

PERTH AND KINROSS COUNCIL

19 December 2012

CHIEF SOCIAL WORK OFFICER'S ANNUAL REPORT 2011/12

Report by Chief Social Work Officer

ABSTRACT

This Annual Report provides Council with Chief Social Work Officer's assessment of functioning of social work and social care services within Perth and Kinross.

1. RECOMMENDATION

It is recommended that the Council approves the Chief Social Work Officer's Annual Report as set out in Appendix 1.

2. BACKGROUND

- 2.1 Section 5(1) of the Social Work (Scotland) Act 1968 as amended by Section 45 of the Local Government, etc (Scotland) Act 1994 requires every Local Authority to appoint a professionally qualified Chief Social Work Officer (CSWO). In March 2009, the Scottish Government published national guidance on the role of the CSWO: Principles, Requirements and Guidance. Overall, the role is to provide professional governance, leadership and accountability for the delivery of social work and social care services, whether these are provided by the Local Authority or purchased from the private or voluntary sectors.

3. PROPOSALS

- 3.1 The report provides an assessment of the key issues social work and social care services have faced and responded to over the last year and how well these have been dealt with. It is designed to be complimentary to the well developed performance management and governance systems in existence within Perth and Kinross Council.
- 3.2 In relation to governance, the report explains the robust arrangements which are in place to ensure that the Chief Social Work Officer has access to the Chief Executive and the Council when appropriate and also describes the relationship with service areas and partner organisations.
- 3.3 The report also considers the changes that individual service areas have achieved over the last year and the progress that has been made in relation to improving outcomes for vulnerable people. Overall, the report has identified a number of key developments across social work services including:
- the roll out of initiatives under the Change Fund for Reshaping Older Peoples Services as part of the Health and Social Care integration agenda

- continued improvements in public protection arrangements including child protection, adult support and protection and, MAPPA and community safety
 - good progress on transformational change work with older people, people with learning disabilities, and alcohol and drug services
 - continuing work to reshape services for people with learning disabilities
 - good progress in the implementation of Children and Families Strategy
 - positive contribution by social work services to the Early Years Strategy, including the Dartington Research Unit
- 3.4 The report also highlights some key pressures that Social Work and Social Care Services face in the coming year brought about by rising demand in many areas; new legislation and new and increasing National Policy demands including Health and Social Care Integration; Children's Bill, Self Direct Support Legislation; and Public Sector Reform
- 3.5 The report also comments on workforce development issues, including the need to upskill the staff to respond to the changing nature of the work; the importance of developing evidence based practice and also the value of leadership at every level.
- 3.6 Finally, the report highlights the evaluation and improvement work which has been undertaken across social work services as demonstrated by both self-evaluation and external scrutiny evidenced from the last year.

4. CONSULTATION

- 4.1 The Chief Executive, the Executive Director (Housing and Community Care), Executive Director (Education and Children's Services) and relevant social work managers have been consulted in the preparation of this report.

5. RESOURCE IMPLICATIONS

- 5.1 There are no resource implications directly arising from this report.

6. COUNCIL CORPORATE PLAN OBJECTIVES 2009-2012

The Council's Corporate Plan 2009-2012 lays out five Objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. They are as follows:-

- (i) A Safe, Secure and Welcoming Environment
- (ii) Healthy, Caring Communities
- (iii) A Prosperous, Sustainable and Inclusive Economy
- (iv) Educated, Responsible and Informed Citizens
- (v) Confident, Active and Inclusive Communities

This report support delivery of four corporate objectives.

7. EQUALITIES IMPACT ASSESSMENT (EqIA)

An equality impact assessment needs to be carried out for functions, policies, procedures or strategies in relation to race, gender and disability and other relevant protected characteristics. This supports the Council's legal requirement to comply with the duty to assess and consult on relevant new and existing policies.

The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- i) Assessed as **not relevant** for the purposes of EqIA

8. STRATEGIC ENVIRONMENTAL ASSESSMENT

Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all qualifying plans, programmes and strategies, including policies (PPS).

The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

9. CONCLUSION

- 9.1 The Chief Social Work Officer's view is that there has been good and very good progress across social care and social work services in Perth and Kinross over the last year. This will require to be maintained and developed at least at a similar pace in the coming year to respond to pressures arising from new legislation, new service arrangements and welfare reform.
- 9.2 Despite this, I am confident that managers and staff are clear about what needs to be addressed and are committed to ensuring that social work and social care services continue to progress over the coming year.

BILL ATKINSON
Chief social Work Officer

Note: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

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Date: **20 November 2012**

Appendix 1 Chief Social Work Officer Report 2011/12

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Council Text Phone Number 01738 442573



**Perth & Kinross Council
Chief Social Work Officer
Annual Report 2011/12**

*Working with you,
caring for you . . .*

. . . through quality social services



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quality of life • Making the best use of public resources

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1. Introduction

The responsibility of Social Work Services is to promote people's safety, dignity and independence and to protect communities by reducing offending and managing the risk by known offenders. This is done within a framework of statutory duties and powers imposed on Social Work Services which are required to meet national standards and to provide best value. They are delivered in partnership with a range of stakeholders including most importantly people who use those services.

In Perth and Kinross this has always been achieved by firmly embedding Social Work Services within Community Planning Partnerships and as Community Planning Partnerships role in delivering better outcomes for individuals and communities is enhanced then similarly Social Work Services' contribution to improving the lives of the most vulnerable individuals in communities will also become greater.

National Policy in relation to public services continue to change and many of these changes are consistent with Social Work core values and therefore place a responsibility on Social Work Services to be at the centre of delivery of some of these changes including:

- the relationship between the individual and the state moving from passive recipient of services to active partner;
- the ethos underpinning the provision of support from a focus on those things people are unable to do for themselves to an asset based approach to prevent the need for intensive support and maximise independence of the individual;
- the way in which services are organised to ensure that individuals in need of support have as much choice and control as they wish; and
- the way in which services are evaluated and assessed by focusing on outcomes rather than outputs.

This report provides a summary of the issues that Social Work and Social Care Services have dealt with over the last year and how well they have done so. There are well established governance and performance structures in place in Perth and Kinross and this report should be read in conjunction with these.

This year has been a challenging one again for Social Work Services as demand in many areas has increased at the same time as there is considerable pressure on public resources and expectations too, are rising from individuals and national policy. To respond to this, transformational change is required and this report will highlight what progress has been made across the many transformational projects undertaken in Social Work and Social Care Services. This year there has also been an emphasis on evidence based work as a means to maximising the effectiveness of investment in improving individual and community outcomes.

2. Role and Governance

Section 5 (i) of the Social Work (Scotland) Act 1968, as amended by Section 45 of the Local Government, etc (Scotland) Act 1994 requires every local authority to appoint a professionally qualified Chief Social Work Officer (CSWO). In March 2009 the Scottish Government published national guidance on *The Role of the CSWO: Principles, Requirements and Guidance*.

The CSWO is required to ensure the provision of appropriate professional advice in the discharge of local authorities' statutory duties. Overall the role is to provide professional governance leadership and accountability for the delivery of social work services, whether these are provided by the local authority or purchased from the voluntary or private sector. In addition, there are a small number of specific duties and final decisions in relation to a range of social work matters, which must be made by the CSWO.

