

Appendix 1



Perth & Kinross Council

**Chief Social Work Officer
Annual Report**

2018/19



1 Introduction

The profile of our communities is changing, and we are experiencing the challenges of an ageing population giving rise to pressures on health and social care services and the need for a sufficient and skilled workforce. Our expectations for children to have the best outcomes are high at a time we are experiencing increasing numbers who are in need of care and protection. Locally, we are also seeing more people experiencing mental ill-health and requiring treatment.



The social work role is complex and spans the protection of the public through the management of risk, managing the restriction of liberty for some, to decision-making about vulnerable people who are not able to protect themselves. The role is also about empowering people to make positive change in their lives and providing care for those who need it.

A strong social work service is therefore pivotal in the promotion of social justice and tackling inequalities. Social work is all about people and at its core is the importance of human worth and relationships. It is my view that the social work profession is fundamental to modelling the values and behaviours which are essential for addressing the inequalities faced by the communities we serve. This report contains many positive examples of placing the thoughts, views and ideas of people who use services at the heart of change and improvement. In January 2019, the CSWO hosted a conference for frontline practitioners on the theme of Transforming Lives with Passion and Compassion. The day gave prominence to hearing about the lived experiences of people in touch with social work services and gave staff an opportunity to explore the National Health and Social Care Standards in every day practice.

Our services have people's experience at the heart, and we are committed to measuring outcomes by evaluating the extent to which each person receives responsive care and support and is treated with dignity, respect and compassion. Social work and social care staff have much to contribute to the development of the Perth and Kinross Offer over the next year or so, both in terms of ensuring that the voice of our most vulnerable voices are central to the offer, and in modelling how strong and trusting relationships and getting alongside people can make a difference.

This Chief Social Work Officer Annual Report provides an overview of social work and social care delivery, statutory social work functions as well as local achievements and challenges. We continue to face significant increased demand and increasing complexity of needs across social work services in Perth and Kinross. The Council has, over the last decade, protected these vital services in a time of reducing resources. This report demonstrates how the workforce continues to respond positively to these challenges and illustrates the ways in which our skilled and highly committed staff go above and beyond every day to improve the quality of people's lives. There are many examples of successful collaboration which demonstrate the willingness of social work staff to work in close co-operation with multi-agency teams to achieve better outcomes for our citizens.

Jacquie Pepper
Chief Social Work Officer

2 Awards and Good Practice



Our social care and social work teams continue to develop innovative practice and this is recognised in the Council's Designing the Future Awards 2019:

- **Expansion of Family Based Care** (Gold: Service Innovation and Improvement)
This transformational change programme focussed on increasing the number of local foster carers and supported lodgings providers to increase family care options for looked after children and young people. This project achieved the targets set for recruiting foster carers enabling children to be placed locally within our communities and at the same time resulted in significant financial savings.
- **EmployabiliTAY** (Gold: Achieving better outcomes in partnership)
This is the first regional employability programme in Scotland in collaboration with Dundee City Council and Angus Council and is a new approach to aligning public services (first programme with active input from third sector and local employers). 55 people from Perth and Kinross have completed the programme in 2018/19 with 37 finding employment. This job outcome rate of 67% far exceeds the national standard for employability programmes (55%) highlighting the benefits that a truly person-centred and holistic approach can provide.
- **Woodland Activity Session** (Gold: Tackling inequalities and improving health)
For People with Early Stage Dementia, this outreach project promotes health and well-being through mentally stimulating and meaningful activity on a premier greenspace site.
- **Care About Walking Resource Pack**
The project created a walking resource suitable for older frailer people residing in long term care. Vital to its success has been the enormous contribution of the residents in co-creating, designing and producing an interactive resource. Older adults experiencing care may spend 80-90% of their day seated or lying down either by choice, frailty, multiple co-morbidity or lack of opportunity. This project contributed to the national Care About Physical Activity (CAPA) Improvement Programme. The outcomes are being disseminated nationally and Paths for All has secured funding to develop further new ideas with ten care homes in Perth and Kinross over the next 2 years.
- **Changing Lives Care Opportunities – Recruitment Forum**
This project has been raising the profile of a career in care and focussed on supporting care at home providers with recruitment of students from Perth College UHI. The project provided a spotlight for Care at Home as a career and culminated in 100 students engaging a forum with 8 care at home providers. The recruitment forum will improve perceptions of a career in social care and increase the number of well-trained carers.
- **Big January Get Together.**
The Big January Get Together project brought together Health and Social Care, a local youth organisation, community organisations and the Communities Team to plan, promote and deliver a series of community “get togethers” to address social isolation, poor mental health and food poverty. A total of 17 community events were organised across the area of the Eastern Perthshire Action Partnership.

The Provost's Award

The Provost's Award was awarded to the Fun Young Individuals Group (FYI) of care experienced young people for their work on Milestones, a film which was co-produced with a filmmaker, There's Yer Dinner. They wrote, acted, and produced a moving film about the challenges and stigma of growing up in care. Engagement with over 1500 staff has brought about a change in perception and understanding of issues faced by care experienced young people. FYI are now well respected nationally and at the heart of our corporate parenting work.



Scottish Association of Social Work Awards 2018

The SASW awards ceremony took place on World Social Work Day on 19 March 2019 and the Family Change team won Team of the Year for their work to establish a consultation service. Family Change is a specialist therapeutic social work service to support children and their families who have experienced significant trauma.



3 Governance and Delivery of Statutory Social Work Functions

Discharging the requirements of the Chief Social Work Officer

The role of Chief Social Work Officer (CSWO) includes providing professional governance, leadership and accountability for the delivery of social work and social care services. The CSWO reports to the Chief Executive, Elected Members and Integration Joint Board. Alongside the role of CSWO, the current CSWO is also the Depute Director of Education and Children's Services.

The CSWO has direct access to Elected Members, the Chief Executive, Chief Officer of the Integration Joint Board, Executive Directors, Heads of Service, managers and front line practitioners both within the Council and Health and Social Care Partnership, and with partner agencies in relation to professional social work issues. During 2018/19 the CSWO discharged the requirements of the role as follows:

- Reporting to a range of Perth and Kinross Council committees
- Member of the Council's Executive Officer Team and Corporate Management Group
- Access to elected members, Chief Executive and Chief Officers as required
- Member of the Community Planning Partnership delivery groups for Children, Young People and Families and Community Justice
- Member of the Perth and Kinross Chief Officers Group for Public Protection
- Member of the Adult and Child Protection Committees (including chairing the Multi-agency Practice Review Group and providing advice and challenge in relation to case review)
- Close links with key partnerships such as Violence Against Women Partnership and Alcohol and Drug Partnerships and is linked to the Multi-Agency Public Protection Arrangements (MAPPA) Strategic Oversight Group for Tayside;
- Non-voting member and professional advisor to the Perth and Kinross Integrated Joint Board (IJB)
- Non-voting member and professional advisor to the Perth and Kinross Integrated Joint Board's Audit and Performance Committee
- Co-chair of the Health and Social Care Partnership's Care and Professional Governance Forum
- Member of the NHS Tayside Clinical Quality Forum alongside the CSWO for Angus and Dundee

The CSWO takes part in the budget review process across all relevant services ensuring that the needs of vulnerable and at risk groups leads are highlighted and considered. The CSWO also leads the Council's panel for safe recruitment ensuring proportionate decision-making to protect service-users and the public and at the same time ensuring that the Council is an inclusive employer. The CSWO is the lead signatory for the Scottish Social Services Council as the regulator of the social care workforce ensuring that the codes of practice are adhered to and acting as a point of contact when there are concerns about an employee's fitness to practice.

The Heads of Service for Adult Social Work and Services for Children, Young People and Families as senior social work leaders support the CSWO to have oversight of key local, regional and national developments and considering the most appropriate local response.

The CSWO has continued to provide visible leadership over the last year by meeting with staff teams across Perth & Kinross to learn first-hand of the issues faced by the workforce in social work services and to encourage good practice and innovation. This has included visits to day care centres, care homes, out of hours services, practice teams, the two prisons and opportunities to engage with staff and people who use services.

In support of the Tayside Children's Services Collaborative the CSWO chairs Priority Group 5 of the Tayside Children's Services Plan which is taking forward a collaborative approach across the three Child Protection Committees to improve practices and standards in child protection and safeguarding.

Nationally, the CSWO takes part in bi-monthly meetings of all 32 CSWO supported by Social Work Scotland.

Organisational Governance

Social work services in Perth and Kinross operate within the context of the following governance structures.

Perth and Kinross Community Planning Partnership

The 2017-2027 Community Plan/Local Outcomes Improvement Plan for Perth and Kinross provides the overarching vision and key objectives for all services. The plan aims for positive outcomes for everyone in the area and to tackle stubborn and persistent inequalities which can reduce life chances and opportunities. The Plan is about improving the lives and experiences of everyone who lives, works and visits here and its delivery is overseen by the Community Planning Partnership (CPP). This Community Plan is about positive outcomes for everyone in Perth and Kinross; prioritising preventive approaches; and tackling stubborn inequalities where they exist and the vision is ***about creating a confident, ambitious and fairer Perth and Kinross, for all who live and work here.***

The joint Tayside Children's Services Plan (CSP) for 2017-20 sets out a shared and compelling vision that ***"Our children and young people will have the best start in life and Tayside will be the best place in Scotland to grow up"***. Collaboration across local authorities has been promoted and supported by the activity of the Tayside Regional Improvement Collaborative (TRIC). The joint plan for serves to meet our requirements in relation to integrated planning for children's services and to raise attainment through the Tayside Regional Improvement Collaborative (TRIC). A collaborative approach to delivering the aims of the CSP has been developed and over the last 12 months, 5 multi-agency regional Priority Groups have continued to focus on the delivery of action plans which aim to build and make best use of available capacity across the three areas. There have been significant developments over the last year in relation to five key priorities. Progress is reported to the Children, Young People and Families Partnership and Lifelong Learning Committee.

A new model for community justice came in to effect on 1st April 2017. As part of this, a new national agency (Community Justice Scotland) was established to provide assurance to Scottish Ministers on the collective achievement of community justice outcomes across Scotland. At a local level, strategic planning and service delivery became the responsibility of local community justice partners. The statutory partners are required to produce a local plan for community justice, known as a Community Justice Outcomes and Improvement Plan (CJOIP). The statutory partners are required to engage and involve the Third Sector in the planning, delivery and reporting of services and improved outcomes and report on progress against the CJOIP annually.

The Perth and Kinross Community Justice Partnership was established in April 2017 and is working towards the outcomes set in its 3-year CJOIP.

Perth and Kinross Council

Social work services for children, young people and families are managed within the Council's Education and Children's Services and the Head of Services for Children, Young People and Families leads this. Service priorities include keeping children and young people safe and protected; high quality experiences and outcomes for children and young people who are looked after; and keeping children and young people within their own families communities wherever possible. Leadership of criminal justice social work services was integrated into Education and Children's Services in April 2018 and now managed by the Depute Director (Education and Children's Services) who is also the CSWO.

Perth and Kinross Integrated Joint Board and the Health and Social Care Partnership

Social work and social care services for adults are managed within the Health and Social Care Partnership and the Head of Adult Social Work and Social Care Services. Locality teams provide support for older people, adults with mental ill-health, adults with a learning difficulty or disability and addictions services.

The CSWO retains responsibility for the professional leadership and standards of Mental Health Officers in order to avoid a conflict of interest when social work staff make decisions about a person's capacity and the need for detention.

4 Key Challenges

In 2018/19 we are seeing a continuing trend of increasing demand for social work services. The numbers of people being referred for a service continue to rise across children and adult services and there are genuine pressures being experienced within the frontline access and duty teams to respond timeously and effectively. These referrals for assistance are leading to the need for additional support and/or statutory intervention. This report shows a rise in the numbers of people with incapacity or mental disorder requiring assessment and increasing numbers of people and children for whom there is a concern for their welfare or in need of protection. This is linked to our drive to intervene early and take a preventative approach to prevent difficulties escalating. There is evidence that staff are responding to this increased volume and managing risk very effectively within existing resources at present. However, there is a need to examine alternative models of service delivery and resourcing in order to maintain current standards of service should this trend continue.

There are examples of very successful approaches to service redesign and in particular to the positive impact of REACH in reducing the need for and reliance on residential care for children and young people. In the year since the Council approved the closure of its residential unit at the cottages and to invest in the creation of a multi-disciplinary intensive support team the numbers of children in residential care has reduced to almost a third of previous levels. The REACH team is working intensively with over 50 young people on the edge of care and retaining them within their own families, schools and communities. There is a challenge to learn from this success and to use this to inform new areas for transformation across the social work and social care landscape.

The Health and Social Care Partnership is experiencing financial pressures in relation to meeting the requirements of an ageing population and increasing numbers of adults with complex health and disabilities. This is mainly as a result of people living longer with increasingly complex needs and some inward migration. A transformation programme board has been established to redesign models of support and for adults with complex

needs and this will include joint work to address transitions from children to adult services for young adults with disabilities.

The integration of health and social care continues to take hold and in 2018/19 the Care Inspectorate and Health Improvement Scotland carried out a joint inspection of strategic planning within the Health and Social Care Partnership. The report of the findings concluded that there was a need to strengthen key areas including strategic commissioning, governance and planning structures, workforce planning, and an integrated performance management structure. The CSWO will work with the Health and Social Care Partnership and the Integrated Joint Board to take forward the recommendations of external scrutiny to improve performance management and drive continuous improvement in social work and social care services. An updated Strategic Commissioning plan for 2019-22 has been prepared which is clearly underpinned by the National Care Standards and national outcomes for health and social care.

