

Performance Improvement Framework

Children & Families Social Work

SSRG Scotland

13 June 2005

Social Work Context of Framework

- Announcement by Peter Peacock following the Borders report
- 21st Century Review of Social Work
- Performance Improvement Subgroup
- Move towards more quality assurance and self assessment in Local Authorities
- Creation of SWIA
- Drive from within social work to make things better....

Developments in Childrens Services

- Integrated Childrens Services Plans
 - Integrated Assessment, planning and recording framework
 - Children's Hearings review
 - Inspections of childrens services
- We are developing the PIF for social work services, starting with children and families

Improving Outcomes for Children

7 ministerial visions

Safe, Nurtured, Healthy, Achieving, Active, Respected & Responsible, and Included



Performance Improvement Framework

- as catalyst for change
- as a tool for self evaluation
- as evidence gathering prior to inspection
- to report back on a consistent basis to stakeholders



Frontline delivery of quality services

Linking visions to delivery

Outcomes group comprising local authorities, voluntary sector ...

- From visions identified real outcomes for children
- From outcomes identified indicators – qualitative and quantitative
- Explanation around indicators to give direction
- Meaningful framework linking frontline social work delivery to visions

Ownership of framework

Outcome group

- 5 days input as group

Liaison officers network

- 1 day in each of two locations
- Meeting end June to prepare for rollout
- Ongoing role to help with buy-in, to support each other and feedback any problems

Visits to individual authorities

- Opportunity to shape framework

Ownership of framework

Performance Improvement Subgroup

- Chaired by Sandy Cameron, 3 other Directors of social work on the group plus representatives from Audit Scotland, SIRC, Care Commission, HMIE, SWIA, voluntary organisations
- Meets monthly to advise and steer performance improvement team
- To consider framework on 10 June

Ongoing challenges

- Keeping it simple
- Getting buy-in from frontline staff
- Linking in with other initiatives across Executive
- Rationalising reporting requirements
- Liaising effectively with colleagues in education, health and police
- Linking in with work of the Inspectorates

Other strands of performance improvement

- Use collaborative network techniques with groups of frontline staff (Plan, Do, Study, Act)
- Embed performance improvement in the degree course, using Care Scotland website as a teaching tool?
- Enable frontline staff to carry out study visits to investigate interesting practice in other parts of the UK
- Quality assurance – gathering and sharing good practise

Making the most of the performance improvement framework

- Use of website www.carescotland.org.uk
- Outline or more detail available
- Links to guidance
- Links to examples of good practise
- Useful analysis of statistical information

- Website developed and presented by
Tony van der Kuyl, University of Edinburgh