

## EAST DUNBARTONSHIRE SOCIAL WORK SERVICES TAKING POSITIVE STEPS IN MEETING CHALLENGES OF SERVICE DELIVERY

### Social Work Inspection Agency publishes East Dunbartonshire Council performance inspection report

People in East Dunbartonshire who rely on social work services are generally satisfied with the quality of service they receive, according to a new report by the Social Work Inspection Agency (SWIA). The report, published today (21 August 2008) highlights that East Dunbartonshire Council is committed to providing a high quality social work service and is working with partners to deliver this.

The SWIA report, which covers all aspects East Dunbartonshire Council's social work services, evaluated six areas as good and four areas as adequate.

Inspectors found that East Dunbartonshire Council had built a wide range of services and was making progress in the development of services in consultation with the community. However, the Council needed to do more to ensure the needs of older people in their area were fully met with a better range of services.

The main findings of the inspection, which was carried out between November 2007 and March 2008, were:

- Most people who used services agreed they were of good quality
- Staff recruitment had improved and staff were committed to delivering high quality services
- Partner agencies were positive about their relationship with social work and there was a good community engagement process in place
- Services to children were improving, but social work services needed to ensure quicker access for children with special needs
- Some adults with physical disabilities and sensory impairments were waiting too long for services
- There was strong corporate and political support for social work as a whole and a strong performance management culture was developing across the service
- The social work service needed to use customer feedback better to inform service planning
- There was a low level of service provision for older people and more resources for care at home needed to be developed

- More employability support was needed for adults with disabilities, addiction problems or mental health problems.

The report contains 14 recommendations for the improvement of services, which relate to the delivery of key processes, leadership and direction, and policy and service development.

Alexis Jay, Chief Inspector, Social Work Inspection Agency, said:

“Inspectors recognised that East Dunbartonshire has come a long way from its early days as an authority and has built up a wide range of social work services. The report highlights the key areas where there needs to be development, particularly in improving access to some services. We recognise that the Council has good capacity for improvement.

“We will now work with the council to agree an action plan in response to this inspection report, which will ensure the necessary changes are made and monitored for the benefit of people in East Dunbartonshire.”

Copies of the East Dunbartonshire Performance Inspection report are available from the SWIA website at [www.swia.gov.uk](http://www.swia.gov.uk).

- ends -

#### Notes to editors:

- **Embargoed copies of the report are available – please contact Linda McIntyre on 0131 240 6420**
- SWIA uses a six point scale in its inspection of local authority social work services. The ratings given to East Dunbartonshire Council in the ten areas of evaluation were:
  - Outcomes for people who use services – adequate
  - Impact on people who use services - good
  - Impact on staff – good
  - Impact on the community – good
  - Delivery of key processes – adequate
  - Policy and services development, planning and performance management – adequate
  - Management and support of staff – good
  - Resources and capacity building – adequate
  - Leadership and direction – good
  - Capacity for improvement – good
- SWIA is carrying out performance in of all local authority social work services in Scotland

- SWIA, which operates independently and impartially, reports publicly to the Parliament on the quality of these services, locally and nationally
- SWIA gathers and analyses a wide selection of information about a local authority and the social work services it provides or is responsible for. These findings are published in a report that identifies strengths as well as areas for improvement.
- For further information on inspections and the timetable of inspections for 2008, log on to [www.swia.gov.uk](http://www.swia.gov.uk)