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Council Building
2 High Street
Perth
PH1 5PH

21 November 2018

A Meeting of the **Scrutiny Committee** will be held in **the Council Chamber, 2 High Street, Perth, PH1 5PH** on **Wednesday, 28 November 2018** at **13:00**.

If you have any queries please contact Committee Services on (01738) 475000 or email Committee@pkc.gov.uk.

KAREN REID
Chief Executive

Those attending the meeting are requested to ensure that all electronic equipment is in silent mode.

Please note that the meeting will be recorded and will be publicly available on the Council's website following the meeting.

Members:

Councillor Grant Laing (Convener)
Councillor Sheila McCole (Vice-Convener)
Councillor Chris Ahern
Councillor Michael Barnacle
Councillor Harry Coates
Councillor Dave Doogan
Councillor David Illingworth
Councillor Tom McEwan
Councillor Andrew Parrott
Councillor Callum Purves
Councillor Colin Stewart

Scrutiny Committee

Wednesday, 28 November 2018

AGENDA

MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.

- 1 WELCOME AND APOLOGIES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE SCRUTINY COMMITTEE OF 12 SEPTEMBER 2018 FOR APPROVAL AND SIGNATURE** **5 - 8**
(copy herewith)
- 4 UPDATE BY ARMS-LENGTH EXTERNAL ORGANISATIONS**
(i) Live Active Leisure Ltd
- 5 PERTH AND KINROSS HEALTH AND SOCIAL CARE PARTNERSHIP**
- 5(i) PERTH AND KINROSS HEALTH AND SOCIAL CARE PARTNERSHIP ANNUAL PERFORMANCE REPORT 2017/18** **9 - 86**
Report by Chief Officer, Perth and Kinross Health and Social Care Partnership (copy herewith 18/398)
Note: The above report was noted by the Perth and Kinross IJB on 28 September 2018
- 5(ii) CARE INSPECTORATE INSPECTIONS 2017-18** **87 - 98**
Report by Chief Officer, Perth and Kinross Health and Social Care Partnership (copy herewith 18/395)
Note: The above report was noted by the Perth and Kinross IJB on 28 September 2018.
- 6 HOUSING AND ENVIRONMENT SIX MONTH PERFORMANCE SUMMARY 2018/19 - EXCEPTION REPORT** **99 - 116**
Report by Executive Director (Housing and Environment) (copy herewith 18/346)
Note: The above report was submitted to the Housing and Communities Committee on 31 October 2018 and the Environment and Infrastructure Committee on 7 November 2018.
- 7 PERTH AND KINROSS CHILD PROTECTION COMMITTEE (CPC) STANDARDS AND QUALITY REPORT 2017-2018** **117 - 184**
Report by Chief Social Work Officer (copy herewith 18/320)

Note: The above report was considered by the Council on 3 October 2018

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| 8 | PERTH AND KINROSS ADULT PROTECTION COMMITTEE BI-ENNIAL REPORT
Report by Chief Social Work Officer (copy herewith 18/325)
Note: The above report was considered by the Council on 3 October 2018. | 185 - 230 |
| 9 | RAISING ATTAINMENT STRATEGY UPDATE 2018
Report by Executive Director (Education and Children's Services (copy herewith 18/352)
Note: The above report was considered by the Lifelong Learning Committee on 31 October 2018. | 231 - 276 |
| 10 | COUNCIL COMPLAINTS PERFORMANCE REPORT FOR 2017-18
Report by Head of Legal & Governance Services (copy herewith 18/396) | 277 - 296 |
| 11 | DEVELOPER CONTRIBUTIONS
Executive Director (Housing and Environment) (copy herewith 18/397) | 297 - 310 |

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PERTH AND KINROSS COUNCIL
 SCRUTINY COMMITTEE
 12 SEPTEMBER 2018

SCRUTINY COMMITTEE

Minute of meeting of the Scrutiny Committee held in the Council Chamber, 2 High Street, Perth on Wednesday 12 September 2018 at 2.00pm.

Present: Councillors G Laing, S McCole, C Ahern, K Baird (substituting for Councillor H Coates) M Barnacle, D Doogan, D Illingworth, R McCall (substituting for Councillor C Purves), T McEwan, A Parrott and C Stewart.

In Attendance: K Reid, Chief Executive; S Devlin, Executive Director (Education and Children's Services) (up to and including Art. 511); B Renton, Executive Director (Housing and Environment); R Hill, S Johnston, L Richards and N Rogerson (all Education and Children's Services up to and including Art. 510); C Mailer (up to and including Art. 511) and J Scott (both Housing and Environment); L Cameron, F Robertson (up to and including Art. 509), L Simpson, G Taylor, M Mahmood, C McCarthy (up to and including Art. 513) S Richards and D Williams (all Corporate and Democratic Services).

Apologies: Councillors H Coates and C Purves.

Councillor G Laing, Convener, Presiding.

506. WELCOME AND APOLOGIES

The Convener welcomed all those present to the meeting and apologies were noted as above.

507. DECLARATIONS OF INTEREST

Councillors C Ahern, K Baird and A Parrott all declared a non-financial interest in Art. 509(i).

508. MINUTE OF THE MEETING OF THE SCRUTINY COMMITTEE OF 18 APRIL 2018

The minute of meeting of the Scrutiny Committee of 13 June 2018 (Arts. 330-336) was submitted, approved as a correct record and authorised for signature.

509. UPDATE BY ARMS' LENGTH EXTERNAL ORGANISATION

(i) Culture Perth & Kinross.

J Smout, Chief Executive; M Kelly; and J Findlay, Culture Perth & Kinross, displayed a short video to members before providing a verbal update on online and mobile library services; a rise in museum attendances; and answering members' questions.

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Members sought assurance on matters such as: the role of volunteers; visitor attendances at museums and libraries; and digital services in rural areas.

The Convener thanked the representatives of Culture Perth & Kinross for their attendance and they left the meeting at this point.

F ROBERTSON LEFT THE MEETING AT THIS POINT.

510. EDUCATION AND CHILDREN'S SERVICES IMPROVEMENT PLAN 2018-19

There was submitted a report by the Executive Director (Education and Children's Services) (18/246) providing a summary of the key priorities for Education and Children's Services for the year ahead.

S Devlin, Executive Director (Education and Children's Services) highlighted to members that this Plan also included Criminal Justice Services.

Councillor Baird commented upon the youth representation on the Council's Lifelong Learning Committee, praising the role and approach of the two youth representatives on the Committee.

Resolved:

The contents of Report 18/246, be noted.

R HILL, S JOHNSTON, L RICHARDS AND N ROGERSON ALL LEFT THE MEETING AT THIS POINT.

511. HOUSING AND ENVIRONMENT BUSINESS MANAGEMENT AND IMPROVEMENT PLAN 2018-19

There was submitted a report by the Executive Director (Housing and Environment) (18/253) presenting the first Housing and Environment Business Management and Improvement Plan for the period 2018-19.

In response to a question from Councillor Laing regarding the 100% rent collection target, C Maller (Housing and Environment) informed members that, whilst an ambitious target, the target was consistent with the national context and averages with regards to rent collection from both social housing landlords and local authority landlords.

In response to a query from Councillor McCall regarding the aim of reducing the percentage of empty retail units in Perth & Kinross, B Renton informed members that discussions with the retailers and Perth Traders Association were ongoing, in addition to the work of the Perth City Development Board, whilst also highlighting the importance of independent retailers in Perth & Kinross.

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In response to a query from Councillor McCole regarding the number of days taken to complete approved medical adaptations, C Mailer informed members that the overall number of days did include the application process. C Mailer added that the reduced target, with regards to number of days, was due to this being regarded as an area for improvement.

Resolved:

The contents of Report 18/253, be noted.

S DEVLIN AND C MAILER LEFT THE MEETING AT THIS POINT

512. CORPORATE AND DEMOCRATIC SERVICES BUSINESS MANAGEMENT AND IMPROVEMENT PLAN 2018-21

There was submitted a report by the Depute Chief Executive (18/287) presenting the Business Management and Improvement Plan for Corporate and Democratic Services for the period 2018-21.

In response to a query from Councillor Illingworth regarding financial management and the use of the intelligent client model, B Renton informed members that all Services in the Council have benefitted from having a nominated financial controller, but that it was felt that the profile of this role needed to be raised.

Resolved:

The contents of Report 18/287, be noted.

513. SUMMARY OF FINDINGS FROM BEST VALUE ASSURANCE REPORTS: EAST RENFREWSHIRE COUNCIL, WEST LoTHIAN COUNCIL, ORKNEY ISLANDS COUNCIL, CLACKMANNANSHIRE COUNCIL, FIFE COUNCIL AND EAST AYRSHIRE COUNCIL

There was submitted a report by the Head of Strategic Commissioning and Organisational Development (18/289), examining the position of Perth & Kinross against six Best Value Assurance Reports and messages from Audit Scotland.

Councillor Parrott commented that he welcomed the pro-active approach of the report with regards to preparedness for routine inspection, and queried whether this approach could be replicated in other areas where there was routine inspection. K Reid, Chief Executive, responded by informing members that learning from Audit Scotland reports; the Local Area Network Scrutiny Panel and other inspections would always inform future inspection work for example the self-evaluation process being undertaken in relation to the forthcoming joint inspection of the Health and Social Care Partnership.

Resolved:

The contents of Report 18/289, be noted.

C MCCARTHY LEFT THE MEETING AT THIS POINT

**514. SIXTH SCRUTINY REVIEW: PLANNING ENFORCEMENT – ANNUAL
PLANNING ENFORCEMENT REPORT**

There was submitted a report by the Executive Director (Housing and Environment) (18/290) providing an update on the implementation of recommendation 3 from the Scrutiny Review of Planning Enforcement, which marks the completion of this recommendation.