The functions of the CWSO are carried out within Perth and Kinross through clear lines of accountability. The CSWO reports directly to the Chief Executive. This contact exists to ensure the Chief Executive is advised of any complex issues between the local authority and the Scottish Government on social work matters.

The CSWO has the right to directly advise Council on any of the areas that he feels may be a significant risk to Perth and Kinross as a result of the actions of any of the social work services. Elected members' leadership and governance of social work services is divided between: Housing and Health Committee; Lifelong Learning Committee and Community Safety Committee. A member/officer group, Making Connections Liaison Group, allows Conveners and Vice Conveners to meet together to discuss with senior officers cross cutting issues covering social work and social care.

The CSWO meets regularly with the Executive Director, Housing and Community Care (HCC) to discuss issues of policy and strategic development, complex operational decisions and workforce development. The Executive Director, Housing & Community Care, also deputises for the Chief Social Work Officer in his absence. The CSWO is the Depute Director of Education & Children's Services, and is a member of the Education and Children's Services (ECS) Senior Management Team and influences through that mechanism. The CSWO meets jointly on occasions with both Executive Director, Housing & Community Care and Executive Director, Education & Children's Services.

The CSWO chairs the Integrated Social Work Strategy Group. This ensures that managers across all social work services develop a common vision; work to deliver integrated services through jointly developing cross cutting issues; and to develop a well maintained, supported and led workforce.

The format of this group has been revised in the last year to maximise impact and resources with the CSWO meeting with Heads of Children & Families' Services and Community Care on a monthly basis and other members of the group on a less frequent basis.

3. Specific Decisions by the Chief Social Work Officer

The CSWO's role includes making specific decisions on behalf of the Council in relation to social work matters. For example, within the last year, the following have been approved:

- 2 Secure Accommodations
- 7 Permanence Orders
- 2 Permanent Carers
- 3 Temporary Carers
- 24 Kinship Carers
- 2 Prospective Adopters
- 1 Respite Carers
- 1 Short Break Carer
- 1 set of Carers Retired

Welfare Guardianship Orders as at November 2012: **167**

Welfare Guardianship Orders has decreased from 199 in 2010/11 (19%). This reduction has been caused by some older people passing away and also orders being recalled..

Service Delivery and Service Developments in 2011/12

There have been a number of key developments across social work services over the last year, including:

- the full roll out of initiatives under the Change Fund for Reshaping Older Peoples Services as part of the Health & Social Care agenda;
- continued improvement in public protection arrangements involving child protection, adult support and protection, MAPPA, and community safety;
- continuing work to reshape services for those affected by Learning Disability;
- good progress on transformational change work with older people, people with learning disabilities and Drug and Alcohol Services;

- good progress in the implementation of Children & Families' Services Strategy; and
- positive contribution by social work services to the Early Years Strategy, including the Dartington Social Research Unit.

3(a) Community Care Services

The national key priorities that shape and influence Community Care Service delivery in Perth and Kinross are:

- The Same as You
- The Mental Health Strategy for Scotland
- Adult Support and Protection Act (Scotland) 2007
- Getting It Right For Every Child (GIRFEC)
- Equally Well
- The Road to Recovery
- Changing Lives
- Caring Together
- The Future Care of Older People in Scotland
- Integrated Resource Framework
- Commission on Future Delivery of Public Services
- Criminal Justice and Licensing (Scotland) Act 2010

Community Care local key priorities continue to include:

- developing the Personalisation Agenda through consultations with existing and potential service providers, service users, carers and communities;
- developing a model of locality-based integrated working which supports prevention at the level of place;
- continuing to develop good practice in relation to equalities and sustainability including getting the best from buildings rented and owned and releasing resources from higher cost acute care and institutional settings;
- starting to broaden staff skills and competencies to support locality working further improving the support provided to enable people to live in their own homes and communities longer – including support provided to carers;
- taking forward key management, cultural and organisational changes across services through the Transformation Agenda; and
- improving partnership working between key services involved with adults with complex needs.

The review of Community Care Services as noted in last year's report has been fully implemented within a new management structure. This structure, in turn, will now be taken forward and further developed in a manner which

supports locality-based working and coherent alignment of strategic responsibilities. This next step will be made possible by the work which has been undertaken to support and develop Integrated Service Delivery Structures at the level of locality as a mechanism for ensuring that a co-ordinated approach is taken towards supporting those with complex needs, ensuring that agencies play roles required of them effectively and regularly reviewing the impact of interventions.

In the field of Public Protection, there is close co-operation between Community Care Services and Children & Families' Services in relation to Child Protection and Adult Support and Protection. In addition, a jointly funded project designed to engage with the families of children with profound learning disabilities earlier and support them into integrated, sustainable models of support within Perth and Kinross has been established.

Service Delivery for Older People

Change Fund

Work with colleagues from the Community Health Partnership, the Acute sector, voluntary sector, service users and carers in communities continues under the auspices of the Change Fund to support the Reshaping of Older Peoples Services.

All four workstreams noted within last year's report are now in place. The operational focus has been upon the following key areas:

- reducing the number of unplanned non-emergency admissions to hospital;
- reducing the number of Delayed Discharge days lost; and
- improving and integrating our services for people affected by Dementia

A total of 23 initiatives are now underway in relation to these three workstreams. Some of these initiatives have only begun within the last 6 months, but already the number of Delayed Discharge days lost through awaiting a Social Work assessment or awaiting a Residential Care place has come down by 50%.

The fourth workstream is focussing upon the development of individual and Community Capacity to support personal, family and community resilience. There are a further eight initiatives contained within this workstream.

Care at Home Services

Last year's report noted that the Reablement Service was now fully implemented. Our evaluations to date would indicate that between 35-40% of those supported via Reablement end up not requiring further Home Care support at the end of the initial 4-6 week period. The intensive initial approach followed by a focus upon maximising the service users own abilities has proved highly effective. Indeed, it is a principle which it is hoped will be able to replicate in other parts of Adult Care Services. Satisfaction surveys with

both service users and carers continue to indicate high levels of satisfaction and positive outcomes.

At this juncture, some 80% of Home Care Services are now commissioned to the private or voluntary sectors, necessitating a continuing focus upon partnership working with fellow-providers. Examples of this partnership in action are to be found within Residential Care and Home Care for and within specific project groups focussing on:

- the practicalities of delivering a consistent Home Care service in our most remote, rural areas; and
- the challenges involved in ensuring efficiency of Home Care services through minimising staff travel.

Telecare and Telehealth

The Telecare Development Plan has now been underway for some 12 months. It has been successful in ensuring that consideration of the role of Telecare has become a default position within in any Community Care assessment.

Telecare is now firmly embedded within the Learning Disability and Older Peoples Services but opportunities continue to be explored to extend its use in other settings. In particular, potential roles are being explored for Telecare in relation to the monitoring and care of Older People affected by Dementia. The undoubted contribution which Telecare can make within this field, however, will be tempered by an understanding that certain types of Telecare equipment only operate when there are sufficient numbers of attuned responders. For certain types of equipment this may involve a limited number of responders. For those affected by Dementia, however, certain types of Telecare equipment only operate effectively when a number of close neighbours and family understand their function.