5 Performance, Service Quality and Improvements

5.1 Public Protection

The Perth and Kinross Chief Officer's Group (COG) has oversight of all public protection matters including the work of the Child Protection Committee; the Adult Protection Committee; the Violence Against Women Partnership; the Multi-Agency Public Protection Arrangements Strategic Oversight Group (MAPPA SOG), Violence Against Women Partnership and the Alcohol and Drugs Partnership. The CSWO is a key member of these groups with a role to ensure connectivity between the respective agendas of these committees and in the identification of and mitigation of key risks. Over 2019/20 the COG will further strengthen its oversight and strategic direction of public protection with a programme of meetings with themed agendas.

The Adult and Child Protection Committees are chaired independently bringing support and challenge to these strategic arrangements. Both committees now report annually to Perth and Kinross Council and the Integrated Joint Board on standards and quality in child and adult protection. Over the last year the Adult Protection and Child Protection Committees have continued to strengthen their connections, working together on a whole family approach unless there is a particular reason to work separately, culminating in a Joint Development Day in May 2019, which is an important step towards a coherent public protection strategy.

An independent chair for the Tayside MAPPA SOG has also been appointed recently working across the three local authority areas with the assistance of a MAPPA coordinator. An annual report on MAPPA activity is presented to the Community Justice Partnership and Chief Officers Group.

In April 2019, the Chief Executive and the Chief Social Work Officer hosted a joint leadership event which brought together Chief Officers and members of CPCs across Angus, Dundee and Perth and Kinross. The revised national guidance for Chief Officers Groups was examined and a commitment was made to further explore collaborative leadership for public protection and support the implementation of best practice for multi-agency case reviews across Tayside. This has been advanced locally by commissioning a researcher with UK expertise to identify a profile of the children and families subject to case review in Tayside; themes and areas for practice improvement and policy implications. This work will also examine the effectiveness of our work to embed improvement. It is anticipated that this work will be completed by December 2019 and inform a workforce development plan for child and public protection.

The Care Inspectorate is taking forward two key inspection programmes focusing on public protection.

- In 2020, a programme of inspection of adult support and protection arrangements will commence for 27 local authority areas over a 2 year period. The Chief Officers Group and the Perth and Kinross Adult Protection Committee are therefore anticipating that there will be an inspection within 2020 and will take forward the necessary preparations along with the Health and Social Care Partnership.
- A programme of inspection of children in need of care and protection is underway which takes a closer look at services for looked after children and children subject to child protection processes. At this point it is not anticipated that Perth and Kinross will be highlighted as an area with identified risks in these services and unlikely to receive an inspection within the next two years.

5.1.1 Adult Protection

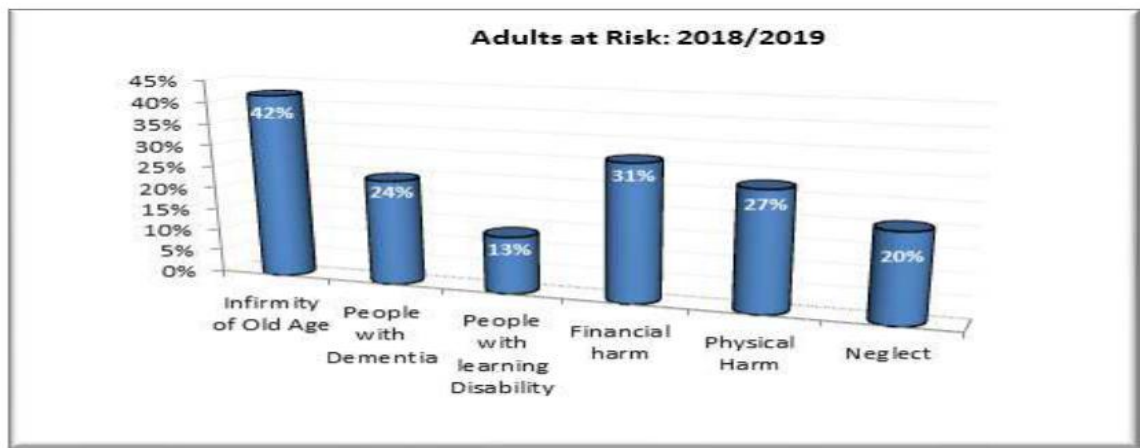
Under section 42 of the Adult Support and Protection (Scotland) Act 2007 each council must establish an Adult Protection Committee. The membership of APCs is multi-agency and includes representatives of the council, the relevant NHS Board, the police and other organisations who have a role to play in adult protection. The Perth and Kinross Adult Protection Committee (APC) is committed to continuous improvement keeping adults at risk of harm safe and oversees the multi-agency work to achieve continuous improvement of services for adults at risk of harm. APCs have a central role to play in taking an overview of adult protection activity in each council area. The Council must make inquiries about a person's well-being, property or financial affairs if it knows or believes that they are at risk and may need to intervene to protect the person's well-being, property or financial affairs.

Over 2018/19, there were 1446 referrals that comprised of 1155 Vulnerable Person Reports (VPR) from Police Scotland and 291 Adult Protection (AP) concerns from other sources. There had been a continuing reduction in the number of VPR over the past few years but although the number has increased by 37% over the last year, it is still below the level experienced in 2014/15.

	2014-15	2015-16	2016-17	2017-18	2018-19
VPR	1523	803	651	838	1155
AP concerns	536	424	553	421	291
Total	2068	1227	1204	1259	1446

96% of all referrals were screened within 24 hours and 186 proceeded to an adult protection inquiry. In 2018/19, 83% of people who had been at risk of abuse felt safer as a result of intervention.

The profile of adults at risk is showing that 71% of all adults at risk are over the age of 65 with 39% over 80. The majority of people identified who may be at risk of abuse and harm were already receiving a care service indicating their high levels of dependency and vulnerability. The main forms of abuse experienced by vulnerable adults are financial harm (31%), physical harm (27%) and neglect (20%). Dementia and frailty are the key risk factors for people in need of protection from abuse. The proportion of people with a learning disability who were the subject of an adult protection investigation fell from 22% in 2017/18 to 8% in the last year.



Historically, the number of large scale investigations (LSI) where more than one person is identified as being at risk has been high in Perth and Kinross. There have been measures put in place to reduce the number of LSI which has included awareness raising; early identification of concerns; and support from the Care Inspectorate where appropriate. The number of LSI has steadily reduced over the last five years from 22 in 2014/15 to 4 in 2018/19.

The Adult Protection Committee (APC) has continued to develop greater oversight of adult protection and identified a number of key priorities for development over the next year. These include continued development of management information; continued improvement in the quality of chronologies of significant events to assist in the identification of risks; promoting the take-up of independent advocacy; engagement with minority groups and people with learning disabilities. These areas are included within an improvement plan for 2019-20.

5.1.2 Child Protection

The Child Protection Committee (CPC) is the key local body for developing, implementing and improving multi-agency child protection arrangements. The CPC membership is expected to jointly identify and manage risk to children and young people, monitor and improve performance and promote the ethos that *"It's everyone's job to make sure I'm alright"*.

Elected Members and Chief Officers of the public, private and third sectors in Perth and Kinross continue to discharge their individual and collective responsibility for children's services, in particular, child protection services, through annual reporting to Council and to quarterly meetings of the Perth and Kinross Children, Young People and Families Partnership (CYPFP).

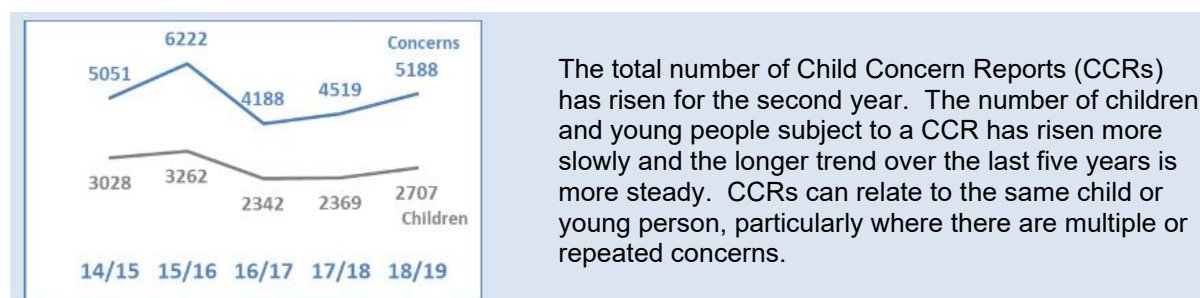
Over 2018/19, work to Address Neglect and Enhance Wellbeing (ANEW) has continued in partnership with the Centre for Excellence for Looked After Children in Scotland (CELCIS) to improve the effectiveness of support for pregnant women and their partners and in the first year of the child's life. This work entitled Getting it Right in Perth and Kinross; Pre-Birth and into the First Year of Life has led to a transformation zone in Strathearn and a part of Perth City will see NHS Tayside Maternity and Health Visiting services, Parenting and Family Learning Team and child and family social work services work together to achieve sustainable preventative practices using implementation science.

The Tayside-wide group driving improvement and collaboration in safeguarding and child protection is led by the Perth and Kinross CSWO coordinated via the Tayside Plan for Children, Young People and Families 2017 - 2020. The initial focus of PG5 was to ensure incremental improvements to result in consistent high-quality child protection practices across the collaborative and to provide a more solid foundation for larger scale change and integrated models of delivery over the life time of the plan. Very good progress has been made in relation to the original identified actions particularly in relation to the development of shared key processes and guidance for staff in chronologies, IRDs, medical examination protocol and for unborn baby concerns. These are now disseminated across the collaborative.

With the aim of raising practitioner awareness and understanding on tackling neglect and enhancing wellbeing a Tayside Conference *Connect with Neglect* was held in Dundee in November 2018. The conference was introduced by Maree Todd, Minister for Children and Young People and attended by 160 practitioners across health, education and early years, social work, youth services, police and the third sector. Evaluations were very positive with 4 out of 5 attendees agreeing that as a result of the conference they were more confident and assessing the impact of neglect and responding to families in which childhood neglect is a factor.

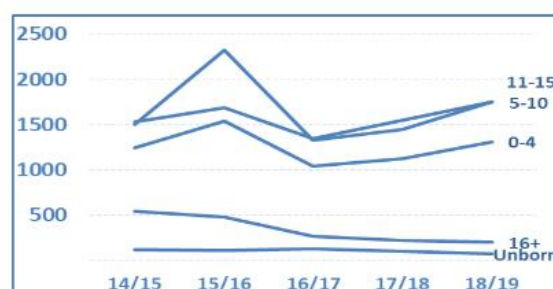
The CPC continues to monitor trends and the effectiveness of practices across Perth and Kinross to keep children and young people safe. The following key highlights demonstrate the level of activity and the contribution of social work services as a core child protection agency.

- **Child Concern Reports**

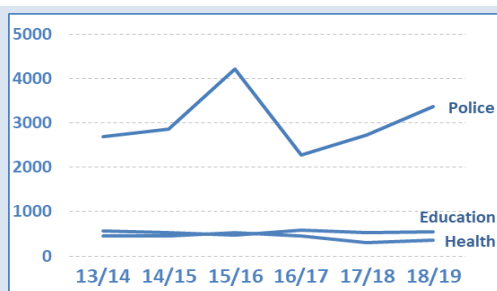


- **Child Concern Reports by age of Child**

The number of children and young people with a CCR in each age group has remained relatively steady; with the number in the 5-10 and 11-15 age groups again being the largest.



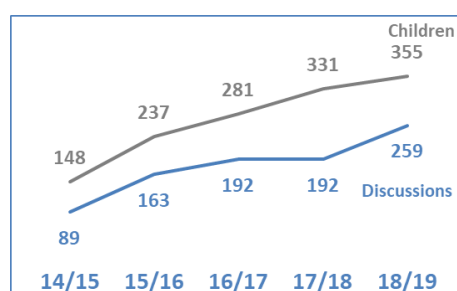
- **Child Concern Reports by Source**



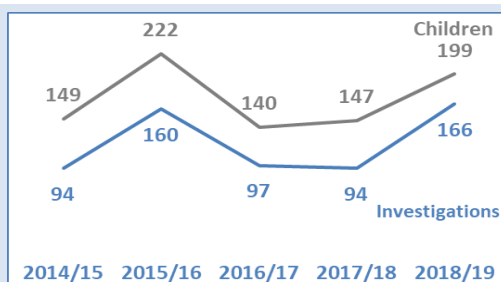
The main source of CCRs continues to be Police Scotland, followed by Education Services and Health Services. Overall, these account for 80% of all CCRs submitted. The number of CCRs submitted by Police Scotland has remained lower than the high level in 2015/16 which is attributed to their improved quality assurance measures.

- **Inter-Agency Referral Discussions (IRDs)**

The number of children and young people subject to Inter-Agency Referral Discussions (IRD) continues to rise. IRDs are recognised as good multi-agency working practice. IRDs can consider more than one child and can also be repeated. This increase reflects our commitment to improved practice consistency and recording practices for IRDs.