Resolved:

- (i) The Committee agreed that this report satisfied recommendation 3 of the Sixth Scrutiny Review: Planning Enforcement, and therefore concluded that review.
- (ii) To note that the first Annual Planning Enforcement Report covering 2017/18 will be presented to the Environment and Infrastructure Committee at its meeting on 7 November 2018 and that thereafter, for subsequent years, the Report will be presented at the first available committee following the publication of annual performance statistics by the Scottish Government.

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## **PERTH AND KINROSS COUNCIL**

### **Scrutiny Committee**

**28 November 2018**

### **Perth and Kinross Health and Social Care Partnership Annual Performance Report 2017/18**

**Report by Chief Officer, Perth and Kinross Health and Social Care Partnership  
(Report No.18/398)**

#### **PURPOSE OF REPORT**

This report presents the Annual Performance Report for the Partnership for the year 2017/18 which was approved by the IJB Audit and Performance Committee in July. It sets out our performance against the National Health and Wellbeing Outcomes as well as our progress towards the achievement of our ambitions outlined within the Strategic Commissioning Plan 2016-2019.

#### **1. RECOMMENDATION(S)**

1.1 The Scrutiny Committee is asked to:

- (i) Note the Annual Performance Report for 2017/18.
- (ii) Note the progress towards achievement of the aims outlined within the Strategic Commissioning Plan 2016-2019.
- (iii) Note that the Annual Performance Report is being promoted and communicated through partnership websites, social media and Locality Steering Groups.

#### **2. SITUATION/BACKGROUND / MAIN ISSUES**

- 2.1 The Scottish Government, as part of its legislation on the integration of Health and Social Care services across Scotland, published guidance on the way partnerships account for their delivery of integrated services to the nine health and wellbeing outcomes for health and social care. The guidance states that Partnerships need to report annually through annual performance reports to demonstrate their effectiveness in delivering these outcomes for people and communities.
- 2.2 This Annual Performance Report for 2017/18 outlines the progress of the Perth and Kinross Health and Social Care Partnership in meeting its key priorities outlined in the Strategic Commissioning Plan. It focuses on key areas of performance as well as key areas where we need to improve in order to achieve delivery of our key objectives:

- Prevention and early intervention.
- Person centered health, care and support.
- Working together with communities.
- Reducing inequalities and unequal health outcomes and promoting healthy living.
- Making the best use of available resources.

### 3. PROPOSALS

3.1 Progress against each of the national health & wellbeing outcomes is summarised within the report and includes data on key performance as well as information on the following:

- Feedback from people who use our service – this has been interspersed throughout the document and comes from various sources e.g. national and local surveys, complaints and compliments as well as feedback for those involved in various groups.
- Priorities for improvement – the information presented within the report demonstrates the positive impact that our work is having, however there are areas where we need to do more. These improvements are highlighted under each of the outcomes and are also outlined within the 'Next Steps'.
- The indicators used to measure achievement towards the national health and wellbeing outcomes together with how we compare with the Scottish picture. It also provides some narrative and context to the data by outlining our achievements to provide a more rounded view of performance.

3.2 There is a requirement to include a section on how the Partnership's resources are used effectively and efficiently in the provision of health and social care services. For the purposes of this report this has been pulled together under Section 4 of the report.

3.3 The Perth and Kinross Partnership has made progress across a range of services which provided positive outcomes for citizens and communities. We will continue to improve and transform our services and this will be monitored and reported through the Service Management Team, The Chief Officer Group and the Integration Joint Board. Key highlights from the report being:

#### 3.3.1 Older People & Unscheduled Care

The PRI Discharge Hub has had a significant impact on ensuring timely and appropriate discharge from hospital. This is allowing for an improvement in health and wellbeing outcomes by reducing significantly the length of stay in a hospital setting and the overall risk of a delay. Furthermore the new social care "HART" Team (Home Assessment Recovery Team) has been established in further support of timely discharge and early intervention and prevention. Care Home Liaison Services have also been enhanced ensuring timely and appropriate discharge to Care Home settings. We have worked closely with clinicians at Perth Royal Infirmary and with staff across Community Hospitals to develop a sustainable service model for the future

with pathways to ensure appropriate capacity and flow in and out of the inpatient environments.

### **3.3.2. Psychiatry of Old Age**

A redesign of Psychiatry of Old Age services has been taken forward increasing the Older People's Mental Health community based teams across Perth & Kinross allowing enhanced care in people's homes. The enhanced teams are an integral part of the Integrated Care Teams in each locality. In addition a multidisciplinary Psychiatry of Old Age Liaison Service has been established supporting wards at Perth Royal Infirmary and Murray Royal Hospital with dementia care, diagnosis of delirium and managing cognitive impairment needs.

### **3.3.3. Residential Care**

A full review of residential care has been undertaken. In P&K there is a decline in demand for Residential Care Home placements in line with the national trend. The implementation of a new Care Home contract has been completed following an extensive tendering process. P&K HSCP are one of the pilot sites for the Care Inspectorate "Care About Physical Activity" CAPA improvement programme which seeks to build the skills, knowledge and confidence of our care staff to enable those they care for to increase their levels of physical activity and move more often.

### **3.3.4. Mental Health & Wellbeing**

As the IJB is responsible for hosting Inpatient Mental Health and Learning Disabilities it completed an extensive review of these services with options identified and a three month consultation on proposals for the future delivery of services. Drug and Alcohol supports in P&K are being redesigned as part of the implementation of a Recovery Orientated System of Care (ROSC) which is a Scottish Government initiative to join up services and make them easily accessible.

### **3.3.5. Carers**

The implementation of the Carers Act 2016 has been a significant programme of work, the IJB has approved eligibility criteria following consultation with key stakeholders. An extensive training programme has been developed and implemented. Additional capacity has been created through the recruitment of Carer Support Workers.

### **3.3.6. Primary Care**

During 2017/18 we provided funding to support GP capacity to work with us as a Partnership on quality, safe and cost effective prescribing. We have brought GP practices together in locality-based clusters to share information so as to improve the quality of care in the wider health & social care system.

### **3.3.7. Working in Communities**

Integrated working in localities continues to develop. The Locality Management teams are established across the three localities and are developing local multi-disciplinary teams. The development of Integrated Care Teams across the three localities in Perth and Kinross has continually

aimed at providing targeted health and social care to restore and improve the quality of life for individuals in our communities. In 2017/18 the significant restructure of social work and social care field teams was completed, ensuring a shift in resources to provide early and preventative interventions. With the support of PKAVS as the Third Sector Interface in P&K, our partnership work with the Third Sector continues to develop and strengthen. Third sector leadership has supported the development of new pathways around pain management and the strengthening of our focus on physical activity. At a local level a series of Health & Wellbeing Groups have been established across P&K to bring together Third Sector groups, residents and staff to address local issues in partnership.

#### **3.3.8. Housing**

Housing Partners are working with the partnership to ensure that there is a good supply of mainstream and supported houses, with services attached to support people to live as independently as possible.

#### **3.3.9. Staffing**

Both NHS Tayside and PKC are fully committed to the National Healthy Working Lives programme in order to support staff health and wellbeing. This programme supports workplaces in providing a positive working environment by creating a healthy workforce, a healthy workplace and a healthy organisation.

#### **3.3.10 Hosted Services**

Across our other hosted services, the Podiatry Service has successfully implemented a move to single use instrumentation in a number of areas. Furthermore, it has undertaken a review of workforce to ensure quality of access to specialist podiatry care across each locality. Within the Public Dental Service, the provision of person-centred care has continued with close community working to promote oral health prevention and intervention across all ages. Within Prison Healthcare, the completion of significant redesign of workforce has improved the effectiveness of service delivery including medicines prescribing.

3.4 A summary version of this report has also been developed which extrapolates some of the key performance and improvement information. In future years this will be developed further in an easy read format recognising the different communication needs of the population. The Annual Performance Report and summary version has been presented to the Strategic Planning Group.

3.5 Fitting with the modernising performance agenda this report is intended to be accessed online however hard copies will also be made available.

3.6 Since publication of the Annual Performance Report four Strategic Programme of Care Boards have been put in place in support of ensuring the delivery of our Strategic intent and ambition. These Boards being:

- Older People's and Unscheduled Care Board (OPUSC)
- Mental Health & Wellbeing Board (MHWB)



- Carers Board
- Primary Care Board (PCB)

Prioritised actions for strategic delivery and improvement will be delivered through these Boards. The Boards will report on progress via their respective performance frameworks to the Strategic Planning and Commissioning Board. Operational delivery sits with the Locality Management Teams and Integrated Care Teams.

#### 4. CONCLUSION

- 4.1 This report provides a summary of the Health and Social Care Partnership's performance in meeting key objectives set out in the strategic plan and the achievement towards the national health and wellbeing outcomes. It highlights areas of good performance based on qualitative and quantitative information and outlines key areas for improvement.

#### Author(s)

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



Perth and Kinross Health and Social Care Partnership

# Annual Performance Report 2017/18



Perth and Kinross  
Health and Social  
Care Partnership

Supporting  
healthy and  
independent  
lives



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# Introduction

Robert Packham  
Chief Officer



*Welcome to the second annual review of the performance of the Perth and Kinross Health and Social Care Partnership. This is the second annual performance report since the Perth and Kinross Health and Social Care Partnership came together in 2016. As we completed our second year, we have continued to focus our efforts on providing services that improve the lives of local people.*

Our Strategic Commissioning Plan places a lot of emphasis on the need for services and support to intervene early to prevent later, longer term issues arising. It aims to enable people to manage their own care and support by taking control and being empowered to manage their situation. Where this is not possible, our aim is for services to target resources where they are needed most, reducing ill health and deterioration and ultimately reducing health inequalities.