Shortly there will be a meeting with our partner Local Authority (Angus) in implementing our Out of Hours Telecare system in order to explore the potential for a broader, Telecare/Health/Meds approach with our Community Health Partnership colleagues.

Older People's Residential and Day Services

This has been a year of transition for our Day Services with the move from a building based approach to a Day Services model offering wider choice and the potential to include older people more effectively within a range of community activity. Adopting a similar model to that espoused by Learning Disability Services will have a multi-agency Dementia Centre of Excellence in Perth and the range of smaller integrated facilities in larger rural towns.

A successful model of Day Services in Blairgowrie has already been developed offering choice and security which has attracted very positive feedback from attenders and carers alike.

Adult Support and Wellbeing

As part of the management review of Community Care Mental Health, Learning Disability and Drug and Alcohol Services have been integrated to become the Adult Support and Wellbeing Service, operating as three distinct teams under a single service manager. The Service has had a busy year with its partners and stakeholders developing new Strategies for Learning Disability and Autism, Mental health and Wellbeing and the Alcohol and Drug Partnership.

Adult Support and Protection

The Adult Protection system is well established in Perth and Kinross and enjoy interagency support. It has been noticeable that, over the last 2 years, there has been a significant number of Police Adult Concern Reports. The numbers have more than doubled within this period. During 2010/11 a total of 186 people progressed through the Adult Support and Protection process. In 2011/12, however, a total of 471 people progressed through the Adult Support and Protection process – comprising of 439 ASP enquiries and 32 formal investigations.

Of those the referral factors most closely associated with Adult Protection Referrals, 'Mental Illness including Dementia' clearly came through as the most common-recurring characteristic during 2010/11 namely, 'peoples whose behaviour and visual presentation may suggest they are at risk.

Tayside Police remain the prevalent source of referrals, accounting for 81% of all referrals. As noted earlier, however, a high proportion of these are Adult Concern Reports which, while they may not progress to formal Adult Protection Investigations, still merit further assessment and interagency decision as to further action. In response, an Integrated Assessment process has been developed which considers numbers of these cases on a regular basis and supports the sharing of information to inform decision making.

In the last year the Adult Protection Committee has developed and delivered a number of work streams including:

- Updated multi-agency operational guidance that incorporates new processes.
- Multi-agency case review to pilot national tool in July 2010. The review group consisted of multi-agency partners from police and health and six cases were audited.

- Multi-agency case file audit in March 2011 of 20 local authority case files by a multi-agency group. A report of the outcome of the audit was presented at APC with recommendations for continuing improvement.
- Development of training strategy.
- Development of an adult protection web page to disseminate information to the public.
- Development of national standards and outcome framework.

In 2010/11 services for support and protection of adults at risk have maintained performance at 100% in responding within 24 hours to referrals; holding case conferences within 10 days of the investigation being completed and holding review case conferences within 3 months.

In 2012 the Committee has been keen to find ways of engaging with service users and carers in the work of the Committee, and will be focussing on this issue in the coming year.

Learning Disabilities

This year has been the start of a new phase of the Learning Disability Service, with the new Joint Strategy for Learning Disability and Autism 2012-2015 being agreed by the Housing and Health committee in October 2012. This Strategy was extensively consulted on with very significant service user and carer involvement. The Strategy aims to build on the improvements ushered in by the previous Best Value Review and has a target of personalisation of all learning disability services by 2015. This will be achieved by re-shaping the service to one where Self Directed Support options are the norm and all service users will be offered opportunities for non-traditional and institutional forms of care and support throughout Perth and Kinross.

Some milestones within Learning Disability services over the last year have included:

- The Gleneagles centre of excellence for adults with Profound and Multiple Learning Disabilities (PMLD) won a gold in the Securing the Future Awards. Gleneagles are progressing to become part of the PAMIS (Profound and Multiple Impairment Service)/PKC Changing Places Directory which allows members of the public to access Gleneagles high quality changing facilities. Staff have also been up skilled in relation to delivering tracheotomy care allowing the Gleneagles team to be fully equipped to meet the increased needs of service users with specialised care needs.
- The number of individual supported tenancies has increased year on year as individuals are supported in a more personalised way in local accommodation; the figure now stands at 155 for 2012, compared to 129 in 2011, 108 in 2010 and 76 in 2009.
- The development of a 'Sports Academy' working collaboratively with St Johnston FC, to give adults with learning disabilities supported access to a

range of sports activities. This initiative has proved immensely popular and successful.

- A creative dance opportunity 'Lets Dance' pilot has been developed in partnership between Arts Development Service and PKC Learning Disability Service to offer an exciting or alternative addition to the menu of activities in Community Inclusion Services. This gives individuals an arena for self expression and is led by professional dance artists in community venues.
- A new friendship and buddy network has been launched in November this year for adults with learning disabilities. The 'Friendship Unlimited Network' (FUN) has been developed to promote social links and relationships within communities to promote mental wellbeing. This is a joint initiative between Community Inclusion Services and ENABLE.
- Two adults with challenging behaviour have been supported to move away from specialist residential care facilities to supported accommodation, closer to their parents.
- Two young women with Profound and Multiple Learning Disabilities have been supported to in their own tenancies in specialist adapted housing, the service commissioned in partnership with their parents.
- A One Stop Shop for adults on the autistic spectrum is being developed after £300,000 was awarded over two years from the Scottish Government to the charity Autism Initiatives, on the strength of the Council's partnership work with the care provider. A Project Manager has been appointed and a multi-agency steering group has been established to oversee the project.
- The establishment of a Transition Team, a key element of the 'Transitions into the Community project'.

The Transitions into the Community project started in April this year, with the aim of transforming the experience for young people with complex learning disabilities and autism and their parents as they move through school and into adult life. This is a fully integrated project with Education and Children's services, that aims to offer young people and their parents enhanced local and personalised supports and independent living skills development.

Supporting service users into employment continued to be addressed over 2012; the Employment Support Team continue to work with and develop their database of employers; one such employer Highland Spring were recently nominated for a Tayside Business Diversity Award and won the Gold Award for the Employer of the Year, this company will now be going forward to the Scottish Business Diversity Awards 2012. The Employment Support Team also offer a locality based service throughout Perth and Kinross and are about to progress a pilot for a team member to be based in The HUB, a new employment drop in centre, in St Johns Centre for part of the week to be more accessible to their Perth city customers. Community Inclusion Services invested in training and now have two qualified Independent Travel Trainers who train and formally assess individuals who have the potential to travel independently to access community activities or work. The team also work collaboratively with Perth College to deliver the employability certificate

through recycling and as part of this are developing joint working with Binn Skips.

Mental Health Services

This has been a significant year for Mental Health Services with the completion of a comprehensive and ambitious Joint Mental Health and Wellbeing Strategy 2012-2015 and the completion and restructuring of the social work component of the Community Mental Health Teams (CMHT's). The Mental Health and Wellbeing Strategy was developed over a full year with intensive service user and stakeholder involvement over a series of stakeholder events and focused consultations that eventually involved more than 300 individuals. The new Strategy has a commitment to continuing this service user involvement and there will be investment in Citizen Leadership training to enable the people that use our services to have a say in how they are run. The Strategy also has a significant move to a 'Wellbeing' agenda, recognising the need to meet the needs of all people with mental health problems, not just those who require support for their 'severe and enduring' conditions. Mental health means our ability to enjoy life and cope with its challenges. Good mental health is more than the absence of mental health problems.