- **Child Protection Investigations**

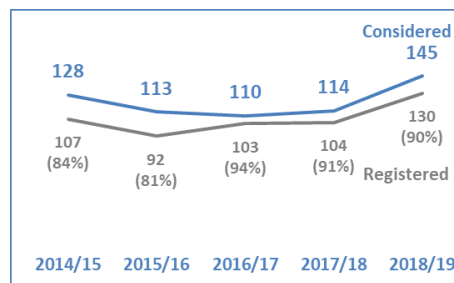


The number of Child Protection Investigations and the number of children and young people subject to an investigation have risen over the last two years; although the longer-term trend is more level. The conversion rate from Child Protection Investigation to Initial Child Protection Case Conference was 73%.

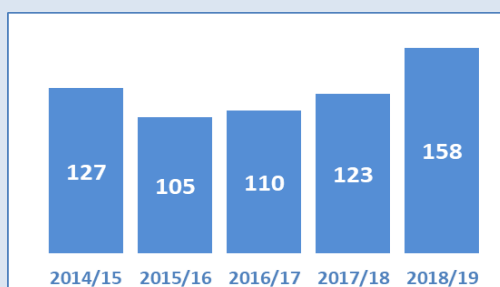
- **Children considered at Initial Child Protection Case Conferences (ICPCC)**

The number of children and young people considered at ICPCC shows a general increase over the last three years.

The proportion of ICPCCs that result in a child or young person's name being placed on the Child Protection Register remains high at 90%, indicating that the right children and young people are being considered at ICPCCs.



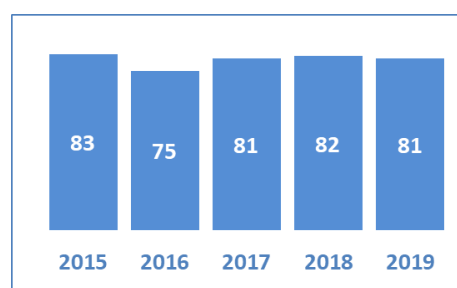
- **New Registrations on the Child Protection Register (CPR)**



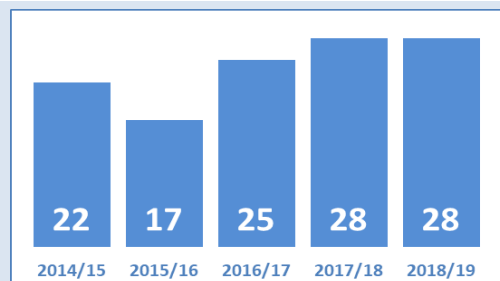
The number of new registrations on the Child Protection Register (CPR) during the last year has risen; and has been generally increasing over the last 4 years. This figure includes a number of large sibling groups and temporary registrations (for children and young people who move into the Perth and Kinross Council area for a limited period). All children and young people whose names are placed on the CPR are subject of a multi-agency child protection plan for which a social worker is the lead professional.

- **Children on the Child Protection Register as at 31 July**

Although the number of registrations continues to increase; the number of children and young people on the CPR at 31 July has remained relatively steady over the last 5 years. These figures include sibling groups.



- **Children placed on Child Protection Orders during the year**

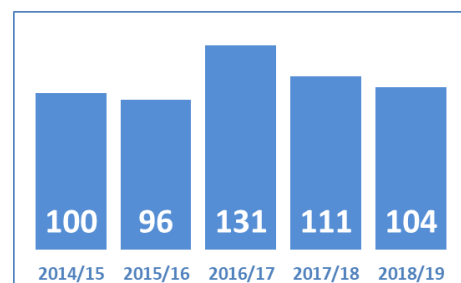


The number of children and young people placed on Child Protection Orders has been generally increasing over the last five years. These figures include a number of large sibling groups.

These figures continue to be above the national average and higher than other comparator local authority areas. These figures are being closely monitored.

- **Unborn Baby Referrals**

The number of Unborn Baby Referrals has reduced to previous levels after a large increase in 2016/2017. The pathway for vulnerable pregnant women entitled Getting it Right in Perth and Kinross Pre-Birth and into the First Year of Life will continue to support prevention and earlier intervention.



The data shows that although the number of children on the register has remained steady, the level of activity required by social work staff within Services for Children, Young People and Families to screen child concerns; lead Inter-Agency Referral Discussions; carry out child protection investigations; complete assessments of risk and provide reports to Initial

Child Protection Case Conferences and to take the lead professional role for children subject to a child protection plan has increased over the last year.

Staffing resources have been realigned to ensure that the Child Protection and Duty Team is equipped to meet the additional demands and this will require continual monitoring in the year ahead.

A key aspect of the CPC's joint self-evaluation of child protection in practice is the annual multi-agency case review. In 2018/19, a review of practice was carried out in relation to 15 children aged between 6 months and 18 months whose name had been added to the CPR between January 2017 and January 2019. Key practice strengths were identified showing:

- strong evidence of staff working hard to build and maintain honest, trusting and supportive relationships with families;
- staff are alert to non-engaging families and disguised compliance and work persistently to secure positive engagement;
- a multi-agency approach and intensive support services are securing change and improvement in lifestyles and enhancing parenting capacity;
- good information sharing and communication;
- robust evidence-based assessments are used effectively to identify and address risks and needs;
- the use of chronologies is improving and being used to identify emerging patterns and escalating risks;
- comprehensive child's plans are helping to keep children safe; and
- effective core groups and case conferences are monitoring improvement and outcomes of plans.

In terms of areas for improvement there was room to:

- improve the identification of vulnerability in pregnancy at an earlier stage;
- achieve greater consistency of recording family views and feedback;
- increase the level of engagement and involvement of fathers; and
- provide clearer definitions of outcomes within child's plans.

In 2016/2017, Services for Children, Young People and Families seconded a fixed term (up to 18 months), Improvement Officer tasked with chairing, quality assuring and improving the overall performance management of Child Protection Case Conferences (CPCC) and improving the experience of children, young people and their families attending CPCCs. This appointment represented a significant investment and the impact was reported in 2017/18. Although the post has now ended, the drive to sustain improvements has continued. This has included the establishment of a Peer Review Group for the Chairs of CPCCs which meets regularly to promote quality and consistency for the role and in decision-making. The group completed a quality assurance exercise early 2019 which included peer observation and shared learning. In addition there have been improvements in the electronic invitation system and the sharing of reports 48 hours in advance of each CPCC. Increasing numbers of staff are taking time to respond to a post-CPCC survey providing useful feedback about the quality and effectiveness of CPCC meetings.

5.1.3 Multi-agency Public Protection Arrangements

The Tayside Strategic Oversight Group meets quarterly to monitor the work of Multi-Agency Public Protection Arrangements (MAPPA) and directs local approaches towards the management of high-risk offenders. The most recent annual report shows that the process for assessing and managing high risk of harm continues to work well across Tayside. This is evidenced by the positive partnership working and high rate of offender compliance. Overall,

the number of offenders managed through MAPPA reduced in 2017/18. A programme of quality assurance audits continues to monitor performance closely.

Crime trends change over time and an increasing part of the management of offenders is the supervision and monitoring of offenders who have committed 'cybercrime' or computer oriented crime. 44% of the offender's subject to statutory supervision have committed cybercrime or computer-oriented crime having been found in possession of indecent imagery of children.

The structures and processes that contribute to the operation of MAPPA have continued throughout the past year with the following notable areas of work.

- The management of over 450 offenders (includes community and custody figures) through all levels of MAPPA arrangements
- The continued development of the MAPPA Operational Group
- Implementation of the Risk Assessment & Risk Management Plans for all
- Level 2 offenders
- The audit of MAPPA meetings across the three local authority areas
- Carry out an agreed programme of quality assurance audits
- Examine and action any recommendations from reviews of practice and self-evaluation
- Continued effort to increase the usage of the ViSOR database by all relevant agencies

The last annual report indicated that there were 364 Registered Sex Offenders managed in the community in Tayside, an increase of 3 offenders on the previous year. Of these, 131 (36%) were subject to a statutory supervision order with Community Justice Social Work and managed jointly with Police Scotland Offender Management officers. The number of offenders managed in Perth and Kinross was 111.

5.1.4 The Alcohol & Drug Partnership

The Alcohol & Drug Partnership is a strategic group which oversees issues focusing on the use of Drugs & Alcohol within Perth & Kinross. Actives of the ADP include the governance around drugs and alcohol, the implementation of Government policies, implementation of local strategies and performance management, engaging with stakeholders and communicating with partners and the public.

The partnerships continues to develop a **Recovery Oriented System of Care (ROSC)**, the recovery pipeline has been produced to help individuals and their families with their recovery journeys, which helps to sign-post to community resources as well as complementary or stand-alone support.

The ADP has developed a workforce development plan to provide guidance regarding the level of skill/knowledge expected for the different roles of the pipeline, this work has been underpinned by the National Trauma Training

Framework and the ADP is working alongside the Scottish Government to support the development of a similar framework for Substance Use and Recovery.



A weekly “multi-agency assessment clinic” was established in 2018, the clinic is staffed by both statutory and third sector workers. The clinic is the first within Perth and Kinross with similar clinics opening in other parts of Perth & Kinross within 2019. The Social Work Drug & Alcohol Team is also working with Scottish prison Service staff to introduce a similar model within HMP Perth and Castle Huntly. These developments aim to improve outcomes for people and families in line with the Quality principles for Care and Support in Drug & Alcohol Services.

5.2 Criminal Justice Social Work

Leadership of criminal justice social work was integrated into Education and Children’s Services in April 2018 and now managed by the Depute Director (Education and Children’s Services) who is also the CSWO. The service includes two prison based social work teams contracted under a Service Level Agreement with the Scottish Prison Service (SPS) at HMP Castle Huntly (the national open estate) and HMP Perth; the Public Protection Team managing offenders within the community and the One Stop Women’s Learning Service (OWLS); coordination and support for the local Community Justice Partnership; and close links with community safety and unpaid work teams.

Criminal Justice Social Work continues to perform well against the national for:

- providing assessments and reports to court to assist sentencing decisions;
- supervising people on orders from the court to tackle and reduce offending behaviour and those who are required to perform unpaid, useful work for the benefit of the community;
- prison-based social work services to those serving custodial sentences and their families;
- preparing reports of the Parole Board to assist decisions about release from prison; and
- through care services including parole, supervised release and other prison aftercare orders to ensure public safety; and
- supporting those who have experienced crime and their families.

The overall trend for Perth and Kinross since 2007-08 is one of a decreasing and then stabilising rate of reconviction. The low reconviction rate for adult offenders against national comparators has been sustained in 2018/19. Key performance highlights include a prompt response to people within the justice system. Just under 75% of people who received a new Community Payback Order were seen by a social worker within 24 hours and 80% were seen within 5 working days.

The number of Community Payback Orders has decreased in Perth in Kinross over the last 3 years and this is in line with the national trend.

	1 April 16 to 31 March 17	1 April 17 to 31 March 18	1 April 18 to 31 March 19
Total number of new Community Payback Orders	465	391	346
Total number of individuals with new Community Payback Orders	359	336	301

The Criminal Justice Social Work Service remains focussed on improving outcomes for people in the justice system. Robust performance information is key to understanding how well interventions are managed and to support continuous improvement. The recent extension of the presumption against short term prison sentences from 3 months to 12 months is expected to result in an increased use of community sentences across Scotland. It is therefore anticipated that the recent trend of falling numbers of CPOs is likely to be reversed. A range of workforce planning scenarios have been developed by the Public Protection and Unpaid Work teams to ensure that they have sufficient capacity to manage any increase in CPO numbers. Recent analysis suggests that any rise will not have a significant impact on the overall numbers of CPOs managed in Perth and Kinross.

Perth and Kinross Council bid successfully along with Dundee City Council to obtain national funding to implement the Caledonian System which is a highly evaluated programme to tackle and reduce the incidence and impact of domestic violence. From April 2019 this will be operational and working alongside partners and the local courts, men, women and children will begin to benefit from a structured programme of support. Staff are seconded temporarily to train and provide the programme therefore building capacity across the service to learn from and sustain this good practice.

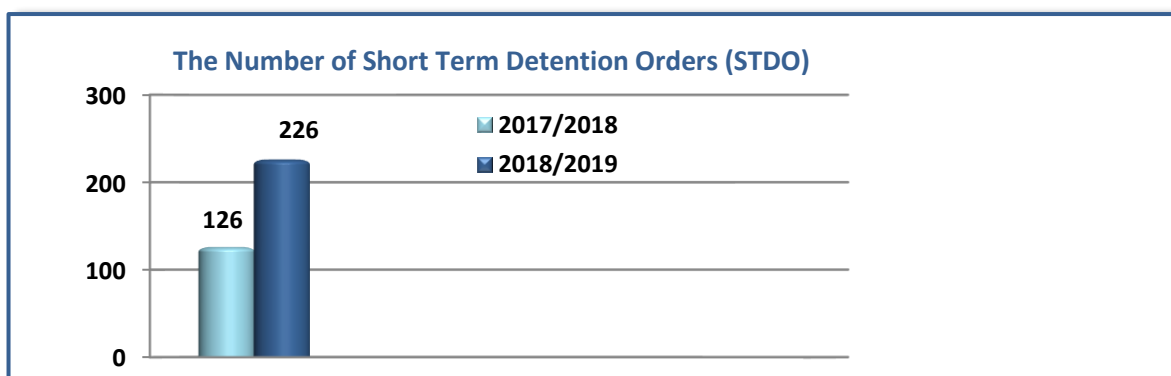
5.3 Mental Health

The CSWO retains responsibility for the professional leadership and standards of Mental Health Officers in order to avoid a conflict of interest when social work staff make decisions about a person's capacity and the need for detention.