To enable the Partnership to fulfil this vision, we have focused on these five objectives:

- 1 Prevention and early intervention:**  
*intervening early to prevent later issues and problems arising.*
- 2 Person-centred health, care and support:**  
*putting people at the heart of what we do, listening, empowering and supporting.*
- 3 Working together with our communities:**  
*recognising the wealth of knowledge, experience and talents that local people have within their communities.*
- 4 Reducing inequalities and unequal health outcomes and promoting healthy living:**  
*focusing our efforts on those who most need care and support.*

**5 Making best use of available facilities, people and other resources:**

*spending our time and money wisely, focusing on what will make the biggest impact to meet the above priorities.*

Our five key objectives detailed within our Strategic Commissioning Plan link directly to the nine National Health and Wellbeing Outcomes set out by the Scottish Government (please refer to Appendix 1 attached). These outcomes provide a useful roadmap for us as we demonstrate our progress against them.

In this report, we look back on the progress we have made, share some of our successes and reflect on some areas that have proved challenging. These themes run through each of the sections within this report, the contents of which are defined by legislation and measure:

- Scottish Government's National Health and Wellbeing Outcomes (ref Appendix 1)
- Financial Planning and Best Value
- Performance in respect of localities
- Inspection of services
- Review of our Strategic Plan

## Section 1: Our vision for Health and Social Care 2016-2019

### Our Vision

*We will work together to support people living in Perth and Kinross to lead healthy and active lives and live as independently as possible with choice and control over the decisions they make about their care and support. Our aim is to improve the wellbeing and outcomes of people living in Perth and Kinross, to intervene early and work with the third and Independent Sectors and communities, to prevent longer term issues arising.*

In our Strategic Commissioning Plan we describe key aspirations and a vision for the future delivery of health and social care services:

- *what we see as our future health and social care system;*
- *key transformation projects and changes to meet these challenges;*
- *how staff will be supported to deliver integrated services;*
- *the whole system as we prepare for the future.*

The strategic plan is currently being reviewed to ensure our vision and objectives are fit for the next stage of our integration journey. This report summarises our progress over the past year in meeting our key priorities and challenges and analyses performance around the 9 national outcomes for health and social care, as well our five objectives.

### Review for the Year

The Integrated Joint Board (IJB) strategic ambitions sit alongside operational imperatives across a wide range

of services. This creates a very challenging landscape to deliver major service redesign at the pace expected. However much progress has been made including:

#### Older People and Unscheduled Care

- *During the year, the fully implemented **Discharge Hub at Perth Royal Infirmary** has had a significant impact on ensuring timely and appropriate discharge from hospital, improving health and wellbeing outcomes by reducing significantly the length of stay in a hospital setting and the overall risk of a delay. Furthermore, a new social care 'HART' team (Home Assessment Recovery Team) has been established in further support of timely discharge and early intervention and prevention. Care Home Liaison services have also been enhanced ensuring timely and appropriate discharge to Care Home settings. A better locality focus on Care Home Liaison has also been established.*



- A redesign of **Psychiatry of Old Age (POA)** services has been taken forward increasing the Older People's Mental Health community-based teams across Perth and Kinross allowing enhanced care in people's homes. The enhanced teams are an integral part of the Integrated Care Team in each locality. In addition a multidisciplinary POA Liaison Service has been established supporting wards at Perth Royal Infirmary and Murray Royal Hospital dementia care, diagnosis of delirium and managing cognitive impairment needs.
- During the year, a **full review of residential care** was undertaken. In Perth and Kinross there is a decline in demand for residential Care Home placements in line with the national trend. However demand for nursing Care Home placements continues to increase and further investment will be required moving forward.
- We have worked closely with clinicians at Perth Royal Infirmary and with staff across Community Hospitals to develop a **sustainable service model for the future** with pathways that ensure appropriate capacity and flow in and out of the inpatient environments.
- The implementation of a **new Care at Home contract** was completed following an extensive tendering process. The demand of care at home continues to increase however and the sector has struggled to keep pace with demand. A review of the sustainability of the current service model is required.
- Perth and Kinross HSCP are one of the pilot sites for the Care Inspectorate **'Care About Physical Activity'** CAPA improvement programme which seeks to build the skills, knowledge and

confidence of our care staff to enable those they care for to increase their levels of physical activity and move more often. This involves 13 Care Homes, 4 day care services, 2 sheltered housing organisations and 5 Care at Home Providers.

- **Health pathways** have been developed and are being implemented within Community Nursing Teams across Perth and Kinross. This development is part of the National Health Service Trust (NHST) Transforming District Nursing Programme for Frailty Pathways and Deteriorating Patient Pathways.

### Mental Health and Wellbeing

- As the IJB responsible for hosting **Inpatient Mental Health and Learning Disabilities**, we have completed an extensive review of these services with options identified and a three month public consultation on proposals for the future delivery of services. The preferred option will see the relocation of all 4 General Adult Psychiatry wards at the Carseview Centre in Dundee and all Learning Disability Inpatient Wards relocated to Murray Royal Hospital in Perth.
- Drug and Alcohol support in Perth and Kinross are currently being redesigned as part of the implementation of a **Recovery Oriented System of Care (ROSC)** which is a Scottish Government initiative to join up services and make them easily accessible.
- The **Suicide Prevention Programme** in Perth and Kinross continues to be promoted by the Health and Social Care Partnership.





- The most recent Scottish Public Health Observatory (ScotPHO) figures indicates that the suicide rate for Perth and Kinross matches that of Scotland overall (13 per 100,000 population). Through the funded post of Suicide Prevention Assistant Project Officer in 2017, it was possible to erect new signage at locations of concern along the riverside in Perth City; run a suicide prevention awareness campaign; and pull together guidance for employers to help them put policies in place for suicide/self-harm.

A comprehensive suicide prevention programme continues to be run, 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.

- **Collaboration with colleagues across Tayside** resulted in the Suicide? Help! App and website being updated, enabling people with thoughts of suicide to put their own Safety Plan in place.
  - Funding was provided to a range of projects, including counselling and support projects with CAIR, Mindspace, Perthshire Women's Aid, and the Rape and Sexual Abuse Centre.
  - A grant awarded to the Samaritans enable them to continue to recruit and train volunteers - they provide a listening service to over 7,000 callers a year, of whom more than 20% present suicidal ideation.

- Monies are also provided to the **Tayside Multi Agency Suicide Review Group**, who analyse cases of suicide to establish if there is learning for services to help prevent suicides in the future. The Bereaved by Suicide Project run jointly through the Early Intervention and Prevention Team and Police Scotland continues to provide vital support for people bereaved by suicide - since January 2017, this involved 15 people affected by 7 suicides.

### Carers

- The **implementation of the Carer's Act 2016** has been a significant program of work, the IJB approved eligibility criteria during the year following consultation with key stakeholders. An extensive training programme has been developed and implemented and additional capacity has been created through the recruitment of carer support workers. Further significant investment will be required moving forward.
- We know many people who provide an unpaid caring role may be unaware of the support they could receive, so we want to **radically improve support for carers**, particularly access to flexible respite. We have focused on delivering a much more tailored approach to support and care for each individual and/or carers so that they are better supported to maintain or improve their quality of life.

### Primary Care

- During 2017/18, we provided funding to support GP capacity to work with us on **quality, safe and cost-effective prescribing**.



*The program of engagement will step up further in 2018/19.*

- We have brought GP practices together in **locality-based clusters** to share information so as to improve the quality of care in the wider health and social care system and secondary care.

### Working in Communities

- Integrated working in localities continues to develop. The **locality management teams** are established across the three localities and they are developing local multi-disciplinary teams. A number of different organisational development techniques have been used to support this including action learning sets to facilitate this work.
- The development of **Integrated Care Teams (ICTs)** across the three localities in Perth and Kinross has continually aimed at providing targeted health and social care to restore and improve the quality of life for individuals in our communities. A Person-Centred Framework has been developed for the purposes of identification of a named key worker.
- During 2017/18 the **significant restructure of social work** and social care field work teams was completed, ensuring a shift in resources to provide early and preventative interventions. Moving forward we will be working with communities to support the work that they can do to reduce isolation and loneliness. This shift in resources has also enhanced the work of the hospital discharge team and has supported the capacity and flow programme.

- With the **support of PKAVS as the Third Sector Interface** in Perth and Kinross, our partnership work with the Third Sector continues to develop and strengthen. The Third Sector Health & Social Care Strategic Forum now extends to 118 members across 43 organisations. The Forum serves as an important conduit for the engagement of the Third Sector around the partnership's business at a strategic level. It enables new connections to form, Third Sector influence on strategies and plans, and joint action.
- Third Sector leadership has supported the **development of new pathways** around pain management and the strengthening of our focus on physical activity. At a local level, a series of **Health & Wellbeing Groups** have been established across Perth and Kinross to bring together Third Sector groups, residents and staff to address local issues in partnership and progress ideas and innovations.

### Housing

- We have **worked with housing partners** to make sure there's a good supply of affordable mainstream and supported housing, with services attached to support people to live as independently as possible. We completed an extensive research programme with various agencies regarding specialist housing. The focus of the project was to understand how current supported accommodation in Perth and Kinross is working for people living there, and what the future housing demand will be for people with housing care and support needs. Further details on the project are provided on Page 15.



## Staffing

- Both NHS Tayside and Perth & Kinross Council are fully committed to the **National Healthy Working Lives** programme in order to support staff health and wellbeing. This programme supports workplaces in providing a positive working environment by creating a healthy workforce, a healthy workplace and a healthy organisation. NHS Tayside sites have achieved a range of Silver and Gold awards with Perth & Kinross Council having achieved Silver award level throughout the organisation.