The principal of **Recovery** is central to this Strategy; Recovery is defined as being able to live a meaningful and satisfying life, as defined by each person, in the presence or absence of mental health symptoms. It encourages staff to work within a wellness concept, not illness. The Strategy has ambitious plans to increase personalisation of services, to focus attention and resources on local communities, so that they become the seat of the majority of mental health support and finally to improve our specialist services, particularly in relation to providing services for individuals in crisis.

As mentioned above, there has been a review of the social work element of the CMHT's and through this it was recognised that there needed to be modernisation and reshaping of the teams. There has been additional investment of three new locality based Senior Practitioners as well as new Social Work Assistant posts. The Forensic element of the CMHT's has moved to under Community Safety, in recognition of the link to criminal justice and risk management. In addition, there has been an Improvement project underway to modernise the processes and information capture within mental health social work services.

There remains an ongoing review of mental health Day Services. An independent consultant has been liaising with key stakeholders in mental health Day Services and has produced an initial report on recommendations for the way ahead. This is currently being considered and further consulted upon. There is a commitment to supporting a Day Service that is locality based and prevention focused.

Mental Health Services are at an exciting time of opportunity and development as the Mental Health and Wellbeing Strategy is unfolded over the next three years.

Drug and Alcohol Team

During 2012, the new Alcohol and Drug Partnership (ADP) Strategy has been completed which sets the direction for the next three years. The new Strategy is based on the **Recovery** agenda, mentioned above in the Mental Health and Wellbeing Strategy. In relation to a substance misusing perspective this is the principle that *'recovery is most effective when service users' needs and aspirations are placed at the centre of their care and treatment'*. Like the Mental Health and Wellbeing Strategy, the ADP Strategy emphasises the role of community has in Recovery and also in prevention, supporting people before they require a specialist, medical solution. At a recent ADP action day a number of clients, carers and professionals had the chance to share their views for the way forward and there was a commitment to reshaping resources to focus on the role of building community capacity, peer led supports, the benefits of sport and physical exercise and the importance of supporting young people at risk of substance misuse.

Excellent partnership working is evident in the activities of the Drug and Alcohol Team and reflected in the continued work with Children & Families' Services in tackling parental substance misuse and responding to the strategic priority led by the Community Safety Partnership and the Alcohol and Drug Partnership of addressing alcohol misuse.

In 2012, the Drug and Alcohol Team has taken forward:

- **Initial Screening & Care Plan Assessment (ISAC)** – shared assessment and joint working ensures that recovery from drug and/or alcohol is promoted and waiting time targets are met. During 2012 the team now operate a triage system with partners from TAPS (Tayside Alcohol Problem Service) and TCA (Tayside Council for Alcohol), this group was set up to ensure that where ever a person comes into the service the most appropriate support is offered to them.
- **Parental substance misuse** – the team contributes to the wider agenda of child protection, is clear about the importance of ensuring the safety of children and having confidence to challenge parents about the impact of substance misuse on the family. The team continues to contribute, and are actively involved in the Children Affected by Parental Substance Misuse (CAPSM) Group and Change is a Must Project where they continue to review the team's practice in line with GIRFEC and Getting Our Priorities Right (GOPR).

- **Blood spot testing** – each member of the team has now been trained to undertake the process of testing clients for HIV and Hepatitis C. The Substance Misuse team has been innovative in this area of practice, ensuring that some of the most hard to reach individuals in society are being offered support to address their current medical and physiological needs, in partnership with NHS Blood Borne Virus Services.
- **Deepened Multi-Agency working** – during 2012 the team have been researching the need for a more positive approach to engaging with clients, who require the supply of needles and other drug paraphernalia. Out of this research, the team have formed working links with a Perth based Health Centre and now offer a weekly surgery to ensure that clients with substance misuse issues are given opportunities to be supported on a journey to recovery.
- **Carer support service** – working in partnership with Health, the Carer Support Workers developed a 'support guide for families, friends and carers'. 2012 has been an exciting time for the Carer Support service as the number of referrals has grown, leading to the development of trained Carers Volunteers, helping carers support clients on their journey of recovery.
- **Complex homeless cases** – the team has been recognising that the multiple and complex needs of homeless individuals is not any one service's responsibility, but needs an integrated approach. In 2012 the development of a comprehensive support and risk management group was established and initially called the 'Homeless Integrated Team' to ensure that homeless clients' needs were assessed in a holistic way, rather than by one single perspective.
- **Community Detox project** – in partnership with colleagues and services from both the voluntary service and Health, a one-bed community alcohol detox facility can now be offered to clients.
- **Harm Reduction/Naloxone Awareness** – during 2012 the team have delivered a number of training sessions to other professional staff regards the use of Naloxone, as part of a national initiative. Naloxone is a medication that can be administered to someone who is having an opiate based overdose and is potentially life saving.
- **Locality Working** - the Drug and Alcohol Team will continue to focus on locality working in 2012, sustaining their present partnership activities and supporting strategic priorities. 2012 has seen the team continuing to build better links within the communities in which they are placed, they are activity seeking new ways to engage with the community and build stronger links with other professionals in these areas.

3(b) Criminal Justice Services

Criminal Justice Service is now fully embedded within the Safer Communities Service – comprising Youth Justice Team, Prison Social Work Teams, Community based Criminal Justice Teams and Anti-social Behaviour and Noise Investigation Teams. Thus, while Criminal Justice Social Work Services provide regular information to seek to co-operate fully with the Community Justice Authority, individual staff members now deliver their services as part of ever-widening range of integrated services.

The MAPPA arrangements are well established and continue to function effectively, enjoying committed support from Tayside Police, our Housing Service, Tayside Health Board and Child Protection Service as standard members.

Last year's report noted the efforts which have been made locally to respond the drive within the Criminal Justice and Licensing (Scotland) Act 2010 towards a presumption against Prison sentences of less than 3 months. There is now a fully functioning Community Payback Order scheme. A Structured Deferred Sentence programme has been developed for younger offenders and a highly effective Resettlement Service for shorter term prisoners – both of which appear to be showing promising results.

The recently published national reconviction figures which place Perth and Kinross within the top 5 Local Authorities for their Reducing Reconviction rate and within the top 2 Local Authorities for their reduction in reconviction frequency rate would suggest that the emphasis which both Resettlement and Right Track place upon early engagement, focus upon criminogenic need and provision of practical support through strong local partnerships are beginning to bear fruit.

The Action Plan arising from the Self Evaluation preceding our ISLA (Initial Scrutiny Level Assessment) Inspection in 2009 has now been fully implemented whilst the Action Plan from the 2010 High Risk Violent and Sexual Offender Self Evaluation has also been largely implemented.

The business of Self Evaluation continues both through specific service area evaluations under the auspices of the Criminal Justice Partnership and as part of a wider Housing and Community Care Self Evaluation process. Staff are shortly to meet for the first of a series of innovation days, reflecting on the successes of the last 2-3 years and considering their implications for the challenges which will arise in the future.

