this report;
- ii) to approve the Public Performance Reporting Schedule for Social Work Department for 2001/2002.



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Director of Social Work
26 June 2001

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PERFORMANCE MANAGEMENT FRAMEWORK: REPORT SCHEDULE 2001/2002

DEPARTMENT: SOCIAL WORK

Activity	To (1)	Frequency (2)	Timing (3)	Information Reported (4)
Performance Management Framework				
Public Performance Reporting Schedule	Social Work Committee	Annually	August 2001	
Strategic Planning				
Officer/Member Strategic Reviews	Social Work Committee	In line with programme agreed by Social Work Committee		
Joint Community Care Plan	Social Work Committee	Annually	June 2001	
Children's Services Plan Annual Report	Social Work Committee/SIC/ Education Committee	Annually	June 2001	
Criminal Justice Annual Planning Statement	Scottish Executive/Social Work Committee	Annually	September 2001	
Criminal Justice Strategic Plan/Annual Review	Social Work Committee	Annually	March 2002	
Service Plan	Social Work Committee	November 2001		
Service Plan Monitoring Report	Social Work Committee	Quarterly	May 2001 August 2001 November 2001 February 2002	
Financial Plan	Social Work Committee	Annually	December 2001	
Operational Management				
Complaints Annual Report	Social Work Committee	Annually	August 2001	
Inspections Annual Report	Social Work Committee	Annually	August 2001	
Corporate Service Standards	Social Work Committee	Quarterly	May 2001 October 2001 February 2001 August 2001	
Customer Care Annual Survey	Social Work Committee	Annually	February 2002	
Statutory Performance Indicators	Scottish Executive/Social Work Committee	Quarterly	May 2001 November 2001 February 2001 August 2001	
Absence Report	Social Work Committee	Quarterly	April 2001 July 2001 October 2001 January 2002	

PERFORMANCE MANAGEMENT FRAMEWORK: REPORT SCHEDULE 2001/2002

Activity	To (1)	Frequency (2)	Timing (3)	Information Reported (4)
Best Value (9)				
Best Value Service Reviews	Social Work Committee	As required		
Best Value Action Plans	Social Work Committee	Annually	April 2001	
Other Reviews eg VFM, PMP Audit, other Internal/External Audit (10)				
Various	Social Work Committee	As appropriate	As appropriate	Report on all other reviews
Scottish Executive				
Statutory returns	Social Work Committee	As appropriate	As appropriate	Report statutory returns as appropriate
Inspections	Social Work Committee	As appropriate	As appropriate	Report findings and recommendations and implementation of inspectorate reports
Other External Scrutiny (12)				
Various	Social Work Committee	As appropriate	As appropriate	Report new or amended guidance and reporting requirements