Through the Healthy Working Lives Programme Perth & Kinross Council and NHS Tayside staff have also had access to a whole range of training including Mentally Healthy Workplace, Resilience and Wellbeing, Managers Competencies and Alcohol and Drugs in the workplace.

## Corporate

- The role of the **Executive Management Team** has been strengthened and this pivotal group now provides scrutiny review and support to all key transformation projects across the Partnership.
- Work has continued on the **Workforce Organisational and Development Plan** and on receipt of the national guidance we will develop a three year plan.

## Hosted Services

- Across our other hosted services, the **Podiatry Service** has successfully implemented a move to single use instrumentation in a number

of areas. Further it has undertaken a review of workforce to ensure equity of access to specialist podiatry care across each locality. Within our **Public Dental Service**, the provision of person-centred care has continued with close community working to promote oral health prevention and intervention across all ages. Within **Prisoner Healthcare**, the completion of significant redesign of workforce has improved the effectiveness of service delivery including medicines prescribing.

- We have implemented the **National Dental Inspection Programme** where all Primary 1 and 7 children attending local authority schools across Tayside are offered a screening for dental disease under standard inspection conditions. Oral Health Improvement Team provides the **Childsmile Programme** which has universal and targeted aspects focussed on children, particularly those with the highest disease burden and/or higher disease risk.

## Key Priorities Looking Forward to 2018/19

The Partnership has a number of key priorities focused on ensuring future sustainability of services:

- We will take forward the development of our **Primary Care Improvement Plan** aimed at ensuring that the benefits set out in the new contract for GPs are realised.
- We plan to expand **Technology Enabled Care** in the year ahead and enable people to choose the way their care support are provided. This will complement our support to carers and reduce the need for Care at Home where this is appropriate.



- We will increase our **support to carers** through further enhanced community support, enabling people to remain at home for longer and avoiding unnecessary admissions and longer stays in hospital.
- For **Inpatient Mental Health** services the planning for and implementation of approved transformational changes will be taken forward. This will for example include a review of the current inpatient drug and alcohol service.
- We will finalise the review of **Inpatient model for Tay Ward, Stroke Services and our Community Hospitals**. This forms a significant part of the wider development of a Perth & Kinross Integrated Clinical Strategy. The timescales for this will be determined by the broader NHS Tayside review of *Unscheduled Care* for which an *Option Appraisal* is to be completed by July. This will include a review of *Emergency Department and General Medical Wards at PRI* which form part of the IJB's large hospital set-aside budget.
- There will be a further review of **Psychiatry of Old Age Inpatient Services** with an even greater focus on community-based provision through the Integrated Care Teams in each locality.
- Within **Prisoner Healthcare** we will work with the Scottish Prison Service to consider implications of a move to Smoke Free Prisons in October 2017. NHS Tayside Mental Health Inpatient Units became smoke free which aligned them with the other secondary care units.

- We continue to **promote health and wellbeing** of our wider community and supported this through a range of activities, partnership events to promote mental wellbeing, self-management and to improve access and tackle inequalities.

## What are our key challenges in delivering these key priorities?

Supply of care staff remains a significant challenge across the care sector from Care at Home through to medical staff in our hospitals. We will continue to work with partners in the independent and Third Sector to improve supply recruitment and retention of staff across the partnership in order to make sure that people can be supported to live independently in the community. This year will prove to be a significant challenge with the planning and implementation of the approved changes to both the inpatient and community services for Mental Health and Learning Disability and Low secure inpatient services.

In 2018/19 there will be:

- *locally-based integrated, multi-agency teams including GPs, pharmacies and the Third and Independent Sector to facilitate opportunities for more personalised, joined up care and support for people;*
- *continued delivery of outreach activities to promote health and wellbeing;*
- *work with our communities to design our services around prevention and early intervention. Services will be designed with our local communities who are well-suited to enable early, preventive support, encouraging people to live independent and active lives;*



- *a focus on reducing inequalities and unequal health outcomes and promoting healthy living: focusing our efforts on those who most need care and support.*

## Performance Review

The Ministerial Strategic Group for Health and Community Care (MSG) agreed a suite of indicators that will be used by Integration Authorities to measure progress under integration. These agreed indicators are in Table 1 below and show our current 2017/18 values against previous year 2016/17 values.

We are making good progress in all these indicators and our work to ensure effective and appropriate flow into and from our hospital services has impacted positively on both levels of delayed discharge and unplanned admissions. The exception is A&E attendances which shows a slight 2.1% rise in attendances since last year. We will monitor this indicator to help us understand what different strategies we can introduce that may reduce this number.

**Table 1: MSG Indicators**

| MSG Indicator | MSG Description                                                             | Perth and Kinross Total Previous Year 2016/17 | Perth and Kinross Current Year 2017/18 | Perth and Kinross YTD difference from 2016/17 |
|---------------|-----------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------|-----------------------------------------------|
| 1a            | Emergency admissions                                                        | 15,128                                        | 15,021                                 | ↓107                                          |
| 2a            | Unscheduled hospital bed days                                               | 111,324                                       | 102,451                                | ↓8,873                                        |
| 3a            | A&E attendances                                                             | 31,825                                        | 32,506                                 | ↑681                                          |
| 4.1           | Delayed discharge bed days**                                                | 19,176                                        | 16,785                                 | ↓2,391                                        |
| 5.1           | Proportion of last 6 months of life spent at home or in a community setting | 88.27%                                        | 89.64%                                 | ↑1.37%                                        |
| 6.1           | Percentage of population at home unsupported                                | 97.97%                                        | 98.00%                                 | ↑0.03%                                        |

\*\* All ages including complex cases



## **Section 2:** Our performance in relation to the 9 National Health and Wellbeing Outcomes

### **Partnership Objective 1**

*Prevention and early intervention: intervening early to prevent later issues and problems arising.*

### **National Health and Wellbeing Outcome 1**

*People are able to look after and improve their own health and wellbeing and live in good health for longer.*

*We will do this by working together to make sure people are supported to lead as independent, healthy and active lives as possible.*

**The following section provides detail on performance and achievements using indicators, progress on improvement areas and stakeholder feedback including case studies.**



## How did we do?

**Table 2** below summarises some key indicators which support the National Health and Wellbeing Outcome 1.

| Indicator                                                                                               | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | How we<br>compared to our<br>last Perth and<br>Kinross result | How we<br>compared to<br>the Scottish<br>Average | 2017/18<br>Scotland<br>Average |
|---------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------------------------------------|--------------------------------------------------|--------------------------------|
| % of adults able to look after their health very well or quite well.<br>(Source HACE**)                 | 95%*                            | n/a                             | 95%                             | no change                                                     | ↑2%                                              | 93%                            |
| Rate of emergency admissions per 100,000 population for adults.                                         | 11,040                          | 11,158                          | 10,762                          | ↓396                                                          | ↓1,197                                           | 11,959                         |
| % of people requiring no further services following Reablement.                                         | 38%                             | 34%                             | 31%                             | ↓3%                                                           | n/a                                              | n/a                            |
| Within 12 Months of a Diagnosis of Dementia, all patients will have commenced Post Diagnosis Support*** | 94%                             | 98%                             | 100%                            | ↑2%                                                           | n/a                                              | n/a                            |

How we compared to our previous year/period performance or National Average:

**Red** = performance is declining above tolerance level;

**Amber** = performance is declining but within tolerance level;

**Green** = performance is improving.

\* 2015/16 recalculated by Scot Gov with new weighting. \*\* HACE survey is undertaken every two years therefore information is not available for 2016/17. \*\*\* Refined measure for Dementia Diagnosis for 16/17 and onward - Source NHS MIDAS system.





People of Perth and Kinross are reporting that they are **able to look after their health very well**. Whilst this is unchanged over the last 2 years, it remains higher than the Scottish average and is encouraging for our focus on prevention and early intervention.

- **Emergency Admissions**

*Our rate of emergency admissions has improved against our previous year's rate: a reduction of 3.5% is a good reduction in the number of people being admitted to hospital in an emergency. This rate is also better than the national average. Over the same period we have seen a 7.4% reduction in the number of hospital bed days taken up by these emergency admissions, which means people are spending less time in a hospital bed after an emergency admission. Although these indicators are showing good improvement we recognise with an aging population that work needs to continue to further reduce this rate. We will continue to focus on increasing the number of people who we can support to live safely at home for longer. The ongoing focus on early intervention and prevention and the hospital Front Door Model to ensure appropriate admissions into hospital are some of the strategies that will contribute to reducing further our rate of emergency admissions.*

- **Reablement Services**

*Although the number of people who require no further services following Reablement has dropped since last year, this is because we are supporting a very elderly population with increased frailty. This means it is less likely for us to reable these people to full independence.*

- **Post-Diagnostic Support**

*The number of people with post-diagnostic support has moved to 100%. This is a reflection of the hard work of our community teams to improve processes and ensure that people with dementia are supported to live safely in their communities.*

## What else have we achieved?

- **Social Prescribing**

*Through our current model of social prescribing we have made progress in the establishment of an infrastructure for the prescribing of physical activity and weight management. There is strong evidence that this will improve the wellbeing of the population of Perth and Kinross and avoid some of the future costs of a physically unhealthy population.*

- **Long-Term Conditions and Self-Management**

*People experiencing long-term conditions are learning self-management techniques such as goal-setting, problem-solving, the benefits of healthy eating and physical activity, relaxation, managing symptoms, and medication compliance. The increasing demand from clinicians, particularly those delivering pain services, mental health and diabetes care pathways, for sources of support other than medical prescriptions is increasing and we aim to reduce the burden of polypharmacy and develop a number of options.*

- **Reducing Social Isolation**

*In response to a national awareness campaign highlighting the impact of social isolation, particularly in older adults with multiple morbidities, Perth and Kinross is responding with a particular focus on developing the social aspects of walking, cycling, swimming, gardening and walking football. As set out in the recommendations from the Fairness Commission we will seek to provide opportunities for all people at all ages and abilities to participate in physical activity with a priority of reducing inequalities. Through a series of local engagement events across Perth and Kinross, PKAVS produced a report looking at the contributors to loneliness and social isolation and community ideas and aspirations*



to address key issues. The report will help inform locality action in the coming year.