	2009/10	2010/11	2011/12
Court reports submitted within agreed timescale	96.8%	98%	98.5%
Initial contact with those made subject to Probation Orders	76.1 %	100%	- ¹
Successful completion of Community Service (average hours per week)	4.2 hours	4.7 hours	- ¹
Percentage of clients with a CPO Supervision Requirement seen by a Supervising Officer within 5 working days ²	-	-	70.1%
Percentage of Community Payback Orders Level 1 unpaid work requirements completed within agreed timescales ³	-	-	100%
Percentage of Community Payback Orders Level 2 unpaid work requirements completed within agreed timescales ⁴	-	-	100%

1 In February 2011, a new system of Criminal Justice was introduced and the old order types e.g. Probation and Community Service were abolished and replaced with Community Payback Orders

2 New reporting indicator

3 Level 1 – between 20 and 100 hours

4 Level 2 – 101-300 hours

Criminal Justice Services may well face changes to their organisational arrangements in Scotland in the future. The Commission on Women Offenders (Scottish Government 2012) recommends some initial proposals on how the Criminal Justice structure could be remodelled and Health & Social Care integration in the longer term could raise questions about the future structure of Criminal Justice Services. From the evidence of progress in Criminal Justice Services in Perth and Kinross in the last year, it is clear that the future of Criminal Justice Services needs to be set firmly within community planning and in particular community safety structures in Perth and Kinross.

3(c) Children and Families' Services

Children and Families' Services Strategy

In October 2011, the first formal Children and Families' Services' Strategy 2011-13 was approved by the Lifelong Learning Committee.

The strategy, which builds on the very good practice identified in the interagency Child protection Inspection 2011, outlines how children and families service s contribute to supporting achievement of the best possible outcomes for individual children, young people and their families and carers , by delivering on a range local priorities to ensure that children and young people are:

- benefiting from strategies to minimise harm and are helped by actions in response to immediate concerns ;
- supported to live, and grow into adulthood, in their own homes and communities wherever possible;
- provided with opportunities to achieve their potential;
- provided with support at the earliest opportunity;
- assisted by locality development to address root causes of poverty and disadvantage; and
- receiving services based on sound evaluation and evidence based models of practice.

Progress on actions identified within the strategy is currently being reviewed in relation to improving service user involvement in the evaluation and design of services; further improving communication with children and families; embedding integrated assessment and planning, and promoting a holistic approach to meeting the needs of children and young people; delivering better outcomes for Looked After children; improving the quality of life for individuals and communities, and supporting the delivery of high quality and continuously improving services. Whilst a few actions have proved challenging within the ambitious timescales, good progress is being made on many more.

Children & Families' Services continue to embed the principles and practice associated with 'Getting it Right for Every Child' and partnership working is core to the provision of services. Perth and Kinross Education & Children's Services are engaged with partners across Tayside to ensure a consistency of approach which supports this partnership working.

Support for vulnerable children in their early years

The work of Children & Families' Services has been strongly influenced by research into early brain development and the impact of neglectful parenting.

The Child and Family Centre has been redesigned to offer greater parental support and day care for 0-2 age group where there are already identified needs. This includes developing further outreach support to parents in their own homes. The Early Years Team has been developing an expertise in undertaking specific parenting assessments based on an Adult attachment model. This has provided good evidence in respect of the capacity for parental change, enabling earlier decisions to be made over a child's long term permanent care arrangements. It has also supported appropriate pre birth intervention. As a result there is an increasing number of young children moving to permanency at an earlier stage in their lives which is a national priority as a result of recent research (SCRA – Scottish Children's Reporter Administration - 2012). The Team work closely with 'Change is A Must' team and wider Fieldwork Teams.

This work makes an important contribution to the Early Years Strategy which has made significant progress over the last year and now also includes the collaboration with Dartington Social Research Unit (DSU). Although the collaboration will focus on improving outcomes for children, especially in their early years, the approach built around being outcome focused; being clear about investment; and being evidenced based could equally apply to all areas of service. DSU will also be piloting in Perth and Kinross the first UK model of Evidence 2 Success, a programme which involves community leaders as well as professionals in decisions about how outcomes for children can be improved in their community. Working with individuals and communities to find solutions to their issues is a fundamental value of social work practice.

The past year has seen other developments in the following areas

The **Change Is a Must** partnership project, involving Drug & Alcohol Team, NHS and Children & Families' Services, the Early Years Resource Team was developed in response to the local and national focus on early years, early intervention and improved protection of children who are affected by parental substance misuse. Initially set up as a pilot project for 23 months from July 2010, this project has been mainstreamed and extended and continues to provide learning on ways of working with parents affected by substance misuse, their children and families, as well as improving earlier decision making for children.

Positive evaluation of the work has led to the approaches being cascaded across all agencies and utilised to inform best practice with this service user group. Furthermore, it will contribute to research in this area.

The aim over the next year will be to carry out another adult attachment training for Education & Children's Services, Housing & Community Care and Health staff to extending the understanding and learning across other teams.

A number of new posts have been secured within the service to respond to increased demand, and commitment to improving services. These include 0.5 SW within the Duty CP team, 1.0 SW and .5 SSCO within the Change is A Must Team to extend the use of Parenting and Adult Attachments Assessments in respect of children in their early years and Kinship Care support and will assist in embed staff's theoretical knowledge in carrying out assessments. These compliment the addition funding which has also been secured from the TSB by two partner voluntary agencies, TCA and Barnardo's, to strengthen services for children affected by parental substance use and their Kinship carers.

Domestic Violence

Violence Against Women Partnership - the links with Woman's Aid continue to strengthen working relationships, for example:

CEDAR Perth is a new innovative 3 year pilot project funded through a successful lottery bid for children and young people recovering from domestic abuse in Perthshire. It is an evidenced based approach based on the Canadian Community Group Programme that has also been piloted and evaluated in Scotland showing positive outcomes.

The Cedar Programme delivers a 12 week therapeutic group work programme for children who have experienced domestic abuse. A group work programme for Mother is delivered in parallel to the children's programme. This joint approach is fundamental with children and their mothers learning together, but supported in separate groups.

It is anticipated that the Cedar programme will commence delivering the service early in the New Year when the co-facilitators have been recruited and attended training.

Child Protection

Building on the very successful Care Inspectorate Inspection of Child Protection Services in Perth and Kinross published in October 2011, the last year has been a very demanding and challenging year for the Child Protection Committee and for child protection practitioners.

There are a number of 'headline messages' in respect of child protection

- There has been a year-on-year increase in the number of child care concerns reports being received and, in particular an increase in the number of reports received from the police.
- 3,753 child care concern reports received; up 26.7% from 2960 in 2010/2011 (year-on-year trend since 2000).
- 75 Pre-Birth Assessment Requests (Unborn Baby), compared with 57 in 2010/2011.

- Overall, the number of child protection investigations has remained fairly static, albeit in many cases the needs have become increasingly more complex and/or multiple.
- Overall the number of children/young people going to initial child protection case conference has remained fairly static, as has the registration rate, suggesting that the right children/young people are going forward to conference.
- Between 1 April 2011 and 31 March 2012, a total of 18 Child Protection Orders (CPO) had been granted by the Sheriff. These applications are made via Legal Services. This has been the highest annual figure recorded since 2007/2008.