There has been a rise in the use of detention for people experiencing mental disorder in Tayside and it is acknowledged that the proportion of people with mental ill-health requiring in-patient treatment in NHS Tayside is higher than in other parts of Scotland. This places pressures on the MHO to meet their statutory responsibilities and fixed, defined timelines. There was a 47% increase from 2017/18 to 2018/19 in the number of assessments where detention was a consideration and a 17% increase in the number of Emergency Detention Certificates.

The number of **Short Term Detention Orders (STDO)** over the period has risen from 126 to 226 (a 79% increase) and this has had a resulting increase in the number of Social Circumstance Reports completed. The MHO team has achieved 100% completion rate for Social Circumstance Reports within the 21-day timeframe, compared to the National average of 36%.

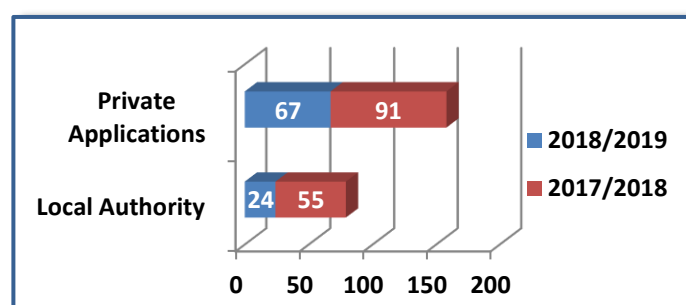
In 2018/2019, 83 people moved to a **Compulsory Treatment Order** which is up 24% from 2017/2018.



5.3.1 Welfare Guardianships (Adults with Incapacity)

In the Adults with Incapacity (Scotland) Act 2000 (the Act), welfare guardianship provides the means to protect people who lack capacity to make particular decisions or take particular actions for themselves. The local authority functions under the Act are through the CSWO to act as the welfare guardian in respect of an adult where necessary to supervise the private welfare guardian in the exercise of their functions; to make an application for welfare (and financial) guardianship where necessary and appropriate; to provide mental health officer reports to accompany application on the general appropriateness of the order and the suitability of the proposed guardian; to visit the adult and guardian within the first 3 months of an order being granted.

There has been a sharp drop 37% in the number of Welfare Guardianship applications in 2018/19 against a general increase of 5% per annum over the last few years.



Section 13 ZA of the Social Work Scotland Act was commenced in 2007 and last year we experienced a 69% increase in its use as the legal framework to provide support and care for someone who has lost the capacity to make informed decisions and when there is no guardianship in place. The reasons for this shift is that services are getting better at identifying incapacity at a much earlier stage and are able to better inform people of the benefits to Welfare Guardianship as a legal means for them to safeguard their relatives.

The increased use of 13Za is evidence of how complex decisions to safeguard adults without capacity within a multi-agency context. The Mental Health Officer team (MHO) is able to respond promptly to all requests for Local Authority applications or Private Welfare Guardianships without any waiting lists.

5.4 Health and Social Care Partnership

Social work and Social Care for adults is delegated to the Perth and Kinross Integration Joint Board (IJB) and delivered via the Health and Social care Partnership (HSCP). The HSCP is responsible for co-ordinating delivery of health & social care services and shifting the balance of care from acute and hospital care to community support through more responsive and sustainable models. The aim is to make sure that services and supports are tailored to meet the particular needs of individuals and local communities, to enable people to lead, happy, healthy and independent lives and to deliver on 9 Health and Wellbeing Outcomes (see Appendix 1). On average, each week in Perth and Kinross....

More than 1200 people over 65 are provided with

12000 hours of care to support them living at home.

200 people over age 65 per week are supported by Home Assessment Recovery Team 44% require no further support at the end of the process.

We receive over 24 reports about adult protection concerns. 96.5% of Adult Support & Protection concerns are responded to within 24 hours.

We enable a Carers' Support Telephone Service which makes over 90 phone calls each week providing one-to-one support to reduce isolation.

The 2016/2019 Strategic Commissioning Plan emphasised the HSCP's ambition to design, deliver and arrange services that supported people to live safely and independently at home for as long as possible and to reduce ill health and address health and social inequalities. A new 2020/25 Strategic Commissioning Plan has been prepared to take account of local developments and to take forward areas for improvement identified by the Joint Inspection of Services for Adults in Perth and Kinross which was published in August 2019.

The Ministerial Strategic Group for Health and Community Care (MSG) agreed a suite of indicators to be used by IJBs to measure progress via integration. A table of local performance over the last three years which shows that 4 out of 5 available MSG indicators are moving in the right direction. The exception is A & E attendance which has gone up by just over 1% from 2017/18 to 2018/19 although this is not translated into an increase in emergency hospital admissions. The number of emergency bed days required has gone down by 7% since 2016/17 and performance this year is better than the Scottish average, demonstrating the success of efforts to support people to return home as soon as they are well enough to leave hospital.

MSG Indicator	MSG Description	Perth and Kinross 2016/17	Perth and Kinross 2017/18	Perth and Kinross 2018/19	Movement in our performance last year
1a	Emergency Admissions	15,128	15,021	14,592	↓ 429 (2.9%)
1b	Unscheduled Hospital Bed Days	111,324	102,451	96,867	↓ 5,584 (5.7%)
1c	A&E Attendances	31,825	32,506	32,888	↑ 382 (1.17%)
4.1	Delayed Discharge Bed Days*	19,176	16,785	14,203	↓ 2,582 (18.17%)
5.1	Proportion of last 6 months of life spent at home or in a community setting	88.27%	89.64%	89.68%	↑ 0.04%
6.1	Percentage of population at home unsupported	97.97%	98.00%	Not yet available**	Not yet available

ID	Indicator	2015/16 Perth and Kinross	2016/17 Perth and Kinross	2017/18 Perth and Kinross	2018/19 Perth and Kinross	What is our trend over last four years	Scotland 2018/19	How we compared to Scotland
NI 06	% of people with positive experience of care at their GP practice. (Source: HACE)*	91%	n/a	88%	n/a	↓ 3%	83%	5% better
NI 07	% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. (Source: HACE)*	84%	n/a	81%	n/a	↓ 3%	80%	1% better
NI 08	% of carers who feel supported to continue in their caring role (Source: HACE)*	40%	n/a	41%	n/a	↑ 1%	37%	4% better
NI 19	Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1,000 population**	1,005	866	658	598	↓ 407 (40.5%)	793	32% better
ISD	Number of bed days lost to delayed discharge (excluding complex cases)	17,029	15,429	15,078	11,446	↓ 5,583 (32.7%)	n/a	n/a
ISD	Number of people delayed in hospital for more than 14 days	191	198	239	157	↓ 34 (17.8%)	n/a	n/a

Notes on Performance Indicators:

*NI 06, NI 07 and NI 08: HACE survey is undertaken every two years therefore information is not available for 2018/19. Scotland Value is based on 2017/18.

**NI 19: Data is based on performance from April to December 2018.

The Perth and Kinross Adult Social Work Survey for 2018/19 was sent out to a sample of 1000 service users across the three localities. The majority of people who replied indicated that the services they received was of a high quality, reliable and supported them effectively. Importantly 95% of people reported that they were being treated with compassion and understanding.


Overall satisfaction with the services provided increased slightly to 89% from a figure of 88.2% the previous year. However, focussed attention is needed in order to improve the extent to which people are able to be part of their local community. The results of this survey will inform the Health and Social Care Partnerships Strategic Plan in order to improve community connectedness.

Perth and Kinross Adult Social Work Survey 2018/19

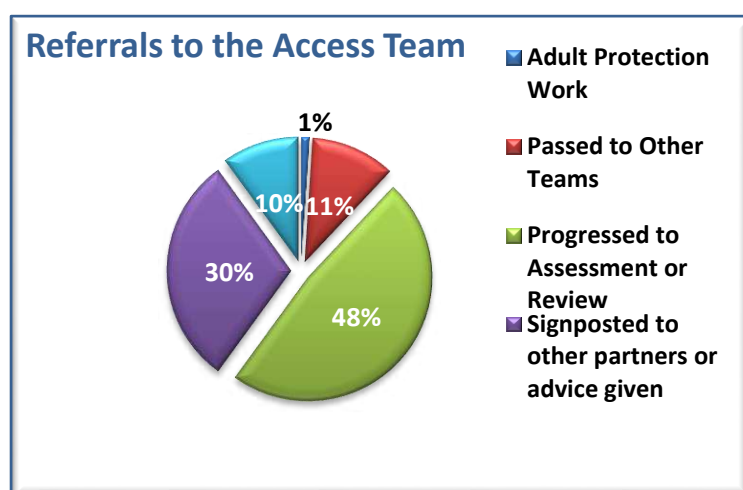
Perth and Kinross Social Care Survey Results	2016/17	2017/18	2018/19	Difference compared to previous year
I received a high-quality service	89.7%	91.1%	89%	↓ 2.1%
I can rely on the services I receive	86.8%	85.7%	88%	↑ 2.3%
I am supported to live as independently as possible	89.9%	91.7%	91%	↓ 0.7%
The help, care or support I received helps me feel safer home and in the community	87.9%	82.4%	86%	↑ 3.6%
I was treated with compassion and understanding	91.7%	88.7%	95%	↑ 6.3%
The services I have received have helped me to feel part of my local community	64.9%	72.3%	58%	↓ 14.3%
I get a good response from social work services when I contact them during the day	72.6%	88.5%	87.5%	↓ 1%

 Performance has remained the same or is better than the previous year.

 Performance has declined compared to the previous year, difference is less than 3%.

 Performance has declined compared to the previous year, difference is more than 3%.

5.4.1 Access Team



The Access Team is the first point of contact for all adult social work and social care enquiries. A streamlined duty process has enabled the team to respond to increasing demand more effectively. The team experienced an increase of 10% in new referrals from 2017/18 to 2018/19. Analysis of referrals shows that just under half required assessment. One in ten referrals related to a Vulnerable Person Report from Police Scotland and 1%

of all work required adult protection response. The Access Team has managed to retain an effective, high quality service despite increased demand. They have focused on team development, upskilling staff and maintaining a broad skill level in the team. During 2018/19 a Mental Health Nurse Practitioner was appointed to complement the expertise within the Access team to respond holistically to people with mental health needs in line with the Mental Health and Wellbeing Strategy.

Over 2018/19 Carer Support Workers were part of the Access Team and were key contributors to the rolling out of the duties of the Carers (Scotland) Act 2016 and our local pathway.

Good Practice: Carer Support Plan

A joint piece of work was undertaken with a Carer Support Worker from PKAVS and Community Care Assistant from the Access Team to complete an Adult Carer Support Plan. The plan needed to address sensitively cultural issues in relation to caring within a minority ethnic community. The carer was in need of respite and staff worked jointly to devise a care package under Self Directed Support (SDS) Option 1 which has provided much needed respite for the carer and met the expectations of the cared for person.

The Access Team is the largest referrer to the Social Prescribing service and now Social Prescribers work closely with the Access Team and are included in the duty rota. This has helped to find creative ideas and solutions to reduce the reliance on statutory services.

5.4.2 Home Assessment and Recovery Team and Discharge Hub

The transformation of the Reablement service to the Home Assessment and Recovery Team (HART) takes a step forward in the aim to support people to retain as much independence as possible. A key outcome is the number of people who are able to live independently and safely at home. The number of people requiring no further support after reablement is down slightly by 4% from last year. 43% of people in receipt of reablement via HART were able to re-establish independence over 2018/19

The number of bed days lost due to patients waiting for a care at home package has dramatically reduced. Over the last 12 months the average time spent as a delay in hospital reduced from 13 days to 7 days.

At a time of great challenge in social care recruitment the team received 114 applications and recruited 38 staff. Induction and training for new staff has helped retain staff and develop confident carers. HART was inspected by the Care Inspectorate over the last year and awarded in Very Good gradings for both Quality of Care and Support and Staffing. People using the service reported that they were respected as individuals and treated with dignity and respect. They were positive about the encouragement they receive to have control over their own support and to be as independent as possible

The introduction of a Community Support Officer has meant that it is possible to have more regular review of progress from hospital to homes and to be more responsive to changing circumstances. A Project Lead is taking forward a Total Mobile solution to improve working practices and efficiency in ways which can also support carer consistency.

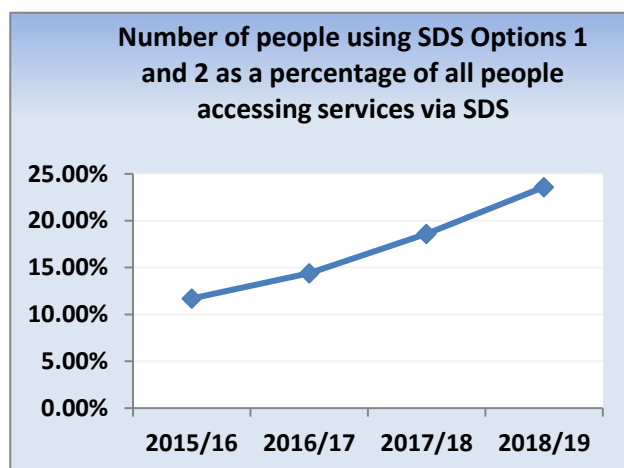
There has been a renewed focus on quality of care delivered by the HART team through a 7-day review and gathering feedback from service users. The survey reflects the key principles within the Health and Social Care Standards and 124 respondents in 2018/19 provided the following feedback:

- **99%** agreed they were treated with dignity and respect (Dignity and Respect)
- **99%** agreed that members of staff ask and care about how you feel (Compassion)
- **95%** of staff agreed that staff ask about how people wanted support delivered (Included)

- **98%** agreed that staff are flexible in their approach and listen to changing needs (Responsive Care and Support)
- **97%** agreed they were encouraged to reach their full potential (Wellbeing)

5.4.3 Self Directed Support

There has been a continuous and strong upward trend in the numbers of people accessing SDS Options 1 and 2 as a percent of all people accessing services via Self Directed Support. Over the last four years figures for SDS Options 1 and 2 has doubled from 11.9% in 2015/16 to 23.6% in 2018/19.



