

Practice Team, Child Disability Service Report 2008-09

Introduction

This report summarises the work of the Child Disability Service over the past year and reports on progress to meet targets and feedback from customers.

Service Users and Partners

The Child Disability Service provides a social work service to children and young people who live in West Lothian and have a significant or complex disability. We offer support, advice and guidance to children, young people, their families and carers.

The Child Disability Service strives to promote social inclusion and to maximise the potential of individual children with the emphasis on providing, as far as possible services in local communities.

In addition to providing services directly related to the impact of disability, the Child Disability Service also delivers statutory services. This includes providing reports to the Scottish Children's Reporter Administration (SCRA), Child Protection investigations and supporting children who are Looked After and Looked After and Accommodated by the Council.

Summary of the services provided

The Child Disability Service supports children and young people between birth and 16 years who live in West Lothian and have a significant or complex physical, learning or sensory disability. The Child Disability Service will also offer support to young people beyond 16 years of age, as appropriate, during the transition to adult services.

All children, who meet the above criteria, and come to the attention of the Child Disability Service are offered an assessment, in order to identify their additional needs. The Child Disability Service provides and accesses a range of services in order to support children and their families. This includes:

- Short breaks from caring
- Overnight breaks from caring
- Holiday activities
- Support to access community activities
- Personal care

Services are offered via existing West Lothian resources, core funded voluntary organisations and individual commissioned packages. The Child Disability Service strives to ensure the provision of service is consistent and equitable and that the number of children receiving appropriate services is maximised. This is achieved by having a specific procedure in place which, ensures that all children are subject to the same process of identifying priority of need.

The Child Disability Service will continue to work in partnership with children, their families and all partner agencies to provide integrated services, which promote an inclusive community and enable children with a disability and their families to live as independently as possible.

Service standards

We said we would:	07/08	08/09	Target 09/10
Respond to referrals within 14 days: we aim to achieve this in 95% of cases	75%		
Allocate assessment to appropriate worker within 12 weeks of referral: we aim to achieve this in 75% of cases	73%		
Complete Assessments: Initial, Comprehensive Assessment (Section 23) and Carers Assessment (Section 24) within 12 weeks of allocation: we aim to achieve this in 75% of cases	74%		
Complete a West Lothian Priority Assessment Tool along side all Comprehensive Assessments to ensure consistency and equality in the provision of service: we aim to achieve this in 100% of cases	98%		
Establish a Care Plan for every child or young person who receives service: we aim to achieve this in 90% of cases	90%		

Review Care Plans every 6 months: we aim to achieve this in 75% of cases	70%		
Inform relevant parties of any decisions in relation to referrals, assessed need, provision of service and care plans within 14 days: we aim to achieve this in 75% of cases	70%		

We asked customers and partner agencies if they felt our Service Standards were still relevant. 31% of customers agreed however 46% answered 'don't know'. Partner agencies agreed and 90% agreed they were relevant.

The Child Disability Service will review the service standards and some amendments may take place to ensure that all standards in place are meaningful and measurable.

Achievements/Report on previous years targets

During 07/08 the Child Disability Service did not meet all of its service standards. A number of factors have influenced this including: one member of the team leaving - resulting in the team being one member less for a number of months; increase in referrals - resulting in a high volume of requests for support/service and prioritisation of statutory work (Child Protection investigations and Looked After and Accommodated children).

The Child Disability Service has been striving to address these issues and collation of service standard information for 08/09 is presently taking place. This information will be available by the end of July 09.

Feedback on customer satisfaction

The majority of customers responded positively and gave top marks for being dealt with fairly, with courtesy and respect. People felt we were friendly, fair, polite and helpful. Overall the majority of people were happy with the service we provide.

The Child Disability Service recognises that there are difficulties in gaining the views of children and young people with significant and complex disability. Children and young people are involved, as far as possible, in the assessment, care planning and review process and the team strive to gain their views of the services they receive.

Partner agencies we work with also provided useful information that we will use to improve our service. All of them gave top marks for timeliness and sharing information. Our communication and the quality of our work were also rated highly.

All rated our work with children and families as excellent, very good or good. We received many positive comments about our service, many around our working relationships with children and with other workers. There were several suggestions made regarding how we could improve our service, such as joint training and providing more information.

Feedback is extremely important and is fully considered by the team. The feedback will be incorporated in the future action plan for the team to ensure we continue to provide an effective service.

Testimonials

The team received many positive comments from customers and partner agencies:

"Good service - very happy with staff"

"Very good - very efficient and professional"

"Could not cope with child if CDS not involved"

"The service ethos is one of integration with other service providers and they have an excellent presence within the community and other organisations"

"Always receive positive, enthusiastic response".

Comments have also been provided on possible areas of improvement

"More involvement outwith school"

"Contact with other parents in the same situation - sometimes can feel alone"

"More information on services - CDS could possibly give out a leaflet or newsletter".

Complaints/compliments report

Between April 07 and May 08 we received 11 complaints. The majority of these complaints raised concern about the decision making process and the level of service being recommended or provided.

Between April 08 and March 09 we received 9 complaints. Several complaints concerned provision of service and waiting time for service.

Following investigation most of the complaints were resolved by fully explaining the decision making process, and why a certain decision was made. Issues raised in relation to provision of service have been raised at a Senior Management level and will continue to be addressed as part of the overall service development.

We investigated all the complaints.

We also had a number of compliments from children, young people, parents, carers and partner organisations. Some were made during consultation exercises. Others were contained within cards and other correspondence.

If you would like further any further information regarding any of the above please contact:

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