The annual multi agency case file audit focussed on:

- children and young people affected by parental mental health difficulties and/or parental learning disabilities

In addition other audits or reviews were undertaken into:

- Child Protection case conference minutes to ensure the views of children and parents / carers were reflected in the discussion and to ensure our processes lead to improved outcomes for children and their families.
- The initial screening and IRD (Initial Referral Discussion) process to ensure appropriate, timely decision making.
- The experience of users of CP services.

The key challenges for the next year are:

- provide strong leadership, direction and scrutiny of our collective child protection services;
- embed the *Getting it Right for Every Child* approach and practice model across all services/agencies;
- focus on frontline child protection services and build on our very effective child protection practices;
- embed new and emerging child protection policy and/or legislative changes into our child protection practices, including the expected Getting Our Priorities Right (GOPR) Guidance (children affected by parental substance misuse);
- engage with and listen to service users (children and families), staff (practitioners) and our communities; and
- develop our community engagement activities aimed at developing community confidence, capacity and resilience.

Children with complex additional support needs

In recent years there has been a significant increase in the number, and complexity of children, with complex additional support needs. There are a number of reasons for this including:

- a proportionate increase in pupils with ASN within a growing pupil population;
- an increasing number of children born prematurely (or with neo-natal needs) now surviving but with significant long-term difficulties;
- a significant increase in the number of children meeting the clinical criteria for Autism and other developmental disorders;
- greater parental pressure for full-time schooling for children who might otherwise find themselves in part-time education; and
- an increasing number of vulnerable children with social, emotional, behavioural difficulties (SEBD).

Further, there is evidence of families moving to Perth and Kinross because of the reputation of education (Fairview School) and care (Woodlea) services provided. All these factors have posed a challenge for services to meet effectively needs within the local community. One particular initiative to address this is the Transition Project which includes Children and Families, Adult Learning Disability services, education and the voluntary sector. The project aims to strengthen the range of opportunities for young people moving towards adult hood and significantly improve the transition process. Services provided by 'Woodlea Cottage' are being redesigned to provide more intensive support including intensive outreach, to those children and families most in need. Other components include the further development Enhanced Curricular support and of Self Directed Support.

Looked After Children Services

Looked After Children Services have continued to develop and embed good practice across the range of services involved.

Fostering & Adoption - recruitment of carers has continued to be an area of focus, with emphasis for the second year running on increased recruitment of foster carers for teenagers.

There are now 62 sets of carers approved. Eleven are currently being assessed. There are 9 further assessments in progress. This enables us to provide 48 temporary placements, 23 permanent placement, 12 regular respite placements and 6 short breaks respite placements (respite carers can provide more than one respite placement over the course of a month).

In the last year, commissioning work has continued to develop in Children & Families' Services building on the well established model in Community Care.

Kinship Care locally, as well as nationally, has continued to rise in Perth and Kinross. In response, two Kinship Care support posts, one social worker and one SSCO, are funded for three years and the recruitment process has now been completed.

In 2009, the **Adoption and Children (Scotland) Act 2007** came into force. Work to develop the Framework for Permanence Planning has been ongoing since 2009, based around the Act, which provided the national framework for planning for permanence and adoption. Local Authorities were then able to develop local frameworks to reflect their specific needs.

The Framework for Perth & Kinross is built around four key headings:

- Assessment Tools;
- Decision Making and Implementation – Management of the Permanence Process;
- Decision Making and Implementation – Placements; and
- Research and Development.

A small number of children have been adopted (3) and 3 are awaiting placements and 3 adoptive parents are being assessed.

The National Secure Care Contract is now being re-commissioned centrally by Scotland Excel to build on the work already in place to ensure that facilities and standards of care are nationally agreed and a price tariff put in place. The number of young people admitted to secure care between April 2011/ March 2012 was 2. One young person has been in secure care for 9 months to date. Perth & Kinross Council has continued to be involved in work on both the National Foster Care Framework and the Residential Care Framework to develop the tenders and meet with potential providers.

Corporate Parenting - there are currently 12 Corporate Parent Advocates responsible for 22 Children and young people. A further recruitment drive is underway to encourage managers from partner agencies to volunteer. There are no children currently on the waiting list, however, demand can fluctuate.

An online Training Package for Corporate Parents is being developed by Corporate Organisational Development Training Officer in conjunction with Looked After Services. It is anticipated that this can be used as an introduction/refresher for new and current Corporate Parents.

Community Support Team - the Community Support Team has been established for the past 4 years following recognition that support to the community outwith office hours required to be increased. The Team aims to support children and young people and their Families in their communities by offering outreach and short term residential placements. Priority crisis or planned respite and residential care is regulated and inspected by the Care Inspectorate. The service is provided in two semi detached bungalows:

Iona Cottage - provides a care service to a maximum of three non-related children or young people or two non-related children and two siblings considered suitable to share a room. Such placements will be on an assessment or short stay basis.

Skye Cottage - provides a care service to a maximum of one child or young person or two siblings considered suitable to share a room. Such placements will be on an emergency, short term, respite basis.

Feedback from evaluation questionnaires from parents/carers indicate that they feel more confident and precise about routines; staff were helpful and supportive; regular meetings were held to involve them in care planning.

@Scott Street - this facility offers through care and aftercare service to young people who have previously been looked after and universal Youth Services. Through Care and Aftercare Services continue to provide links with employability and Modern Apprentice opportunities and are currently working with 36 young people.

Wellbank continues to work across a range of service providers (Mental Health, Youth Services, Housing, Skills development, Young People's Health team etc) to provide a 24 hour year round holistic approach to the work of supporting the most vulnerable and at risk young people who have presented as Homeless. These young people have been assessed as being a high priority in terms of support needs. Wellbank work with 12 young people including 2 who are placed in the satellite accommodation. Work continues with partner services such as Youthbuild, YMCA, Prince's Trust and Youth Services to develop get ready for work schemes. Two young people previously looked after have been appointed to the Modern Apprentice scheme.

In the last year, **Tayview** has opened as a new joint Housing and Children's Services project which offers support to those young people who are assessed as having low to medium support needs. This is less intensive support as Wellbank but nevertheless, support required to assist young people to make the final steps toward independence. The project offers accommodation, support, advice and guidance for 8 young people up to the age of 25, the timescale for move on is between 6-12 months.

Perth and Kinross continues Service Level Agreement arrangements with Who Cares Scotland, who works in partnership with the Perth & Kinross Council Children's Right's officer. This service provides advocacy to Looked After Children at LAC Reviews, and to children and young people attending child protection case conferences. This service is now embedded in these processes and well evaluated by the children and young people who use it. This will be a focus of the new legislation for children.

Looked After Children - there has been a steady increase last year in looked after children who have been accommodated in Perth and Kinross. This equates to a 16% increase from 2009/10 to 2010/11. In comparison to the

other local authorities in the comparator group, one is higher (Stirling 17%) and the rest have all increased apart from Argyll and Bute who has shown a decrease of 4%.

Statutory Orders	2008/09	2009/10	2010/11	2011/12
Residential School	1	0	2	7
Residential Unit	5	3	6	5
Foster Care	59	50	63	66
Kinship Care	32	43	54	58
Independent Fostering Provision	23	23	11	15
P& K Residential Unit	2	3	4	3
Secure Care	1	0	1	2
Total	123	122	141	156

Non-Statutory Orders	2008/09	2009/10	2010/11	2011/12
ASL LAC Provision	3	6	11	10

(N.B. (1) As at 31 March; (2) 2011/12 draft)

Looked After Children Attainment: Perth and Kinross continues to support the achievement and attainment of Looked After Children and attainment has slightly improved over the years, although numbers remains small.