Over the next year there will be a greater focus on raising awareness of the opportunities provided by SDS. Outside the Box and the local Care and Wellbeing Co-op received Scottish Government SDS Innovations funding to develop new community based approaches to supporting people with support needs in Highland Perthshire.

Learning Disability Services have embraced the SDS approach to give more choice, flexibility and control over how care is provided, which supports people to live an independent and fulfilling life in their community. This has proven to be of significant benefit to 101 people aged 18 – 68 years in 2018/19 to access day opportunities.

5.4.4 Technology Enabled Care

Technology Enabled Care (TEC) aims to increase people's choice and control over the support that is offered and enable individuals to self-manage their own health and wellbeing, allowing them to stay safe and independent for longer.

Over 2018/19 the steady increase in the implementation of TEC products into people's homes has continued and the number of people with Telecare equipment installed increased from 1416 in 2017/18 to 1558 in 2018/19. The number of Community Alarm users has increased by 31% over the last 2 years from 2864 in 2016/17 to 3771 in 2018/19.

Although this is a positive picture, more needs to be done to make TEC the cornerstone of the approach to keeping people at home safely for longer. The HSCOP is currently developing a comprehensive TEC strategy and planning to invest more in our TEC to ensure local citizens can achieve the maximum benefit from it.

During 2018/19 the TEC Team delivered the digital pilot participating in the Scottish Government analogue to digital changeover. The Digital Inclusion project working with LEAD Scotland brought the My Home Reach app to almost 80 people in Perth & Kinross. This project focused on reducing social isolation and teaching skills and confidence with technology through the loan of Samsung tablets.

COMMUNITY ALARM SURVEY

Technology Enabled Care aims to increase people's choice and control over the support that is offered and can enable individuals to self-manage their own health and wellbeing, allowing them to stay safe and independent for longer.

A Community Alarm Survey was carried out during 2018/19 to assess people's views on the services provided. Key findings included:

2018/19 Survey	2017/18 Survey
<ul style="list-style-type: none"> • 99% said they felt safer with the Community Alarm Installed • 100% said the Community Alarm service meets their needs • 100% of responders are happy with the service 	<ul style="list-style-type: none"> • 92.1% said they felt safer with the Community Alarm installed • 100% said the Community Alarms service supports them to live as independently as possible • 92% rated the service as Very Good or Good

Good Practice: TEC and Dementia

Mrs R was an older woman living with dementia had been found outside her home late at night. An *I-care* assessment was used to gain an accurate picture of her sleep pattern. The family were consulted and given a link to the *I-care* dashboard. The data helped in deciding the best course of action for the Mrs R giving the family peace of mind and the opportunity to use technology to support Mrs R from a distance.

5.4.5 Learning & Disabilities Team

The transitions team works with young people and their families to help them negotiate the transition from children's services to adulthood. This work takes as long as necessary to ensure they have the correct support to meet their outcomes. Young people will only move on from the transition team when their support is stable. Young people continue to be supported at home, attend college, day opportunities and community-based resources such as Lost in Transition (Walled Garden).

Supporting young people through transition, during 2018/19:

16 young people were supported by the transition team to move on from school into adult life.

3 young people were supported into the new Ochil Tower young person provision, which has been designed to cater for young people up to the age of 21.

17 young people were supported with planning to leave school in June 2019. A small number of young people have been identified as requiring tenancy support with the ability to share.

Future transition work for the team include 17 young people due to leave school in 2020 and a further 14 identified as due to leave school in 2021.

During 2019/20 the transitions team will work alongside housing services to identify future housing needs, and the commissioning team around future provision and planning.

Good Practice: Transitions

Y has physical disabilities and uses a manual wheelchair. They need physiotherapy, daily use of a tilt table and blocks of hydrotherapy. The challenge was to support this level of support for Y during transition and into college. A link course during Y's final year at school gave them time to adjust to the new environment and given Y confidence. Y also worked in the school Café; joined a local singing group and attended a 3 day event: 'My Rights: Independent living, activism and participation'. Y has gained confidence focussing on the future with encouragement from school; her parents and input from the transition team.

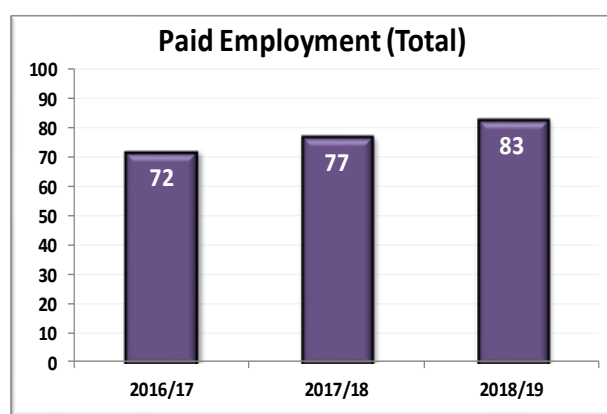
Perth and Kinross is experiencing an increasing number of people living with complex needs. This is in part a result of people living longer with complex needs, an overall increase in complexity that can be managed in the home and some evidence of inward migration. Working closely with housing services and providers of care future sustainable housing solutions for people with complex needs are being explored

5.4.6 Employee Support

The Employment Support Team (EST) offers employability related support to people facing additional challenges to prepare for, find and maintain employment. People aged 16+ who have additional challenges as a result of mental ill-health, learning disability, autistic spectrum condition or those affected by drugs and alcohol are able to access the service.

The number of individuals supported into and to sustain paid employment has risen steadily. The team is now accredited to deliver sustained supported employment. Learning Disability clients make up just under 50% of people supported into paid employment and 67% of people in Voluntary Employment or Work Experience. EST offers additional support to people with Learning Disabilities to prepare for employment.

Transition from school to employment can be challenging for any student, particularly



so when facing barriers such as illness or disability. Work experience for school students is extremely valuable and provides a sense of what it's like to do a job in a real work setting.

Good Practice: Work experience for Fairview pupils

The Employment Support Team worked in collaboration with Fairview School to provide 6 day work experience as recycling operatives on the Green2Go project. The pupils are likely to require support from adult services after leaving school and early support to help them achieve their employability goals before leaving was extremely beneficial. School staff commented *"It was a fantastic chance to provide pupils with life skills experience and transference of skills into new settings but also to offer them the opportunity to try in a safe environment what it would be like to work in a more realistic setting."* Young people also commented positively stating that they would like to work for the Council and be outdoors when they leave school.

5.4.7 Employability Network

EST leads and coordinates the Perth and Kinross Employability Network through Network meetings, a website and social media platforms. This is enhancing partnership working and the Network's objective is to seek to improve employability services for young people and adults with additional challenges and barriers to work (disabilities, illness or a history of offending). The Network provides a wide range of supports, opportunities, and volunteering or work experience placements to help people achieve their personal goals/outcomes. New initiatives such as Working Roots and Retails Roots offer a portfolio of opportunities to support people with significant barriers to work to develop skills relating to the horticulture and retail sectors. This is positive collaborative working with local retailers supporting individuals to achieve their employability outcomes and matching the workforce requirements of local businesses.

The total number of people benefiting from the network in 2018/19 was 3,860, an increase on 2,133 last year. The number of employers engaged in the network has increased by 5% over the last year with 593 employers compared to 569 employers in the previous year. Feedback from a 2018/19 performance review highlighted that 100% of members are either Satisfied (38%) or Very Satisfied (62%) with the role and functions of the Employability Network.

5.4.8 Social Prescribing

Social Prescribing is a strength-based approach which helps people to build confidence and take control of their own health and wellbeing. The current model of social prescribing (implemented 2018) enables Social Prescribers who are aligned to GP practices to build relationships with other professionals and expand their knowledge base of community supports. Over the year there were over 600 referrals. Social Prescribers signpost to and offer support to people to access and use community activities with the aim of improving their health and wellbeing. This avoids the need for medication or statutory intervention. It is recognised that reporting on outcomes for social prescribing is a challenge. Over the next year current data will be analysed and plans developed to focus more on qualitative information and outcomes.

Feedback from people who have used the service have been positive, comments include:

'I wanted to let you know that thanks to your help my outlook has improved recently. A has been to Parkdale twice and has had three outings with Crossroads. I am hoping that she visits Parkdale again this

Friday. I have visited Strathearn Campus three times and I feel lucky that membership was suggested and made available to me. Thank you' (Carer)

You might remember fixing up client B to go out with the countryside ranger for voluntary work. He is doing great. His mood is better, he loves the work, and he told me a passer-by complimented him on his work efforts, he is drinking less and overall he is much better than when originally referred. So well done!' (GP Referral)

'This is a great example of diversion from statutory services. It will be interesting to see how the case progresses, but clearly your input so far has been of great benefit to C in terms of widening and strengthening her social networks, and this will be the case whether she comes back into statutory or not. Thank you for your support and the feedback'. (Locality Team Leader)

Good Practice: Social Prescribing

A Social Prescriber based in Blairgowrie covers the Strathmore area of the North Locality. Co-creating solutions with individual people is helping to meet outcomes and provide a choice of accessible and personalised support networks within the local community. 135 referrals were received from June 2018 to April 2019. Gaps in group provision have been identified and staff, Third Sector providers and the community to are plugging the gaps. The Social Prescriber holds open sessions within three GP Practices enabling them to signpost directly and support people through greater choice of easily accessible, personalised and local supports.

Suicide Prevention

A comprehensive suicide prevention programme is in operation, including introductory level Scotland's Mental Health First Aid, Suicide Intervention and Prevention Programme, safeTALK; and more specialist level Applied Suicide Intervention Skills Training and Safety Plan Training. Partners work together to run awareness raising campaigns training, projects for people affected by suicidal feelings, as well targeting initiatives such as the Tayside Suicide Multi-Agency Review Group and Bereaved by Suicide Support.

Promotion of Suicide Prevention Week helps to raise awareness of suicide and mental health and wellbeing providing access to resources including a website and support services that are available to everyone, and most importantly what they can do to keep people safe from suicide.

We recognise the importance of having informed Communities and that raising awareness of mental health issues is a priority to support early intervention and prevention. 309 people have been trained on Mental Health First Aid (Adults and Young people), courses were open to everyone and targeted widely to public and professionals. People who attended the training varied including staff from NHS and Local Authorities including Housing and Education and Children Services and voluntary organisations. Participants were asked what they thought they had gained from attending SMHFA training. The majority of participants reported an increase in their knowledge, skills and confidence in talking about and supporting people with their mental health, including recognising and responding to suicidal thoughts.

'I feel very confident in being able to broach the subject with someone who I feel needs it. I don't think I would feel quite as anxious about it as I would have had I not done the course.'

Good Practice: Tayside Suicide App

The Tayside Suicide Help App was used by 4,100 people during 2018/19. The App enables people to look after and improve their own health and wellbeing. There has been considerable positive feedback on the app, with comments such as:

"...very straight forward and full of useful information for both the supported and the supporter."

"acknowledges the seriousness of suicide and helps to manage the risk, but also provides reassurance."

"opens up communication and raises awareness to user/supporter/wider community"

"The Safety Plan is a "practical tool which can be flexible and updated, and act as a prompt and "gives control back to the individual."

5.4.9 The Carers (Scotland) Act 2016

The Act was implemented on 1 April 2018 seeking to improve the rights of carers and to reduce the adverse impact on the health and wellbeing of carers as a result of their caring responsibilities.

During 2018/19 key activities focused on meeting new legislative duties and to ensure that the way in which this was implemented met the needs of carers. Key activities included:

- Consultation with Carers and the development of a draft Carers Strategy
- Included Carers in the development of the "Adult Carer Eligibility Criteria Framework" and the "Short Breaks Services Statement"
- Recruited three carer support workers and investment in a telephone support service for Carers
- Invested in technology to support carers

The number of referrals received during 2018/19 across the Health and Social Care Partnership and PKAVS was 1,228. 864 Adult Care Support Plans were completed. The HSCP commissioned a carer telephone service to provide advice and personal support to carers. 3,901 people used the service during the year.

Carers Consultation – Listening to Carers

The development of the Carers Strategy was undertaken through engagement and consultation with carers and professionals that support them. 324 people across Perth & Kinross were able to provide their views to the first consultation and 35 provided views to the follow-up consultation. These gave us valuable opinions and insight to develop our new strategy and include what matters to them.

Results highlighted that people wanted information about the range of support available and the short breaks they could access and also wanted to receive this information via emails, letters or leaflets. Also highlighted in the results people prefer to find information leaflets about carer support at supermarkets, local convenience stores, GP surgeries/hospital, libraries and local chemists/pharmacies.

Key themes that came out of the consultation from Carers included:



Using the key themes emerging from the consultation including the above mentioned, staff have worked closely to shape commitments that they would like us to undertake and helped to develop our new Carers strategy. A revised carers strategy for carers of all ages will be published in November 2019/20.