- **Living Independently**

The population of Perth and Kinross is changing and those using services are older and living at home with complex needs. We have seen yearly increases in the numbers of people receiving Intensive Care at Home. Our reablement service has shown a reduction in the number of people who no longer require a service following reablement. However, this is a crucial service that continues to demonstrate good outcomes for service users with almost a third of people leaving the service and able to live independently in the community.

The transformation of the Reablement Service to become the Home Assessment and Recovery Team (HART) will continue to support our aim to work with vulnerable people to support improved independence.

- **Special Needs Housing Research Project**

Working with our partners in housing, the Special Needs Housing Research Project sought to understand how current supported accommodation in Perth and Kinross is working for people living there, and what the future housing demand will be for people with housing, care and support needs to be able to live independently in the community and prevent them going to more institutional settings.

- The focus of the research was on older people, people with learning disabilities, Autism Spectrum Conditions, physical disabilities, Profound and Multiple Learning Disabilities (PMLD) and mental health needs. The project was influenced by feedback from over 500 people including staff, families, and individuals with special

needs. This was undertaken mainly through focus groups, interviews and visits to supported living projects in Perth and Kinross.

- The feedback found that current accommodation with support options in Perth and Kinross is highly valued by the people who live there. Overall, feedback was very positive in relation to the models of accommodation, the choices available to support independent living as well as recovery and rehabilitation; staff support was also one of the most positive aspects highlighted, and was seen to be just as important as the accommodation itself.

The challenge for the future is to improve pathways from hospital to community, along with information about housing options for people with care and support needs.

## Case Study

### Supported Accommodation

One individual with a learning disability has been living in supported accommodation for 6 years. They said they feel supported through the care and help they receive, and it's more comfortable than where they were previously. They said the best thing is keeping busy - they said if they were not supported to have hobbies, they'd be sitting doing nothing. They felt living in this accommodation has made a very big difference because before they were alone and not doing a lot. They felt the people they share the home with are their friends, and it's important to have friends and company. They love where they live - "It's the first time I'm getting a future and there's a lot in my future now".

## Improvement Areas for 2018/19

- *The new General Medical Services (GMS) arrangements will allow for a robust focus on long-term condition management through early intervention and prevention and promotion of self management. A Primary Care improvement plan will be taken to the June IJB for approval.*
- *Social Prescribing is being taken forward as a priority area in the Health and Social Care Partnership (HSCP). A partnership group was established to develop a strategic approach, and we have invested in three new social prescribing posts - one per locality. The Partnership is gaining more detailed understanding of effective social prescribing models; next steps will be to agree a vision and approach that works for local infrastructures*
- *We are planning future housing for people with particular needs, including people with learning disabilities, physical disabilities, mental health needs and older people, developing new build and supported accommodation over the next five years. Work is underway to improve housing options in mainstream housing as well as prioritising the development of specialist accommodation for people with complex needs. A housing project for people with Autism Spectrum Condition is being developed and should be ready for occupation in 2019.*
- *In partnership with housing, we will commission a new floating housing support service to support people to maintain their housing, promote health and wellbeing and improve connections for people in their local communities*

- *Health interventions and physical activity for people who are at the highest risk of ill health to prevent illness including smoking, alcohol and drug use, oral health, sexual health and undernutrition.*
- *Varied local initiatives will take place to encourage physical activity and social interaction.*

### The 'Luncarty Alive' Group

The Luncarty Alive Group aims to encourage an active and healthy life for people who have physical limitations or health conditions.



[www.youtube.com/watch?v=fiV84Yumjmk](https://www.youtube.com/watch?v=fiV84Yumjmk)



## Partnership Objective 2

*Person-centred health, care and support - putting people at the heart of what we do, listening, empowering and supporting.*

## National Health and Wellbeing Outcome 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.*

*We want people to have the health and care services they need within their local communities and to empower people to have greater control over their lives.*

## National Health and Wellbeing Outcome 3

*People who use health and social care services have positive experience of those services, and have their dignity respected.*

*We are working in partnership with individual service users, carers, tenants and a range of other stakeholders to develop and improve services through individual and community engagement, service satisfaction surveys, user reference groups, service planning groups and tenant scrutiny groups.*

The following section provides detail on performance and achievements using indicators, progress on improvement areas and stakeholder feedback including case studies.



## How did we do?

**Table 3** below summarises some key indicators which supports the National Health and Wellbeing Outcomes 2 and 3.

| Indicator                                                                                                                          | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | How we<br>compared to our<br>last Perth and<br>Kinross result | How we<br>compared to<br>the Scottish<br>Average | 2017/18<br>Scotland<br>Average |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------------------------------------|--------------------------------------------------|--------------------------------|
| Percentage of adults supported at home who agree that they are supported to live as independently as possible.<br>(Source: HACE**) | 81.00%*                         | n/a                             | 83.00%                          | ↑2.00%                                                        | ↑2.00%                                           | 81.00%                         |
| Rate of emergency bed day per 100,000 population for adults.                                                                       | 124,651                         | 118,566                         | 109,842                         | ↓8,724                                                        | ↓5,676                                           | 115,518                        |
| Readmissions to hospital within 28 days of discharge per 1,000 admissions.                                                         | 115                             | 117.97                          | 109.7                           | ↓8.27                                                         | ↑13                                              | 96.7                           |
| Proportion of last 6 months of life spent at home or in a community setting.                                                       | 87.90%                          | 88.27%                          | 89.64%                          | ↑1.37%                                                        | ↑1.38%                                           | 88.26%                         |
| Percentage 65+ with intensive social care needs receiving care at home.                                                            | 32.00%                          | 37.00%                          | 38.00%                          | ↑1.00%                                                        | n/a                                              | n/a                            |
| Number of people using SDS Options 1 and 2 as a percentage of all people accessing services via SDS.                               | 11.70%                          | 14.40%                          | 18.6%                           | ↑4.20%                                                        | n/a                                              | n/a                            |
| Percentage of adults with intensive needs receiving care at home.                                                                  | 58.00%                          | 60.00%                          | n/a                             | n/a                                                           | n/a                                              | Not available until Dec 2018   |

How we compared to our previous year/period performance or National Average:

**Red** = performance is declining above tolerance level; **Amber** = performance is declining but within tolerance level;

**Green** = performance is improving.

\* 2015/16 recalculated by Scot Gov with new weighting. \*\* HACE survey is undertaken every two years therefore information is not available for 2016/17.

There have been improvements in a number of areas which has seen an increase in the number of people remaining at home with increased support needs. This information supports our vision to have the health and care services they need in their local communities. We will continue to strive to provide the necessary support to enable people to live in their own home or community setting in the last six months of life with the previous table showing a slow upward trend for that indicator that is also above the national average.

- **Supported to Live Independently**

*We are above the national average for the number of adults who agree they are supported to live independently at home. In spite of the challenges in delivering care at home, we support increasing numbers of older people to live independently at home and have a good range of sheltered and supported housing options for vulnerable people with complex needs. We recommissioned Care at Home services delivered by the Independent and Third Sector and the full transition to new contracts was completed in August 2017. We will continue to work with care at home providers to create a more flexible, outcome-focussed care at home service for local people.*

- **Reduction in Emergency Bed Days**

*There has also been a 7.4% reduction in the number of hospital bed days taken up by emergency admissions. And although these have reduced we recognise that, with an aging population, work needs to be ongoing to both maintain and further reduce this rate. To that end we need to continue to focus on increasing the number of people who live at home with intensive support needs and we will continue to invest in this area. The investment in a frailty model and front door model should contribute towards this.*

- **Readmissions to Hospital**

*Although there has been a reduction in the emergency readmission rate for Perth and Kinross residents, the rate is still higher than the Scotland figure. Having a high proportion of elderly people in the Perth and Kinross population, along with the more complex needs of that elderly population will have contributed towards this. This national outcome remains a priority for the HSCP.*

- **Proportion of Last 6 Months of Life Spent at Home or in a Community Setting**

*Annual figures show improvements in this area, the 2017/18 (89.64%) figure sits above the national average. The strategic direction for Palliative and End of Life Care in Scotland is to ensure the patient, relatives and carers are kept at the centre of decision-making that will influence the care requirements for each individual. Each person's individual wish regarding their choice of where they wish to die should be carefully considered and met to the best of our ability. In Perth and Kinross the Partnership focus on delivering end of life care where the patient's choices demonstrates a commitment to achieving this as much as is possible. Each year we have been improving the journey for people receiving palliative or end of life care by enabling more to die in their own home or a homely setting.*

- **Percentage 65+ with Intensive Social Care Needs Receiving Care at Home**

*The number of individuals requiring 10.5 hours per week is increasing slowly representing those who have complex care needs. Given the demographics we would expect this to rise over the next few years reflecting a shift in the balance of care.*



- **Self-Directed Support**

*The rise in the number of people using Self-Directed Support (SDS) continues to expand and enable people to choose the way their care and support are provided, promoting choice and control. The challenge for services is to work to increase options for people to exercise their choice and make sure they have control over their service that the legislation seeks to empower people to achieve.*

## What did people say about our services?

We work in partnership with individual service users, carers, tenants and a range of other stakeholders to develop and improve services through individual and community engagement, service satisfaction surveys, user reference groups, service planning groups and tenant scrutiny groups.