A wider measure of attainment is used locally to monitor the progress of the thirty young people who have been looked after at some point during academic session 2011/12. 93% achieved at least one award and 87% English and Mathematics at Access 3/Standard Grade Foundation (Level 3).

<i>Children ceasing to be looked after beyond school leaving age</i>	2008/09		2009/10		2010/11		2011/12	
	At Home	Away from Home	At Home	Away from Home	At Home	Away from Home	At Home	Away from Home
Number ceasing to be Looked After	12	14	09	18	8	12	4	7
Number attaining at least one SCQF Level 3 any subject	09 (75.0%)	11 (78.6%)	04 (44.4%)	14 (77.8%)	7 (87.5%)	12 (100%)	4 (100%)	5 (71%)
Number attaining at least SCQF level 3 in English and Maths	03 (25.0%)	09 (64.3%)	04 (44.4%)	11 (61%)	4 (50%)	11 (91.7%)	2 (50%)	5 (71%)

Most (82%) children leaving care attained at least one subject at Access 3/Standard Grade Foundation (Level 3) and almost two out of three achieved at least English and Mathematics at this level. Care should be given to interpreting these figures given the small size of the cohort.

The Education Additional Support Officer, together with the Looked After Coordinators in schools, track the attendance and achievement of looked after young people on an ongoing basis and ensure that appropriate support packages are in place.

Youth Justice

Once again, there has been a continued reduction in both the level of offending by young people and in the number of crimes detected to young people. This is apparent for both the 16-21 and under 16 age groups and is a further demonstration of the benefits of an approach based on *prevention, early & effective intervention* and *diversion* – all key themes within the Scottish Government's '*Preventing Offending by Young People: A Framework for Action*'. There has also been significant progress in the reduction achieved in more serious offences across both age groups.

Of particular importance has been the front line staff in both the statutory services and our voluntary sector partners. Through the Youth Justice Partnership, it has been possible to ensure properly targeted support for young people, their families and the communities in which they live.

Indicator	Baseline (March 2010)		Target 2010/11	Year End 2010/11	Year End 2011/12	Comment
Number of young people committing crimes/offences	Under 16 years	797	3% reduction	709	510	Represents actual reduction of 28%
	16-21 years	1,294	3% reduction	1,093	945	Represents actual reduction of 13.5%
Number of detected crimes/offences committed by young people	Under 16 years	595	3% reduction	525	339	Represents actual reduction of 35.5%
	16-21 years	1,087	3% reduction	965	830	Represents actual reduction of 14%
Number of young people referred to Reporter (on offence grounds) or court for first time	60		3% reduction	48	32	Represents actual reduction of 33%

3(d) Out of Hours Service

Now in its third year, the Perth and Kinross based service Out of Hours Service (OOHS) has seen a growth in demand over the last year.

The service is responsible for co-ordinating the provision for the full range of social work services outwith normal working hours. This includes mental health officers, child and adult protection investigations, assessments for respite provision and a point of contact in civil emergencies.

The Coordinators attend other team meetings as a link for Out of Hours Service and the service has made good links with other services within the Council as a means of protecting people by providing as seamless a service as possible given the resource available.

The alert system provides an important part of this service by undertaking child and adult protection check visits and telephone calls.

The MHO arrangements are robust and effective and the collection of data is improving but there are constraints to overcome. Home access to SWIFT has improved and all staff have undertaken SWIFT training as well as other essential training over the course of the year.

The Out of Hours Service activities has increased and it is anticipated to increase further, the information below includes

	Calls before 11pm		Calls after 11pm		Visits before 11pm		Visits after 11pm	
	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12
Child Protection	291	470	51	39	54	61	9	8
Childcare	874	832	110	143	70	67	8	12
Mental Health	262	258	91	39	42	60	8	9
Older People/ Adult Care	561	755	36	55	20	43	3	8
Learning Disability	50	100	0	16	0	5	0	1
Service Information	482	465	12	16	1	0	0	0
Wrong Number/ Anonymous	117	150	23	54	0	0	0	0
Total	2637	3030	323	362	187	236	28	38

Challenges that will be faced in the coming year include:

- The development of Adult Support & Protection Protocol;
- Evaluation of the Alerts system;
- Handover procedure to be developed;
- Lone working – back up social worker to be included in the rota;
- Continued analysis of data held on Swift;
- IT support for out of hours is an ongoing challenge;
- Attendance at meetings across both Education & Children's Services and Housing & Community Care is difficult to fit these in with other commitments

4. Workforce Development

The development and deployment of skilled, trained and qualified social work and social care staff has been identified by several national reviews as key to securing positive outcomes for people who need our services (Changing Lives 2006: Child Protection Reform Programme 2003).

In Community Care, 2012 has presented many challenges in workforce development particularly around the Personalisation and Self Directed Support (SDS) agenda.

Great effort has been made to improve the knowledge and skill set of staff to take forward SDS and face up to the need to find and implement new ways of meeting people's outcomes. A series of training events and workshops has laid the foundation for staff and managers to take forward this policy and strategic development over the forthcoming months and years

The constant changes and increased demands on staff have meant much support and development has been required via such means as Coaching, development of thinking (using 6 Hats) and facilitation of multi-agency groups in localities. Supporting managers and leaders in the organisation with the Change Fund and Integrated Resource Fund (IRF) has also been a priority.

Enhancing leadership and management development has continued with coaching, a variety of workshop experiences and recent involvement in and commitment to a corporate initiative for "sustaining a high performance workforce".

This has occurred along with a continued commitment to providing high quality training and learning opportunities across client areas and maintaining our SVQ centre, with reduced staff this year.

The involvement of service users in the co-production of training has been sustained and increased in the areas of dementia, personality disorder, mental health awareness and Recovery in mental health.

In Children & Families' Services, maintaining a well trained and supported workforce is fundamental to sustaining services and this is demonstrated by the ongoing commitment to training. In 2011-12 this has included a widespread joint agency Awareness Training for staff in Getting it Right for Every Child and the launch of a range of guidance.

A continued commitment to Child protection Certificate training is demonstrated by the range of opportunities in 2011-2012 which include:

- A range of updated guidance including GIRFEC Practitioner's Guide, Information Sharing, Confidentiality and Consent, Multi Agency Chronologies and Assessment Framework;
- Regular newsletters and development of a website; and
- Tayside GIRFEC Seminar -323 practitioners from across the public, private and third sectors within Tayside (Angus, Dundee, Perth and Kinross.

Increasing numbers of Housing & Community Care and Education and Children's Services staff require to be registered with the Scottish Social Services Council (SSSC). In Perth and Kinross Council working towards meeting these requirements with managers and their staff has existed for many years and much has been achieved. SSSC registration in residential child care services has posed a number of challenges in supporting staff with insufficient and sometimes no qualifications, including staff redeployed from other Council posts, waking night staff and supply staff to achieve the required qualifications within a specific time scale and to maintain business continuity. All social care staffs who have re registered with the SSSC this year have met the qualification condition of their registration. For some this has meant gaining both a HNC in Social Care and a SVQ 3 in Health and Social Care in less than 3 years. This has been possible through the close working of staff, their managers and staff from the Council's SVQ Assessment Centre from ECS and HCC.