5.5 Services for Children, Young People & Families

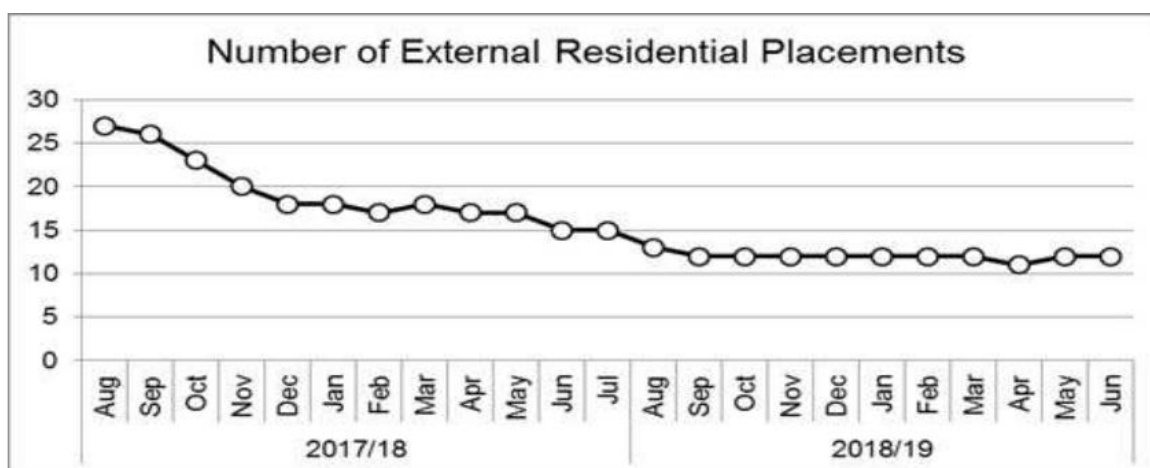
5.5.1 Looked After Children

The Scottish Government looked after statistics are collected on 31 July every year. At 31 July 2019, there were 282 looked after children and young people. 76% were looked after away from home. These figures are very similar to the 2018 figures of 280 and 75% respectively and show that the previous trend of increasing numbers of children becoming looked after away from home has plateaued.

Over the year 369 children and young people were looked after at some point (either at home or accommodated away from home). 92 children and young people ceased to be looked after and 68% remained or returned home to their biological parents.

The balance of care remains high, at 31 July 2019, 96% of children and young people were looked after in the community. In 2017/18 the LGBF noted that Perth and Kinross Council at 94% had the greatest proportion of children looked after in the community across all local authorities. This performance has been achieved as a result of a transformation programme to reduce reliance on residential care and the expansion of family based care options. This included the closure of the Council's only residential unit for children and young people in November 2018. At the same time there has been a clear strategy to reduce the number of children placed in external independent placements.

The number of external residential placements has reduced over the last 2 years from 27 on 31 July 2017 to 11 on 31 July 2019. This is due to a concerted effort to return young people to community placements and improved monitoring of decision-making for young people. The establishment of REACH has ensured a more intensive approach to avoid the need for young people to become accommodated and has been instrumental in keeping young people out of care.

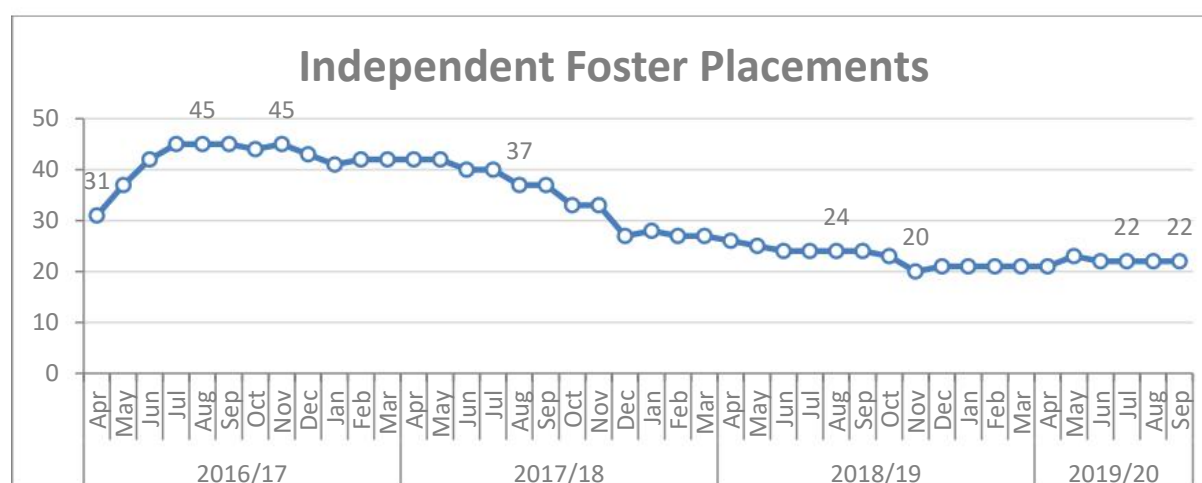


As part of the Review and Remodelling of Residential Care Transformation Project, the REACH team was established in January 2019 to provide a 'one stop', multi-disciplinary response to the needs of young people aged 12-18 years and to their families across Perth and Kinross. The primary focus for REACH is to offer intensive and flexible support and help improve outcomes for young people who are looked after or who are at risk of becoming accommodated and are therefore "on the edge of care". The REACH team has been trained in Whole Systems Approach ethos, values, adversity and solutions focused model. The REACH team is also trained in a range of Risk Assessment and Risk Management approaches (e.g. START:AV, CARM etc.) to support consistent thresholds and containment or mitigation of risk.

The Centre for Youth and Criminal Justice (CYCJ) has recently published a case study focusing on the good practice of speech and language therapy in REACH.

<https://www.cycj.org.uk/wp-content/uploads/2019/05/3-REACH-Case-Study.pdf>

The number of children placed in external independent foster placements has halved over the last 3 years from 45 on 31 July 2016 to 22 on 31 July 2019.



The expansion of Family Based Care Transformation Project has enjoyed continued success, and over the last year an additional six sets of carers were recruited in line with the target set. This means that the capacity to provide looked after children with high quality local foster placements is continuing to increase.

Over the year there were 45 enquiries about fostering within the year and a further 8 are currently undergoing assessment. Our 24% conversion rate (from enquiry to applicant

carer) is better than the national conversion average of 7% (Care Inspectorate, 2019). Where nationally 42% of applications become approved carer households, almost 2/3 (63%) of our applicants become approved foster carers.

A survey of foster carers was carried out to understand their experience of fostering with Perth and Kinross Council and 24 foster carers responded. The results show that:

- **85% felt valued** by the Family Based Care Team, with 72% expressing that they felt treated as an equal partner.
This compares favourably to a UK-wide survey conducted by the Fostering Network (A State of the Nation's Foster Care Summary Report 2019) in which 79% of respondents stated that they felt treated as valued member of the team around the child and 58% felt treated as an equal partner by children's social workers.
- **88%** agreed or strongly agreed that they received **appropriate advice, guidance and supervision**; and the practical and emotional support that they need.
This compares favourably to the Fostering Network Survey in which 70% of foster carers rate the support from their supervising social worker as good or excellent.
- **93%** report that they are informed about training opportunities, with 67% considering these to be wide ranging.

"My supervising social worker knows us very well and knows our strengths and weaknesses"

"I feel the fact the team knows us so well enables good matches to be made"

"I most definitely feel a relevant person with the FBCT (family-based care team) and senior management. I feel that the FBCT are all very approachable if I need advice or support and very much treat me as an equal..."

Good Practice: Family Change Consultation service

Over the last year we have provided 123 consultations for social workers, education and health colleagues, families and carers. Evaluations refer to the value of a space for carers to "offload and feel listened to" as well as the role that Family Change plays in enhancing carers' understanding of children's emotional difficulties. Through consultation we are able to offer specific practical tools and advice about ways to respond to children in distress. By supporting social workers to undertake direct work with children we are able to help more children to access a service in a timely manner. This is particularly relevant when the child's needs are less complex (so that longer term therapy is not necessarily required) and when the social worker has a strong, established relationship with the child. Feedback shows that staff gain "better understanding and confidence in undertaking direct work with young people" and that this process supports "a better understanding and assessment of the young person" (social worker).

The Family Focus team is responsible for arranging and providing high quality contact between children who are looked after and their families. This enables children and parents to have high quality time with each other when children are looked after outside of the family home. The team aims to provide child-friendly spaces, local to the child and accessible by the parents. Strong links with families increases the chances of a successful return home or kinship care. Over 2000 contact sessions were supported over the last year.

The Kinship Care Team has carried out 56 kinship assessments over the year of which 14 related to children requiring permanent care. 91% of all assessments were carried out within agreed timescales. A multi-agency kinship care workshop engaged staff and kinship carers

in understanding what works best in supporting kinship carers. Kinship carers reported feeling supported and assisted to understand legal processes. Kinship carers identified areas for further development including support to have strategies around contact between children and parents, training on life story work and the impact of trauma on children, as well as a need for more support in the transition from foster care to kinship care.

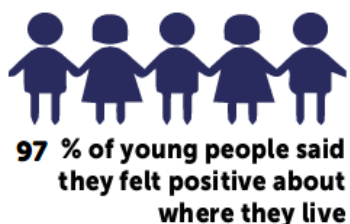
The Adoption team has adopted new approaches to the linking and matching of children and adopters. The transition process for children moving from temporary care to their adoptive families has been strengthened through good use of Exchange and Activity Days. Exchange Days give adopters the opportunity to meet with social workers, foster carers and agencies from all over Scotland to talk about specific children. Profiles, pictures and videos are shared and Adoption Activity Days are organised around a fun event with plenty of activities and support to give prospective adopters the opportunity to meet children. Meeting children for “real” gives a much greater sense of who they are and provides a much more reliable basis for exploring potential match further.

In line with current research, the transition process for children has been strengthened and lengthened to include chemistry meets and meet-ups as appropriate with their prospective adopters. Very positive feedback has been received from other local authorities and adoption agencies and we have been asked to share local guidance with other local authorities via the Adoption and Fostering Alliance Scotland and present to a national conference “Moving to Adoption” in March 2019 about this.

Working alongside the Council’s legal services, we have established a 100% record of seeking and obtaining Interim Orders in court allowing children to move to their prospective adoptive families before the legal process (POAA and Adoption Order) have run their course, thus ensuring children are placed within their permanent families as quickly as possible. The benefits of this are well researched and our practice in this regard is unique in Scotland.

5.5.2 Advocacy

Services for children, young people and families has sought to improve the ways in which the views of children and young people are sought and heard at important decision-making points in a child’s life. The service invested in the online application Mind of My Own in 2017 and this continues to provide an effective way in which young people engage in key process and as a communication tool with their social workers. In 2018/19 the application was expanded to include younger children and children with additional support needs. The key messages are that children who are looked after or for whom there has been concerns that they are at risk of abuse are telling us that they feel positive about where they were living at the point they provided their views. In addition, they have a confidential mechanism that they trust to pass on their individual opinions and concerns so that these are taken into account at an early point.



This year has seen the continued roll out the [*Mind Of My Own*](#) (MOMO) App, enabling increasing numbers of young people to have their views presented at various key meetings; by February 2019 104 young people had MOMO accounts.

242 statements sent: 134 were sent through young people’s accounts and 108 through worker accounts

What young people are telling us....

The TOP 3 things that are good in their lives are:

Where I live
My friends
My school/college



Things they feel are not so good in their lives are:

My school/college
My friends
My family



Top 3 things young people are telling us about:

Prepare for meeting
My worker is visiting
Foster care review



5.5.3 Aftercare Services

At 31 July 2019, 169 young people were eligible for aftercare support. The Children and Young People (Scotland) Act 2014 introduced a duty to provide aftercare support to young adults who had previously been in care up to the age of 26. This means that the total number of young adults entitled to aftercare support has increased annually since 2016 and it has become more challenging to remain in touch with young adults in their mid-20s. Nevertheless 85% of eligible young people have remained in touch with aftercare services over the last year which is a slight improvement from 84% in 2017/18.

The Throughcare and Aftercare Team meets our statutory obligations to young people aged between 15 and 26 years who have experience of care. Working in collaboration with a range of services to provide advice, guidance, assistance or protection to ensure the young person's continued wellbeing. Team members work closely with a wide variety of agencies and services, for example Housing, Health, Education, Mental Health, COSLA, Counselling, DWP, Adult Care, Youth Services, Police, Scottish Guardianship etc. in order to best meet the needs of our young people. The team is based in @scottstreet in Perth and covers all areas of Perth and Kinross. The team retains links wherever possible with young people who have left care and will provide support for young people throughout the UK where required. The team also supports referrals through COSLA in relation to providing support and accommodation for unaccompanied asylum seeking children under the age of 18 who are referred through the National Referral Mechanism (NRM), Dubs agreement or identified as being a victim of child trafficking.

5.5.4 Continuing Care

Continuing care provides an option for young people to remain in their care placement up to the age of 21. The number of young people in a continuing care placement has increased from 18 in 2017/18 to 21 in 2018/19. National statistics show that there were 208 young people in continuing care at 31 July 2018 and it can be concluded that Perth and Kinross is performing very well against other local authorities in achieving a high rate of continuing care placements.