Underpinning the way we deliver health and social care, the national Health and Social Care Standards - My Support, My Life (published 9 June 2017), set out what people should expect when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone, to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld. The Standards are underpinned by five principles: dignity and respect, compassion, be included, responsive care, and support and wellbeing.

- *I experience high-quality care and support that is right for me.*
- *I am fully involved in all decisions about my care and support.*
- *I have confidence in the people who support and care for me.*
- *I have confidence in the organisation providing my care and support.*
- *I experience a high-quality environment if the organisation provides the premises.*

**The following section provides key findings from various surveys carried out across the Partnership.**



## How did we do?

**Table 4** below highlights results from HACE surveys which lets us see what people think of the services they have received.

| Indicator                                                                                                                                 | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | How we<br>compared to our<br>last Perth and<br>Kinross result | How we<br>compared to<br>the Scottish<br>Average | 2017/18<br>Scotland<br>Average |
|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------------------------------------|--------------------------------------------------|--------------------------------|
| Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided.<br>(Source: HACE**) | 82%*                            | n/a                             | 78%                             | ↓4%                                                           | ↑2%                                              | 76%                            |
| Percentage of adults supported at home who agree that their health and care services seemed to be well co-ordinated.<br>(Source: HACE**)  | 76%                             | n/a                             | 75%                             | ↓1%                                                           | ↑1%                                              | 74%                            |
| Proportion of care and care services rated good or better in Care Inspectorate inspections.                                               | 85%                             | 83%                             | 88%                             | ↑5%                                                           | ↑3%                                              | 85%                            |

**RAG:** RAG is against our previous year/period performance. **Red** = performance is declining above tolerance level;  
**Amber** = performance is declining but within tolerance level; **Green** = performance is improving.

\* 15/16 recalculated by Scot Gov with new weighting. \*\* HACE survey is undertaken every two years therefore information is not available for 2016/17.

Based on peoples' perceptions of our services we perform better or slightly better than the Scottish average and people say that they have a say and that health and care services seem to be well co-ordinated. We have improved the quality of services which are regulated with 94% rated good or better in 2017/18; this now sits above the Scottish Average for 2016/17 of 88%.





Other surveys that the Partnership has undertaken during 2017/18 include:

- The **Perth and Kinross Annual Social Work Survey** for 2017/18 was sent out to residents of Perth and Kinross in June this year; response rate was 26%. The table below provides details on key findings from the survey.

**Table 5: The Perth and Kinross Annual Social Work Survey 2017/18.**

| Perth and Kinross Social Care Survey Results                                           | Perth and Kinross Social Work Client Survey Result 2016/17 | Perth and Kinross Social Work Client Survey 2017/18 | Perth and Kinross Social Work Client Survey Difference from previous year | HACE 2017/18 Scottish Average (where applicable) |
|----------------------------------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------------------|
| I received a high-quality service.                                                     | 89.7%                                                      | 91.1%                                               | ↑1.4%                                                                     | 80.0%                                            |
| I can rely on the services I receive.                                                  | 86.8%                                                      | 85.7%                                               | ↓1.1%                                                                     | 74.0%                                            |
| I am supported to live as independently as possible.                                   | 89.9%                                                      | 91.7%                                               | ↑1.8%                                                                     | 81.0%                                            |
| The help, care or support I received helps me feel safer at home and in the community. | 87.9%                                                      | 82.4%                                               | 5.5%                                                                      | 83.0%                                            |
| I have felt involved in making decisions about the help, care and support I receive.   | 83.0%                                                      | 85.2%                                               | 2.2%                                                                      | 76.0%                                            |
| The services I have received have helped me to feel part of my local community         | 64.9%                                                      | 72.3%                                               | 7.4%                                                                      | n/a                                              |
| I get a good response from social work services when I contact them during the day     | 72.6%                                                      | 88.5%                                               | ↑15.9%                                                                    | n/a                                              |

**RAG:** RAG is against our previous year/period performance. **Red** = performance is declining above tolerance level; **Amber** = performance is declining but within tolerance level; **Green** = performance is improving.

**\*\* HACE survey is undertaken every two years therefore information is not available for 2016/17.**





At the time of writing this report (based on surveys received) key findings indicate that there have been improvements in a number of areas. We will also focus on improvement areas that have been highlighted in the overall survey.

- **A Telecare and Community Alarm Survey** was carried out during 2017/18 to assess people's views on the services provide. Key findings included:
  - 100% of respondents strongly agreed/agreed that they were supported to live as independently as possible.
  - 90.2% of respondents strongly agreed/agreed that support received helped to make them feel safer.
  - 91.9% of respondents strongly agreed/agreed that they received help when they needed it.
  - 95.5% of respondents rated the quality of equipment provided as very good/good.
  - 84.4% of respondents felt that the service provided was very good/good value for money.
  - 93.5% of respondents said that overall the service provided was very good/good.
  - Comments provided from service users - "They do a good job, I feel safe knowing they are there", "I feel very well looked after by alarm system and carers", "It is reassurance for the family".

- **Older Peoples Community Mental Health Team** carried out surveys during 2017/18 across various services including Memory Clinic, Post-Diagnostic Support and South Perthshire Assistant Practitioners/Health Care Support (AP/HSW) and Carers. Some of the comments and feedback included:
  - Patients fed back that the memory clinic is presented in a professional and understandable manner allowing any questions and queries to be answered. In general they felt they have been listened to and are satisfied with the amount and accuracy of information that is provided.
  - Patients felt well-supported by their Assistant Practitioners/Healthcare Support Workers (AP/HSW). They were described as being "very helpful and easy to talk to about any problems that they might have". They were seen as "great motivators", "lifting the mood" of patients in their care "It is an excellent service" and an "important and trusted point of contact".
  - Carers of people living in Care Homes fed back that the support they receive is excellent as they keep family members up-to-date with the treatment of their loved one. They report that the team is approachable and easy to talk to.

There has been a general improvement in the way in which we capture feedback from across the service as noted above from the various elements of the Older Peoples Community Mental Health Teams. Feedback is predominantly very positive.



### *Holiday@Home*

The Holiday@Home offered a week of activities and trips aimed at older people who may not have the financial or physical ability to go on a holiday.



[www.youtube.com/watch?v=BfgRGg8amkc](https://www.youtube.com/watch?v=BfgRGg8amkc)

### Improvement Areas for 2018/19

- *Undertake a wider local survey that captures all people who receive a health and/or social work service.*
- *Through locality teams, local surveys will be undertaken with people who use our services to inform and design future delivery.*
- *Take forward improvement actions highlighted in recent local and national surveys.*



### Partnership Objective 3

*Working together with our communities: Recognising the wealth of knowledge, experience and talents that local people have within their communities. We want people to have the health and care services they need within their local communities and to empower people to have greater control over their lives.*

### National Health and Wellbeing Outcome 4

*Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.*

*We will develop self-management programmes for people with long-term conditions in order to reduce unplanned admissions to hospital and improve peoples' experience and health outcomes - where there is evidence that people can benefit from this approach.*

### National Health and Wellbeing Outcome 6

*People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their health and wellbeing.*

*The partnership recognises the significant input from carers and families in supporting people to live at home and through our local Carer's Strategy we will focus on early intervention and prevention by developing alternative support, such as the Carer's Hub. We know many people who provide an unpaid caring role may be unaware of the support they could receive, so we want to radically improve support for carers, particularly access to flexible respite.*

The following section provides detail on performance and achievements using indicators, progress on improvement areas and stakeholder feedback including case studies.



## How did we do?

**Table 6** below summarises some key indicators which support the National Health and Wellbeing Outcomes 4 and 6.

| Indicator                                                                                                                                                             | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | How we<br>compared to our<br>last Perth and<br>Kinross result | How we<br>compared to<br>the Scottish<br>Average | 2017/18<br>Scotland<br>Average |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------------------------------------|--------------------------------------------------|--------------------------------|
| Percentage of people with positive experience of care at their GP practice.<br>(Source: HACE**)                                                                       | 91%*                            | n/a                             | 88%                             | ↓3%                                                           | ↑5%                                              | 83%                            |
| Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.<br>(Source: HACE**) | 84%*                            | n/a                             | 81%                             | ↓3%                                                           | ↑1%                                              | 80%                            |
| Number of bed days lost to delayed discharge (excluding complex cases).                                                                                               | 17,029                          | 15,429                          | 15,078                          | ↓351                                                          | n/a                                              | n/a                            |
| Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1,000 population.                                                           | 1,005                           | 875.2                           | 674.3                           | ↓200.9                                                        | ↓97.7                                            | 772                            |
| Number of people delayed in hospital for more than 14 days.                                                                                                           | 191                             | 198                             | 239                             | ↑41                                                           | n/a                                              | n/a                            |
| Percentage of carers who feel supported to continue in their caring role.<br>(Source: HACE)                                                                           | 40%                             | n/a                             | 41%                             | ↑1%                                                           | ↑4%                                              | 37%                            |



How we compared to our previous year/period performance or National Average:

**Red** = performance is declining above tolerance level;

**Amber** = performance is declining but within tolerance level;

**Green** = performance is improving.

\* 2015/16 recalculated by Scot Gov with new weighting.

\*\* HACE survey is undertaken every two years therefore information is not available for 2016/17.

Just over 80% of adults supported at home agreed that their services and support had an impact in improving and/or maintaining their quality of life, just around the Scottish average.

- **Carers**

For Carers, the national survey suggests that the majority of family carers do not feel supported in their caring role; the 2017/18 figure sits above the national average. We know many people who provide an unpaid caring role may be unaware of the support they could receive so we want to radically improve support for carers, particularly access to flexible respite.

