



SOCIAL WORK STRATEGY AND SERVICE PLANNING

Recommendation	Response
Community involvement about the long-term future for social work and care to meet statutory responsibilities.	<ul style="list-style-type: none">• This will form part of the work we will do in relation to community engagement and participation in strategic and locality planning• Our workforce planning approach will take cognisance of this
Recommendation	Response
Work with Scottish Government, Social Work Scotland and other stakeholders to review how to provide social work services for future and future funding arrangements	<ul style="list-style-type: none">• We will continue to engage with relevant Scottish Government and SWS work streams.• There are twice yearly meetings with Scottish Government Officials, the Chief Officer and Chief Executives.• Senior Managers and CSWO are members of SWS and engage in relevant standing committees of that organisation.
Recommendation	Response
Develop long term strategies for the services funded by social work by: <ol style="list-style-type: none">1. Carrying out a detailed analysis of demographic change and the contribution preventative approaches can make to reduce demand for services.2. Developing long-term financial and workforce plans.	<ul style="list-style-type: none">• Demographic analysis is a key element of the strategic planning process and a focus on prevention and sustainability underpins the structure of the Strategic Transformation Programme as well as our Strategic Commissioning aims• Financial Strategy and workforce planning both



<ol style="list-style-type: none"> 3. Working with service users, carers and service providers to design and provide services around the needs of individuals. 4. Working more closely with local communities to build community capacity to support people. 5. Consider examples of innovative practice. 6. Working with NHS and SG to review how to better synchronise partners' budgeting-setting arrangement to support these strategies. 	<p>underway and will be presented to the IJB.</p> <ul style="list-style-type: none"> • This is key to our locality team development as well as our approach to Self-Directed Support. • Our locality approach sets out to lead this capacity building and we are recruiting via the 3rd sector community builders to enhance this approach. • We believe our transformation programme to be innovative and also participate in national discussion and forums where best practice is shared and consider if new models can be adapted for the Aberdeen City context. • Aberdeen City Council and NHS Grampian have already synchronised budget setting arrangements in support of the Integration Joint Board.
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GOVERNANCE AND SCRUTINY ARRANGEMENTS

Recommendation	Response
<p>Ensure that governance and scrutiny of social work services are appropriate and comprehensive across the whole of social work services and review these arrangements regularly as partnerships develop and services change</p>	<ul style="list-style-type: none"> • The CSWO is an advisory member of the IJB • CSWO is a member of the Clinical and Care Governance Committee and has an open invitation to attend the Clinical and Care Governance Group • The Clinical and Care Governance Structure sits within a wider Board Assurance Framework and is developing its governance and scrutiny processes – for social work purposes using the information routinely and regularly reported previously to the Service Committee • Clinical and Care Governance processes are in place for ACC and NHS Grampian to get assurance from the



	<p>processes being in place and for social work and statutory purposes the CSWO and Chief Exec of ACC also report to Full Council – the CSWO in her report and the CE in relation to ‘matters of interest to the Council in regard to the IJB</p> <ul style="list-style-type: none">• The Good Governance Institute have been commissioned to review the governance processes of the IJB and its Committees over the course of its first ‘live’ year and this will be reported to the IJB
Recommendation	Response
<p>Improve accountability by having processes in place to:</p> <ul style="list-style-type: none">• Measure the outcomes of services and their success rates• Monitor the efficiency and effectiveness of services• Allow elected members to assure themselves that the quality of social work services is being maintained and that councils are managing risks effectively• Measure people’s satisfaction with services <p>Report the findings to elected members and the IJB.</p>	<ul style="list-style-type: none">• Clinical and Care Governance framework includes measurement of outcomes• Performance framework in development for the IJB measures against the 9 national outcome measures and includes a suite of local and national measure of service quality and user experience• We are also developing and refining approaches to measure outcomes across services commissioned for adult social care by the ACC as directed by the IJB• We will seek to strengthen our approaches to people’s satisfaction with services• Regular performance reports are presented and the IJB is responsible for delivering an annual report to the Council and NHS also



WORKFORCE (councils should)	
Recommendation	Response
Work with representative organisation, Scottish Government and third/private sector employers to put in place a coordinated approach to resolve workforce issues in social care.	<ul style="list-style-type: none">• A market facilitation plan is being developed in conjunction with our partners in the third and independent sectors showing the agreed principles and interventions that will provide individual support to providers and stabilise the local market.• The UNISON ethical care charter is in the process of being adopted by the Council and IJB.• Regular meetings are held with the third and private sector employers.• Resolving the workforce issues in social care will cost more money at a time when budgets are already stretched due to the increasing complexity of client needs and demographics.
Recommendation	Response
As part of contract monitoring arrangements, ensure that providers who use zero hours contracts allow staff to accept or turn down work without being penalised.	<ul style="list-style-type: none">• There are currently no monitoring arrangements in respect of the relationship between employees on zero hours contracts and their employer.• However the IJB supports the principles of the Ethical Care Charter and has directed that a working group be established to consider the implementation of the Charter and to provide the IJB with an update before the end of the financial year.



SERVICE EFFECIENCY AND EFFECTIVENESS	
Recommendation	Response
When planning an initiative, include evaluation criteria and extend or halt initiatives depending on the success of new approaches in improving outcomes and value for money.	<ul style="list-style-type: none">• The Programme Office Approach to the Transformation Programme sets out a clear, proportionate approach to evaluation.
Recommendation	Response
Work with COSLA to review the eligibility framework to ensure that it is still fit for purpose in the light of recent policy and legislative changes.	<ul style="list-style-type: none">• ACC are members of the Scottish Local Government Partnership and not CoSLA however currently apply the agreed national eligibility criteria guidance in respect of Social Work assessments.



Aberdeen City Health & Social Care Partnership
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