5.5.5 Child Protection

The child protection statistics in section 5.1.2 demonstrate the level of activity carried out by Services for Children, Young People and Families social workers to investigate, assess and manage situations where children are at risk of abuse. Although child protection is a multi-agency activity, the children's social work service is the key agency which responds to concerns about children and has a statutory duty to investigate and protect children. Over the last year, teams carried out child protection investigations into 200 children resulting in a comprehensive assessment of risks for each child. The service also arranged, chaired and recorded initial and review case conferences and took the lead role for developing and implementing child protection plans for every child whose name has been placed on the register. Concerns around parental substance misuse, parental mental ill-health and

domestic abuse remain the most common reasons for a child's name to be placed on the Child Protection Register.

5.5.6 Services for young people

Services for young people aim to provide seamless care, support and intervention for young people 12-26 through youth work and holistic early intervention. Support young people deemed to be vulnerable or at risk to themselves or to others, or who may be offending and/or exhibiting sexually harmful behaviours is coordinated by a co-located service which also integrates the support for care experienced young people to ensure they receive all of the relevant services they need. Locality Youth Workers monitor and support commissioned local universal youth work services.

Youth Participation Workers are engaging young people to have a voice and help influence and shape services for young people across Perth & Kinross. A Corporate Parenting Youth Worker takes a lead role for Corporate Parenting youth work. This includes supporting the development of the Fun Young Individuals Group (care experienced young people 12-25), facilitating the individual grants scheme for care experienced young people and liaising with corporate parents/service leads to work towards better outcomes for care experienced young people both locally and nationally.

Good Practice: Fun Young Individuals (FYI)

Fun Young Individuals is a group where care experienced young people are included, valued and help shape provision by attending targeted group work sessions. Some of their key achievements include,

- Young people completed Dynamic Youth Awards
- FYI were finalists in the National Youth Award
- FYI won the Provost's Special Award at the Perth and Kinross Council Designing the Futures
- 36 care experienced young people have engaged in Fun Young Individuals.
- Care experienced young people have produced the MILESTONES film and co-delivered a training workshop to over 1500 staff
- Care experienced young people have co-produced and co-delivered workshops on language and stigma

6. Quality of care and support: independent scrutiny

6.1 Care Services for adults

Overall, regulated care services in Perth and Kinross are providing high quality care to local people. In 2018/19, 87% of our care and care services for adults were rated good or better in Care Inspectorate Inspections and this is higher than the Scotland figure of 82%.

The Care Inspectorate has been implementing new inspection models which reflect the ambition of the national Health and Social Care standards published in April 2018 and focus on the experiences and outcomes for people who use services. Six care services managed by the Health and Social Care Partnership on behalf of the Council were inspected in 2018/19.

Parkdale Care Home

Parkdale was inspected in February 2019 under the new Care Homes Inspection Framework and evaluated on 'How Well Do We Support People's Wellbeing?' and '**How well is our Care and Support Planned?**' both received Excellent (Level 6) grading. Four areas were evaluated under these key questions and all received Excellent.

Parkdale Care Home was inspected under the new Care Homes Inspection Framework

Grading awarded at the time of inspection	
How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent
How well is our care and support planned?	6 – Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent
Requirements, Recommendations and Complaints	None

Of the other 5 services inspected, 10 quality themes were assessed for the quality of Care and Support, Environment, Staffing and Management and Leadership. 2 received Excellent and 8 received Very Good. No requirements or recommendations were made at the time of these inspections.

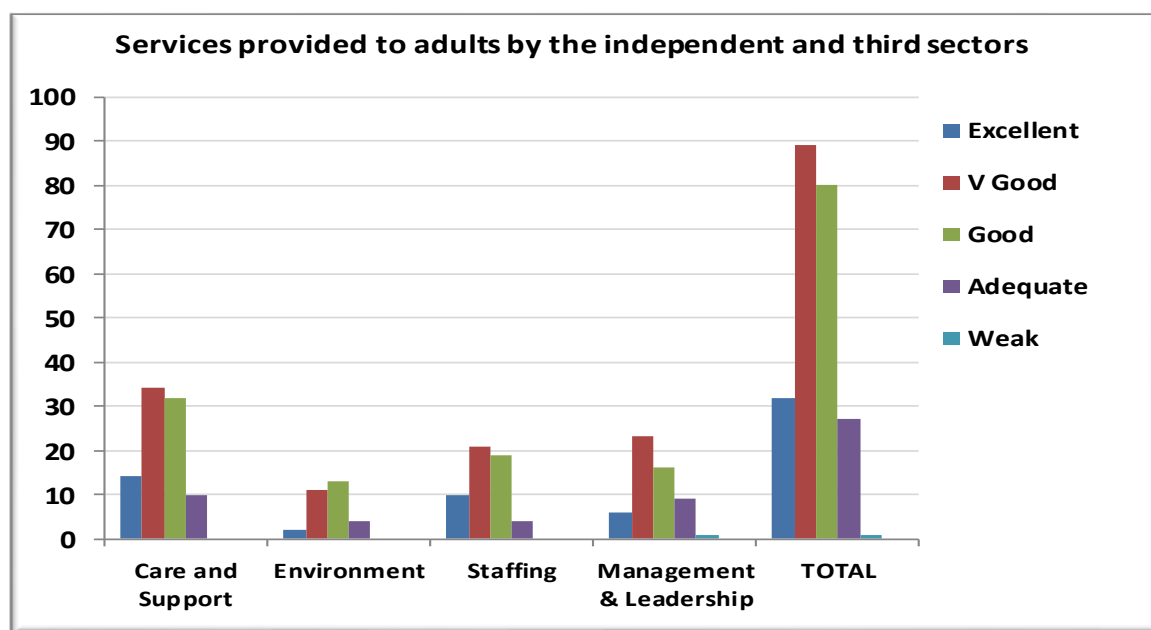
The overall assessment is that services continue to perform well and offer high quality care. The Care Inspectorate received positive feedback on all services from the people who used these services and their carers/relatives are also reported to be happy with the support they received. An analysis across the inspection findings shows that:

- Services demonstrated that they were person centred and outcome-focussed with people receiving services getting support to suit their needs.
- The involvement and participation of people who receive was valued and supported and underpinned the ways in which services were delivered.
- People were involved in planning their support which helped to meet their current, future needs and wishes, and were also actively encouraged to be involved in improving the service.
- Staff worked in a way that was person centred and enabled people to maintain independence in all aspects of their life.

6.2 Care services provided to adults by the independent and third sectors

75 inspections of care services within the independent sector were carried out by the Care Inspectorate during 2018/19. Services included Care Homes for Older People, Care at Home for Older People and Supported Living Services for people with Learning Disabilities and Mental Health. A total of 229 quality themes were assessed across quality of care and support, environment, staffing and management and leadership.

Details on grades awarded by Care Inspectorate are provided in the Chart below.



Across all the quality themes inspected for the quality of Care and Support the vast majority of gradings were good and above with very small numbers awarded a weak evaluation. No services received unsatisfactory grading.

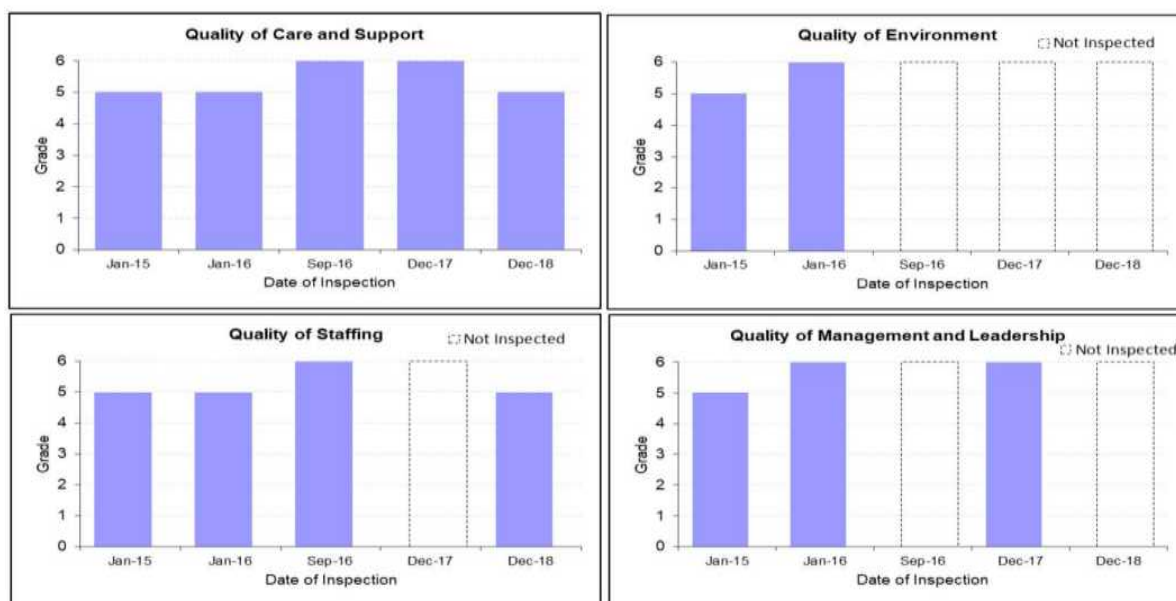
All services are committed to continuous improvement and have developed action plans in response to inspections including suggested areas for improvement by the Care Inspectorate and feedback from service users and relatives.

6.3 Care services for children and young people

Over the last year there have been reports published into two of the Council's care services for children and young people which demonstrate continued high quality of experiences for our young people who require housing support and residential respite due to complex needs and disabilities.

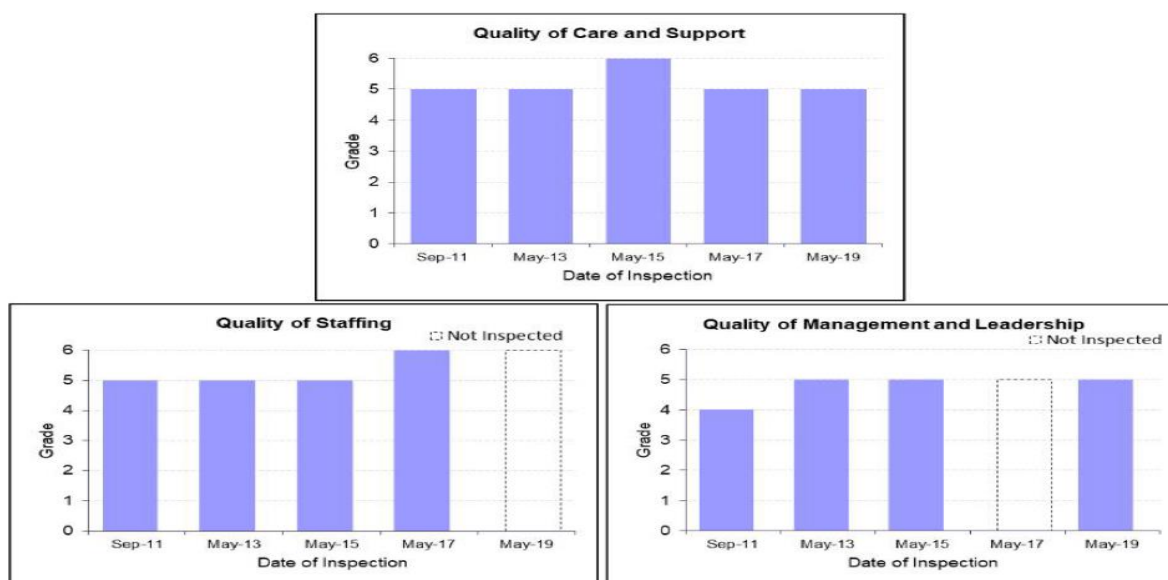
Woodlea Cottage is a care home service providing programmes and short breaks for up to five children aged from 7 to 18 with severe, complex and enduring needs arising from learning and physical disabilities. Staff also provide an outreach service to children and their families, though this is not part of the registered care service. The inspection found the Quality of Care and Support to be **Very Good** and the Quality of Staffing to be **Very Good**. The Quality of Environment and Quality of Management and Leadership were not inspected. Of particular note was that, despite the high level of maternity leave and some sickness, the service had made positive adjustments to protect the consistency of experience for young people.

Woodlea Cottage Grading History



Wellbank House provides housing support to vulnerable young people aged between 16-24 years in order that they gain the skills necessary for independent living. The service can accommodate 10 young people. Staff also provide support to young people in satellite flats based in the community. The inspection found the Quality of Care and Support to be **Very Good** and the Quality of Management and Leadership to be **Very Good**. The Quality of Environment and Quality of Staffing were not inspected.

Wellbank House Grading History



6.4 Complaints about social work services

Complaints are an important way of service users letting us know what they think about the services we deliver and are a key aspect of our quality assurance arrangements. We value what people tell us about our services by way of complaints and other customer feedback. Handling complaints effectively is an important part of good customer care. It demonstrates that services listen to the views of people who use those services and also helps identify areas for improvement.

As a result of changes in legislation the social work complaints procedure was updated from April 2017 and Complaint Review Committees are no longer part of the process. If someone is dissatisfied with a Stage 2 response they can now escalate their complaint directly to the Scottish Public Service Ombudsman.

Services have been undergoing significant transformational change to improve the way they deliver services to meet rising demand, public expectation and challenging financial times. This all has a bearing on the number and type of complaints the service receives.