- **Hospital Discharge**

Sustained work on hospital discharge and care at home is beginning to see some improvement in the number of bed days lost in hospital as a result of delays. However, at the same time there appears to be an increase in the number of people delayed in hospital. Reducing delays for people being discharged from hospital will remain a priority for the partnership and we will work in partnership with the third and Independent Sectors to achieve sustained reductions in this area.

## What else have we achieved?

A key priority has been our work with communities to support the work that they are doing in relation to health and social care and whilst we think there is more work to do, a number of significant initiatives have supported this work. The second stage of the Communities First transformation project has supported communities including:

- **Participatory budgeting** has been successful enabling joint working with the Local Action Partnerships and seen small grants go to innovative projects supported by local community groups. For example:
  - The Stanley exercise group is an independent community group to support local people to continue a healthy life through strength and balance and help prevent falls. The group continues to grow with 25-30 people attending weekly classes. For many people attending the exercise class, this is the only person-to-person contact they have from one week to the next. A Christmas and summer lunch was held with many praising how much this means to them to spend Christmas lunch surrounded by lots of friends in what is a lonely time of year for many.
  - The Huddle was created to offer the opportunity to bring people of all ages and abilities in our scattered community together on a regular basis. It is an affordable community café - offering a nutritious lunch and a space to meet friends and make new ones. The project aims to benefit the people living in and around the villages of Kinrossie, Saucher and Collace.



- *Digital inclusion - this is a small group aged 50-83 learning how to use our modern day digital technology in everyday life. There is a peer support worker and volunteer that give their time and knowledge to help others better understand how Smartphones, iPads, tablets and computers can have a positive impact on their lives.*
- **Market Facilitation** funding was available to support market facilitation with local groups. For example, Growbiz supports small enterprises to develop sustainable business models for care and support.
- **Social Prescribers** have been recruited to work in localities. We have also established a wide partnership group, co-led by the Third Sector, to develop pathways to better support pain management with Third Sector support and intervention.
- **Social isolation and loneliness** affects people of all ages. Having contact with others is important and participating in activities improves people's physical and mental wellbeing. Working alongside local communities we have developed a range of projects to reduce isolation and will continue to build on this.
- A series of local **Health & Wellbeing Groups** have been established across localities to support community dialogue and action around health and enable direct connections with Locality Steering/Management groups.
- An annual survey was distributed to members of the **Third Sector Health & Social Care Strategic Forum** in Perth and Kinross in 2017. The Forum is

*facilitated by PKAVS as the Third Sector Interface and has 45 organisational members. Feedback highlighted that 95% of respondents felt more knowledgeable about policy and strategy and that the Forum strengthens connections with the Third Sector and Health and Social Care Partnership. 86% felt the Forum enables the Third Sector's views to be well reflected at Integration Joint Board and 82% at strategic planning level.*

- **Carers**

*The Partnership recognises the significant input from carers and families in supporting people to live at home. Through our local Carers' Strategy we will continued to focus on early intervention and prevention by developing alternative support, such as the Carers' Hub.*

*Through the PKAVS Carers' Hub, we have generated a growth of at least 11% of total users to approximately 16,000 new users since the date of launch from 2016. We have seen a significant increase in the number of referrals received since last year (+62%) and in the number of support plans completed (+45.5%). Key actions during 2017/18 include:*

- *Established a new carers' telephone support service for two new workers from February 2018 following feedback from local carers which recognised a gap in services. This service has been really well received, with lots of positive feedback from carers. To date, there are already 128 carers we regularly engage with on the carer's own terms (whether this is weekly, fortnightly, or monthly). This has also helped to identify carers who need to be referred for re-engagement with a support worker, and to signpost to other services.*





- *In identifying and supporting more family carers, we have created new services for carers who look after people aged 65+ to meet an identified gap in services:*
  - *Created 3 new positions for adult carer support workers to work specifically with carers who care for someone over the age of 65 covering 3 different localities across Perth and Kinross.*
  - *226 carers have received Time4Me grants from October 2015, 51 of which are carers from the Time4Me 65+ fund in the last year.*
- *We have also increased funding, which, alongside funds from Shared Care Scotland, has allowed carers to continue to have short breaks, helping to reduce the impact that their caring roles have on their health and wellbeing.*
  - *94 respite breaks have been matched from October 2016 to April 2018, from funding from SharedCare Scotland.*

## Improvement Areas for 2018/19

- *Improve the quality of our care and support services.*
- *Recognition of the role of unpaid carers and flexible support to help them cope with the challenges they may face.*
- *More support to local communities to build on their skills, knowledge and experience, fostering self-reliance and resilience and more access to Participatory Budgeting where local people choose how resources are spent.*

### All Ability Cycling

All Ability Cycling promotes a fun, active and healthy lifestyle for people with disabilities by offering access to adapted bikes.

[www.youtube.com/watch?v=KCM3sHJaU-U](http://www.youtube.com/watch?v=KCM3sHJaU-U)



### Niki's Story and New Carers Act

[www.youtube.com/watch?v=nXkaclhovds](http://www.youtube.com/watch?v=nXkaclhovds)



## **Partnership Objective 4**

*Reducing inequalities and unequal health outcomes and promoting healthy living, focusing our efforts on those who most need care and support.*

## **National Health and Wellbeing Outcome 5**

*Health and social care services contribute to reducing health inequalities.*

*Tackling health inequalities is challenging because it involves access to education, employment opportunities, suitable housing which is warm, safe and affordable, equitable access to healthcare, and individual circumstances and behaviour. Reducing health inequalities will increase life expectancy, increase health and wellbeing of individuals, and reduce the personal, social and economic cost of reacting to the impact of poverty and inequality.*

## **National Health and Wellbeing Outcome 7**

*People who use health and social care services are safe from harm.*

*We want to ensure that people feel safe whatever environment they are in, whether at home, hospital or other care setting and we will ensure that our practices support this aim.*

The Perth and Kinross Health Inequalities Plan 2017 focuses on addressing avoidable and unfair health inequalities which exist in our local area. The plan is to be implemented by Health and Social Care Locality Teams and our Community Planning partners.

We are committed to delivering the vision and outcomes of the Fairness Commission so that we make people aware of poverty and inequality and the impact these have on too many people in Perth and Kinross.





By working with our partners to understand the particular needs of individual localities we will aim to address the key themes emerging from the Fairness Commission. Agencies such as Perth and Kinross Association of Voluntary Services (PKAVS) and Live Active Leisure, as well as NHS Tayside partners, have identified the value of a health inequalities plan which can be used

as a local resource and as a tool for setting actions for locality partnerships.

**The following section provides detail on performance and achievements using indicators, progress on improvement areas and stakeholder feedback including case studies.**

## How Did We Do?

**Table 7:** Performance Indicators relating to National Health Wellbeing Outcome 5.

| Indicator                                                                                                | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | How we<br>compared to our<br>last Perth and<br>Kinross result | How we<br>compared to<br>the Scottish<br>Average | 2017/18<br>Scotland<br>Average |
|----------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------------------------------------|--------------------------------------------------|--------------------------------|
| Percentage of adults receiving any care or support who rate it as excellent or good.<br>(Source: HACE**) | 83%                             | n/a                             | 81%                             | ↓2%                                                           | ↑1%                                              | 80%                            |
| Premature Mortality Rate per 100,000.                                                                    | 352                             | 348                             | 364                             | ↑16                                                           | ↓61                                              | 425                            |
| Number of households presented to the Council as homeless.                                               | 898                             | 825                             | 999                             | ↑174                                                          | n/a                                              | n/a                            |
| Number of overcrowded households in Council tenancies.                                                   | 127                             | 115                             | 108                             | ↓7                                                            | n/a                                              | n/a                            |
| Percentage of households in fuel poverty.                                                                | 38%                             | 22.3%                           | 32%                             | ↑9.7%                                                         | n/a                                              | n/a                            |

*How we compared to our previous year/period performance or National Average:*

*Red = performance is declining above tolerance level; Amber = performance is declining but within tolerance level;*

*Green = performance is improving.*

**\*\* HACE survey is undertaken every two years therefore information is not available for 2016/17.**



- **Care and Support**

*Just over 80% of adults rate their care as excellent or good, just around the Scottish average. This is encouraging for the partnership but still leaves 19% of the population who do not feel as positive about their care. This should be an area for improvement in the next year. We also recognise that whilst we are reducing the number of bed days lost to delayed discharge across the population the number of people delayed for more than 2 weeks has risen. This may be due to complexities but further improvement work is necessary.*

- **Fuel Poverty**

*Households that are experiencing the consequences of poverty are found in both our rural and urban areas, which provides a significant challenge in terms of how to best meet everyone's needs. Within Perth and Kinross, 2% of the population live in households where there is no central heating and 7% of the population live in households which are overcrowded. One of the key challenges for those living in rural areas is fuel poverty. In the 2015 Local House Condition Survey 22.3% of all households in Perth and Kinross are in fuel poverty and spend more than 10% of their income on household fuel.*

*There is a strong relationship between cold and damp homes and health-related issues such as respiratory problems. During 2017/18 various works have been carried out including 694 upgraded central heating systems have been installed, 526 houses have received new triple glazed windows and insulated exterior doors, 367 Council houses have had cavity wall insulation. We will continue to support people to improve the energy efficiency of their homes.*

- **Homelessness**

*As with other Councils we have seen a rise in the number of households presenting as homeless with a proportion of this increase attributable to young people (16-25). However through working with individuals to review their various housing options only 793 (79%) proceed to requiring settled accommodation. As well as working with individuals to look at their housing options we also work together with other services such as employability, mental health, money advice and family mediation.*

- **Overcrowding**

*We have exceeded our target for the number of families living in overcrowded Council tenancies to the lowest level recorded. This has been achieved by various approaches such as the buyback scheme, new affordable housing supply, the new allocations policy and the delivery of realistic housing information and advice to families to enable them to make informed decisions regarding their housing options.*

- **Premature Mortality Rate**

*The premature mortality rate is a measure of the prevention of early death in our <75 age population and is an indicator of the overall health of that population. When compared to other partnerships, our premature mortality rate is better than the national average and amongst the best in Scotland. Our Premature Mortality rate this year has risen by 16 deaths per 100,000 population to 364.1 per 100,000 population when compared to last year.*

*This is a very small change that reflects the natural variation we can expect to see but reflects also the continuous low rate we have been recording over the last few years.*



For Perth and Kinross, this value has dropped significantly since 2006 from 442.7 per 100,000 to its current low value.