The investment, by the Council, in the learning and development of staff has resulted in a number of social care staff, who achieved SVQ 3 through the Council's Assessment Centre, moving into different job roles within Care which require a more skilled workforce. This has been important in the Council's development and delivery of a high quality service provision to children and families living in Perth and Kinross.

This year, priority has been given to promoting a learning culture and in particular the importance of evidence based practice.

Employee Survey 2012

The employee survey results indicate that within Community Care 83.6% of employees are clear what is expected of them at work; 81.5% indicated that there is a good fit between the job that they do and their skills and abilities; and 69.1% are treated as an individual.

Within Children & Families' Services, 92.3% are clear of what is expected of them at work; 90.3% indicated that there is a good fit between the job that they do and their skills and abilities; and 89.5% are treated as an individual.

5. Scrutiny

The national scrutiny landscape continues to change and Perth and Kinross staff are working closely with the Care Inspectorate to develop the most proportionate and intelligence led models that support and challenge the development of high quality social work services. The newly developing Child Protection model is one example of this work.

In Perth and Kinross, there is now a very strong focus on self evaluation through the Council's own model and also a focus of integrated self evaluation around Community Planning Partnerships. This work means Perth and Kinross is well placed to respond to any new models emerging from the Care Inspectorate.

Community Care – Care Service Inspections

Between December 2011 and August 2012, five inspections were carried out. Grades awarded by the Care Inspectorate are detailed in the table below:

		Quality of Care & Support	Quality of Environment	Quality of Staff	Quality of Management & Leadership
Gleneagles Day Opportunities	December 2011 (Announced & Unannounced Visits)	Good (Level 4)	Not Assessed	Adequate (Level 3)	Not Assessed
Strathmore Day Opportunities	February 2012 (Unannounced)	Very Good (Level 5)	Not Assessed	Not Assessed	Very Good (Level 5)
Beechgrove House	March 2012 (Unannounced)	Good (Level 4)	Good (Level 4)	Good (Level 4)	Good (Level 4)
Dalweem Care Home Service Adults	June 2012 (Unannounced)	Good (Level 4)	Very Good (Level 5)	Very Good (Level 5)	Very Good (Level 5)
Homecare	July 2012 (Announced Short Notice)	Adequate (Level 3)	Not Assessed	Good (Level 4)	Good (Level 4)

Of the 5 services recently inspected a total of 15 quality themes were graded, inspections carried out ranged from low to high intensity. 87% (13) of the quality themes inspected were awarded Very Good or Good and 13% (2) received Adequate.

Children & Families' Services – Care Service Inspections

Between September 2011 and September 2012, there were 6 care service inspections carried out. Grades awarded by the Care Inspectorate are detailed in the table below.

		Quality of Care & Support	Quality of Environment	Quality of Staff	Quality of Management & Leadership
Wellbank House	September 2011 (Unannounced)	Very Good (Level 5)	Very Good (Level 5)	Good (Level 4)	Not Assessed
The Cottages, Almondbank House	October 2011 (Unannounced)	Very Good (Level 5)	Very Good (Level 5)	Not Assessed	Not Assessed
The Groovy Gang	November 2011 (Unannounced)	Good (Level 4)	Good (Level 4)	Not Assessed	Adequate (Level 3)
Woodlea	February 2012 (Unannounced)	Very Good (Level 5)	Not Assessed	Very Good (Level 5)	Not Assessed
Woodlea	March 2012 (Unannounced)	Very Good (Level 5)	Not Assessed	Very Good (Level 5)	Not Assessed
We Care Perthshire	September 2012 (Unannounced)	Good (Level 4)	Not Assessed	Good (Level 4)	Adequate (Level 3)

Of the 5 services inspected, 15 quality themes were graded, inspections ranged from low to high intensity. 87% (13) of the quality themes inspected were awarded Very Good or Good and 13% (2) received Adequate.

Complaints 2011/12

	Number of complaints	No and % acknowledged on target	No and % of complainant satisfied with response	Number progressing to Complaints Review Committee
Community Care	26	25 (96%)	21 (81%)	2 (not yet held)
Children & Families' Services	9 stage 1 1 stage 2 <i>taken over by Corporate</i>	10 (100%)	9 (90%)	0
Total	36	35 (97%)	30 (83%)	2

This overall picture represents a good/very good standard of care in the Care Inspectorate Inspections of social work and social care services.

6. Conclusion

This year has been another very busy and challenging one for Social Care and Social Work Services in Perth and Kinross with increases in demand in many areas; higher expectations from Service users and policy; new legislation and public sector financial pressures. The positive response to this has been directed by the strong leadership which has ensured that there has been good and very good progress in the transformational work across services and also by the support of the Social Work and Social Care Workforce to enable them to have the skills and focus on improving the lives of vulnerable people in Perth and Kinross. This will need to continue at least at the same level if Social Work Services are going to respond to the further challenges over the coming years which are of a supply/demand and structural nature. In relation to the former, the continued supply (i.e. of resources) will be difficult to maintain in the face of severe public sector financial pressures at the same time as demand for Social Work Services continue to rise across a number of areas because of demographics and increased needs of individuals and communities. Structural changes will be caused by developments in national policy, some underpinned by legislation which will require strong leadership to deliver within the limited resources available.

In the coming year, Health and Social Care integration is an obvious example and will require considerable planning across the Community Planning Partnership if reshaping the balance of care for older people is to be achieved in the way and nature intended; there are also possible changes in future to the way Criminal Justice Services are organised and Children's Services legislation will also create significant work to prepare for the possible increase in statutory duties and responsibilities with uncertainty around the funding to do so. Last, but by no means least, the impact of Welfare Reform will affect all public services but it is likely that Social Work and Social Care Services in particular will face significant increased demands as the impact of Welfare Reform stands to affect the most vulnerable members of our community.

The next and coming years will require strong leadership supporting and maximising the impact of a skilled and motivated workforce but based on my experience over the last and previous years I am confident in Perth and Kinross we have the capacity to meet and respond positively to these challenges.

7. Glossary

ADP	Alcohol & Drug Partnership
CAPSM	Children affected by parental substance misuse
CIAM	Change Is A Must
CMHT	Community Mental Health Team
CPO	Child Protection Order
CSWO	Chief Social Work Officer
DSU	Dartington Social Research Unit
ECS	Education & Children's Services
FUN	Friendship Unlimited
GIRFEC	Getting It Right for Every Child
GOPR	Getting Our Priorities Right
HCC	Housing & Community Care
HIV	Human Immunodeficiency Virus
IRD	Initial Referral Discussion
IRF	Integrated Resource Fund
ISAC	Initial Screening & Care Plan Assessment
ISLA	Initial Scrutiny Level Assessment
OOHS	Out of Hours Service
PAMIS	Profound and Multiple Impairment Service (charitable organisation)
PMLD	Profound and Multiple Learning Disabilities
SCRA	Scottish Children's Reporter Administration
SDS	Self Directed Support
SEBD	social emotional behavioural difficulties
SSSC	Scottish Social Services Council
TAPS	Tayside Alcohol Problem Service
TCA	Tayside Council for Alcohol



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