Stage 2 Complaints

	Number of Complaints			Number of Complaints Acknowledged on Target		
	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
Adult Services	20	14	18	20	12	18
Children's Services	2	10	9	2	10	9
Total	22	24	27	22	22	27

During 2018/19, the majority of social work complaints were resolved at the first point of contact. 81 complaints relating to adult services and 41 complaints relating to children's services were resolved at the first point of contact.

The findings of complaints are shared with the relevant managers and across management teams to address any specific or cross-cutting issues, recommendations or improvement actions.

Key learning from complaints in 2018/19 relate to the importance of providing clear information about charging for services and the need to address delays in invoicing. The information given to service users has been improved and staff information sessions held to ensure a consistent approach.

7 Finance

The Council set a balanced budget for 2018/19 and the Annual Audit Report to the Members of Perth and Kinross Council for the year ended 31 March 2019 by KPMG concluded that the budget setting process was satisfactory and that processes demonstrate good financial management. There was an underspend of £2.5 million in health and social care at the year end with budget pressures identified for 2018/19.

To support financial sustainability, the Council identified savings requirements over five years from 2015 to 2020 in order to continue to deliver services as part of the medium term

financial plan. The 2015-20 transformation programme supports achievement of these savings through redesigning the way services are delivered to maximise efficiencies and support change.

The Council has made strenuous efforts to protect social work services and to preserve a high level of care and support for its citizens.

Adult social work and social care	2016/17* £m	2017/18* £m	2018/19 £m
Net Expenditure	58.39	52.27	52.21

* this figure includes information for Criminal Justice Services up until 2018/19.

Services for Children, Young People & Families	2016/17 £m	2017/18 £m	2018/19 £m
Net Expenditure	17.22	18.26	18.07

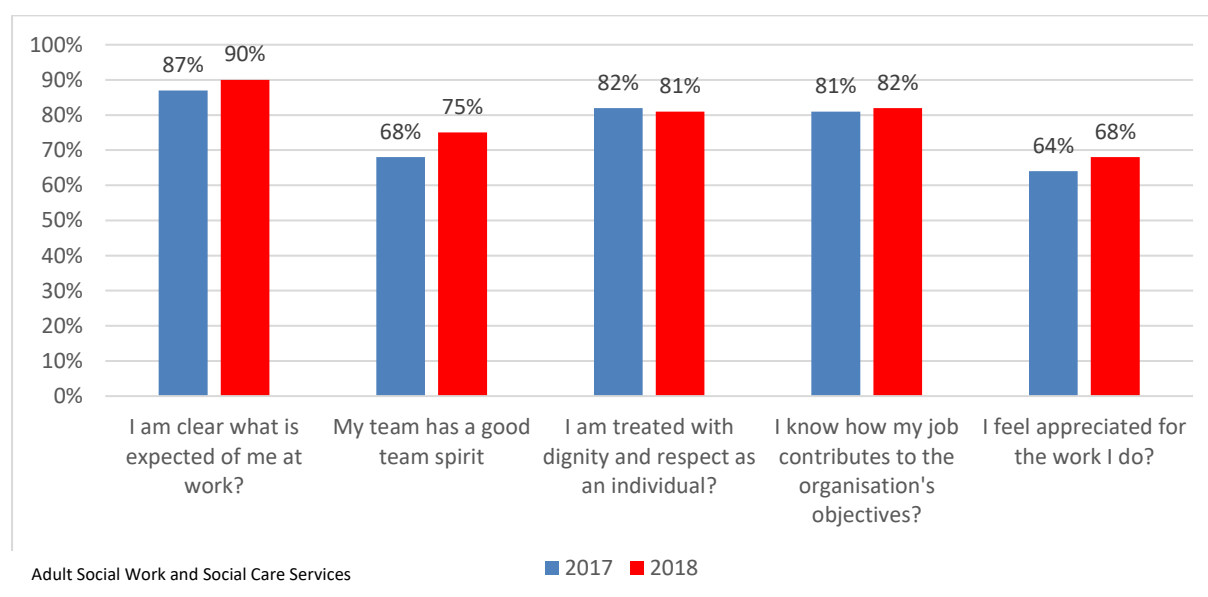
Criminal Justice Services**	2018/19 £m
Net Recurring Expenditure	2.154

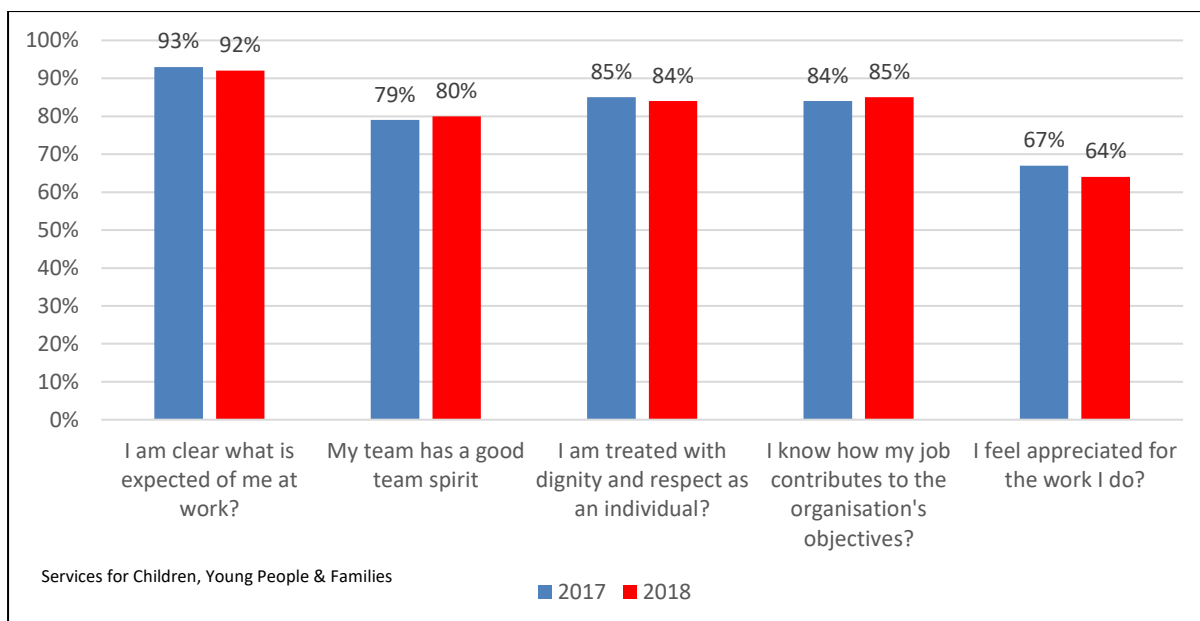
**Criminal Justice Services are funded via Scottish Government Grant.

8 Workforce

Employee Engagement

Our greatest asset is the staff of Adult Social Work and Social Care Services. It is important to have their feedback, we engage in different ways with staff and this includes providing our employees with an annual survey which are evidenced in the chart below:





Learning and Development

The Learning and Development Team's vision is to enable the best learning experience. The work of the team is grounded in the values of participation and collaboration in order to support services. Key areas of work in 2018/19 included Locality Support, Partnership Opportunities and Qualification Support.

Successes

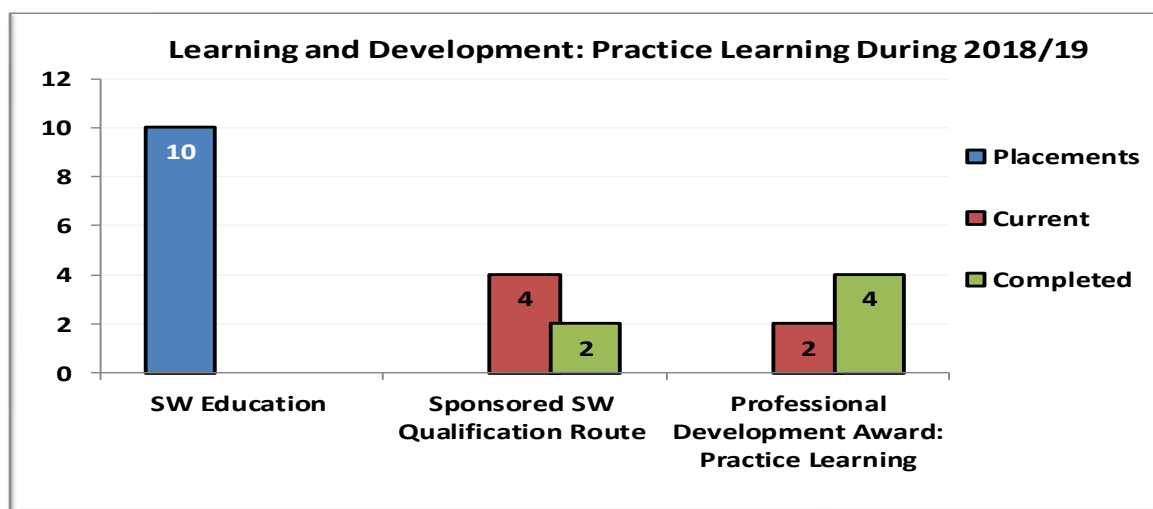
- Increased engagement of Open badges – A way of understanding and measuring the impact of learning through a tiered process. Bronze certificate for attendance, silver for written submission of reflections and Gold for a written submission of implementation into practice.
- 1st External Verification assessment since change of centre and review of SVQ. An all green assessment and a comment of exceptional.



- The launch of the 'Easy Manual Handling' App – an accessible and inclusive app to support people care for themselves and others by keeping safe when considering manoeuvres of others and self.
<https://easymanualhandling.com>
 - The support of 3 candidates on the Mental Health Officer programme – All now practising Mental Health Officers
- Partnership working with NHS Tayside in the formation of team coaches to support a collective leadership programme – Affina Team Journey.
<https://www.affinaod.com/team-tools/affina-team-journey>
- Enabled the participation of the South Locality as a test site for Scottish Government and SSSC initiated research exploring integrated workforce working. This has now led to an understanding of next steps needed in the South and highlighted areas of positive working as well as the ability to influence P&K locally and other areas nationally.
- 1st Internship for a Masters of Design for Business Student for Duncan of Jordanstone College of Art and Design, Dundee University, following involvement in the course 'Prototyping' module.
<http://pklearning.org.uk/Blog/What-is-the-role-of-a-Design-Intern>

Challenges

- Supporting Social Work Practice Placements.
- Partnership learning – how are we making best use of what we have to enable learning effectively and efficiently, with a collaborative ethos in a multi-agency partnership
- Learning Culture - How we best support the organisation and partnership in developing a learning culture and ‘think yes’ approach – securing engagement from frontline workforce and senior managers.
- Measuring the impact of learning - how we understand to what extent learners implement learning into practice, change habitual behaviour and influence culture change through, self-awareness, critical reflection and demonstration of change in practice.



Council funding supports the team to sponsor two social work assistants on to the Robert Gordon University employed route. A further two students are self-funding, with PKC providing practice learning. We continue to be a full partner in the Tayforth Professional Development Award in Practice Learning programme, contributing to teaching, assessment and verification. Senior Learning and Development officers continue to be involved with social work education programmes, providing employer input on the design and delivery of programmes, for example involvement in Stirling university programme revalidation. During 2018/19 23 candidates completed their SVQ's through supported learning - 9 at Level 2, 13 at Level 3 and 1 for Level 4.

9 Looking Forward to 2019-20

The CSWO's assessment of performance over the last year is that overall performance in securing high quality experiences for people who use social work and social care services has remained good despite major challenges. There is evidence over the last year that the robust approaches to performance management and self-evaluation within children's services are being maintained. The continued improvements in outcomes for children and young people in need of care and protection are demonstrated within this report. Within adult services, the strong partnership approach that exists at team and practitioner level is evident. Determined and committed staff are continuing to deliver a high quality of service to our citizens and 95% of people who responded to the adult social care survey report that they are treated with compassion and understanding. That is a huge achievement and demonstration of the contribution our social care and social work staff can make to

the experience of our most vulnerable citizens.

In 2020 we will see the introduction of a replacement IT system for all social work services and the CSWO is overseeing the programme board which will implement this. This provides a unique opportunity to revise out current working practices and take advantage of new technology in our everyday work.

The Perth and Kinross Offer also provides a unique opportunity for social workers to engage the most disadvantaged in our communities in the defining of a new social contract between the Council and people who use its services.

The key challenges that face social care and social work services over the next few years are highlighted in the report and include:

- financial pressures and increasing demands within adult social care;
- developing new models of support for adults with complex needs and to improve transitions from children to adult services;
- continued development of technology enabled care;
- workforce pressures within the social care sector and in particular care at home services;
- the increased demand in relation to adults with incapacity or mental disorder;
- the increase in the numbers of children and young people for whom there is a concern for their welfare or who need protection;
- the need for a continued focus on supporting children to remain within their extended families in kinship placements for children when they are no longer able to live with their parents; and
- to learn from successful transformation projects in children's services such as REACH and to identify new areas for service redesign.

National Health and Wellbeing Outcomes	
1.	People are able to look after and improve their own health and well-being and live in good health for longer
2.	People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently, and at home or in a homely setting in their community
3.	People who use health and social care services have positive experiences of those services, and have their dignity respected
4.	Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services
5.	Health and social care services contribute to reducing health inequalities
6.	People who provide unpaid care are supported to look after their own health and well-being, including to reduce any negative impact of their caring role on their own health and well being
7.	People using health and social care services are safe from harm
8.	People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide
9.	Resources are used effectively and efficiently in the provision of health and social care services