

To: SOCIAL WORK COMMITTEE		Subject: SOCIAL WORK SERVICE STANDARDS : MONITORING REPORT
From: DIRECTOR OF SOCIAL WORK		
Date: 22 <sup>ND</sup> August, 2002	Ref: JD/MM/EK	

## 1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. This report informs Committee of the performance of the Social Work Department in relation to Corporate Standards during the first quarter of 2002/ 2003.

## 2. BACKGROUND

- 2.1. The establishment of Corporate Service Standards is a key action of North Lanarkshire Council's Best Value Implementation Plan. The Corporate Plan also identifies, as one of the Council's priorities, the achievement of "new standards of quality in the delivery of Council services by publishing clear challenging standards and monitoring performance against these"
- 2.2. In June 2000 Social Work agreed the content of the Customer Service Charter for Social Work, which included both the corporate core standards as well as the developed key standards for Child Care, Community Care and Criminal Justice services.
- 2.3. Assessment of performance during the first quarter of financial year 2002/2003 has in the main been undertaken on the basis of a sample.
- 2.4. Section 3 below provides information on the performance of the Department for the first quarter 2002/2003 in relation to the corporate standards.

## 3. PROPOSALS / CONSIDERATIONS

- 3.1. **Making a Complaint or Comment**, due to the nature of collecting the information on complaints this report contains information for the full financial year. A total of 90 complaints have been received in the department between April 2001 and March 2002. The number acknowledged with 5 days, was 81, resulting in 92% within 5day standard, this remains the same from previous report. The number of final and interim responses within 28 days was 68 resulting in 75% within the 28 day standard, this represents a 12% improvement.
- 3.2. **Delivering Service**, the use, by service users of Customer Comments forms is limited. To improve response it has been agreed to carry out a survey of service users during August in the six area offices, to improve our knowledge base about service users' views of the Social Work Services
- 3.3. **Writing to the Council**. A survey was carried out on mail received by two sections of the Department. All mail requiring a response was acknowledged or responded to within the standard timescale of 14 days.
- 3.4. **Calling the Council**, a sample of calls was taken across the department, 75 % of calls were answered within the recommended timescale, as verified by the council's IT monitoring system.

This represents a decline of 9%, of those calls answered within the standard, 82 % of recipients identified themselves when answering the telephone which represents an improvement of 20%.

- 3.5. **Waiting Times:** Since the last report the Department has introduced Reception Services Teams to improve the quality of customer care. These were recently set up and waiting times are not available at present. This will be one of the measures used to assess the effectiveness of this service and performance will be reported in the next report.

#### 4. RECOMMENDATIONS

- 4.1. Committee is asked to note the performance of the Social work department in the first quarter of 2002/2003.



**Jim Dickie**  
**Director of Social Work**  
**28<sup>TH</sup> June, 2002**

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