## What else have we achieved?

### • **Impact on Poverty Training**

During 2017/18 NHS Tayside Workplace Programme team and Perth & Kinross Council Welfare Rights team delivered 'Impact of Poverty' training. This training is provided for NHS Tayside staff and Perth & Kinross Council staff who are in frontline, customer-facing roles. The training raises awareness of poverty, including in-work poverty, aims to reduce stigma associated with being in poverty, helps people to consider how to support poverty and inequalities sensitive practice and raises awareness of how to signpost people in poverty to sources of support. During 2017/18 three courses were delivered with 26 attendees from the NHS and Local Authority.

### • **Reducing Health Inequalities**

A Health Inequalities Plan for Perth and Kinross was presented to the Housing & Health Committee of Perth & Kinross Council and Perth and Kinross Integration Joint Board in April 2017. Around the same time a Fairness Commission for Perth and Kinross was brought together in order to learn about what life was like for people living in Perth and Kinross. The Commission produced nine recommendations within their Fairer Futures publication, with the social determinants of health underpinning most of these.

We have used the framework within the role of Health and Social Care Partnerships in reducing Health Inequalities to identify what we have achieved. Key actions included:

- Established a new Equalities Strategic Forum with partners from the statutory (including PKC and NHS) and Third Sectors focussing on strategic issues affecting equalities 'communities of interest' through representation by PKAVS Minority Communities Hub; Ethnic Minorities Law Centre; MECOPP Gypsy/Traveller Carers project; St Johnstone Community Trust; LGBT Youth Scotland; Pink Saltire; Stonewall Scotland and the Centre for Inclusive Living.
- Continued to facilitate the community-led Golf Memories Group in Perth for older adults with dementia or age-related memory conditions which has had an average weekly attendance of 12 participants and 7 volunteers - group has received international media coverage.
- Supported the Safe Place programme for people with disabilities (currently has 73 clients registered and 27 venues signed up) and associated series of meetings.
- Commissioned a range of external Third Sector projects which continue to support the health and wellbeing of equality communities of interest.
- Introduced 1st Language film clips on access to social care services on PKC website through work with the Bridging the Gap Project (available in Chinese, English, Polish and Urdu) which has continued to be supported by the Health and Social Care Partnership. Bridging the Gap won a Gold Award at our recent Securing the Future Awards in Perth Concert Hall.



## Case Study

### *Bridging the Gap*

Bridging the Gap is a Health and Social Care project run by PKAVS Minority Communities Hub (MCH), in partnership with the Perth and Kinross Health and Social Care Partnership and MECOPP. The service is available to all members of minority ethnic communities who are aged over 50. It aims to tackle inequalities in health and social care provision and improve awareness and access to services. Through the project, MCH has been working to provide connections and relationships to build up a better understanding of services available to black and minority ethnic communities (including gypsy/travellers) and support them to access those services more easily.

- **Live Active Leisure**

*Live Active Leisure (LAL) has provided services to address the issue of physical inactivity in relation to health for over 15 years and works with partners to address local needs, particularly for vulnerable groups and those living with the greatest inequalities. They work with our partners to support inactive people to assess local needs, design and deliver services to become active in the way that is most appropriate to them, and in places that make it accessible and sustainable. This is delivered through core service provision and more specifically the LAL Wellbeing Team. 2 Wellbeing Co-ordinators have supported over 225 inactive individuals on a weekly basis who have been connected with health and social care support of some kind over the previous year.*

- **Tayside Plan for Children, Young People and Families**

*The Health and Social Care Partnership contributes to the Tayside Plan for Children, Young People and Families (2017-2020) helping to achieve a shared vision across Tayside. Areas of work include:*

- *The health of expectant mothers across Perth and Kinross is similar to the Scottish average but there are communities which experience much higher rates of smoking and using drugs throughout pregnancy. It is these differences in pregnancy and early years that our Health Visiting Pathway and Family Nurse Partnership Programme aim to reduce.*



- To help reduce the number of children who are at risk of obesity, nurseries and schools are being encouraged to participate in *The Daily Mile*, a simple initiative which motivates children to run or walk for 15 minutes every day. Additionally, we have been piloting *Food, Families and Fun* programmes in targeted areas to help tackle childhood obesity.
- We are members of the Child Protection Committee (CPC) which continues to be dedicated to the protection of children and young people in Perth and Kinross. One of the ways the CPC safeguards and promotes the wellbeing of children is through its work promoting the development of staff from all partners. Learning and development sessions are offered across a wide range of subjects such as *Child Sexual Exploitation* and *Working with Children and Families Affected by Parental Substance Use*.

### • **Employability**

The Perth & Kinross Employability 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. Some member organisations also offer a range of supports to local employers.

- The Perth & Kinross Council Employment Support Team continue to provide supported employment to individuals across all 5 stages of the employability pipeline. The

team offer employability-related support to people facing additional challenges, to prepare for, find and maintain employment. New initiatives such as *Working Roots* and *Retails Roots* offer a portfolio of opportunities to support individuals 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.

### *Dementia Café*

The Dementia Café offers people with dementia and their caregivers a safe, bright and welcoming environment so they can spend quality time together.



[www.youtube.com/watch?v=3DhzCaj5MWc](https://www.youtube.com/watch?v=3DhzCaj5MWc)



- *Perth & Kinross Council are committed to providing opportunities for young people aged between 16 and 24. Modern Apprenticeships (MA) incorporate a work-based qualification while gaining valuable work experience in their chosen career path. Learning Disability services in partnership with Human Resources have recently been awarded full funding to support 4 Modern Apprentices through an SVQ2 in Social Care whilst developing work skills through a rotational 18 month programme. This programme will include positive development of skills and experiences across Day Opportunities, Supporting Living, and Employment Support services.*
- *Perth & Kinross Autism Modern Apprentice (MA) Scheme had its first graduate this year, with her being chosen as a finalist for the MA of the Year by the Judging Panel who stated that:*

*"They were overwhelmed with your achievements and how you have overcome significant challenges to achieve your qualification. This is testament to your commitment and determination to succeed. You have clearly flourished within the role and your happy positive outlook and enthusiasm shone through. The judges were incredibly proud to hear your journey and the support your colleagues and supervisor has provided. Well done!"*

- *127 people from a range of mental health services registered with the Live Active Leisure Compass membership.*

## Improvement Areas for 2018/19

- *Work with Scottish Prison Service and Public Health to support progress towards smoke free prisons.*
- *Initiatives to reduce the number of people who are overweight or obese, targeting resources at those most at risk.*
- *Mental Health and Wellbeing continues to be a priority. A continued focus on recovery and work to develop a recovery-focused model on substance misuse as well as mental health.*
- *We commenced development of the British Sign Language (BSL) Local Authority Action Plan which is due for publication in October 2018.*
- *A commissioning plan for mental health and wellbeing and for people with learning disabilities is being developed and will set out our priorities for the coming years.*
- *Development of welfare advice services in GP practices in Perth and Kinross, based on the co-location service model in Dundee City. This fits with the Scottish Government's commitment to establish additional community link worker roles in Primary Care, one of six priorities for Health and Social Care Partnerships in relation to Primary Care Improvement Plans.*





## How did we do?

**Table 8** below summarises some key indicators which support the National Health and Wellbeing Outcome 7 - Keeping People Safe from Harm.

| Indicator                                                                                                      | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | How we<br>compared to<br>our last Perth<br>and Kinross<br>result | How we<br>compared to<br>the Scottish<br>Average | 2017/18<br>Scotland |
|----------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|------------------------------------------------------------------|--------------------------------------------------|---------------------|
| Percentage of adults supported at home who agree they felt safe.<br>(Source: HACE**)                           | 80.00%*                         | n/a                             | 85.00%                          | ↑5.00%                                                           | ↑2.00%                                           | 83.00%              |
| Falls rate per 1,000 population age 65+.                                                                       | 20.92%                          | 21.67%                          | 21.75%                          | ↑0.08%                                                           | ↑0.07%                                           | 21.68%              |
| Percentage of adult protection cases screened within 24 hours of notification.                                 | 94.00%                          | 96.00%                          | 93.00%                          | ↓3.00%                                                           | n/a                                              | n/a                 |
| Number of service users with Telecare equipment installed (excluding community alarms).*                       | n/a                             | n/a                             | 1,416                           | n/a                                                              | n/a                                              | n/a                 |
| Community Alarm: service users (number).                                                                       | n/a                             | 2,864                           | 3,681                           | ↑817                                                             | n/a                                              | n/a                 |
| Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency. | 28.30%                          | 27.18%                          | 26.01%                          | ↓1.17%                                                           | ↑3.01%                                           | 23.00%              |

How we compared to our previous year/period performance or National Average:

**Red** = performance is declining above tolerance level;

**Amber** = performance is declining but within tolerance level;

**Green** = performance is improving.

\* 2015/16 recalculated by Scot Gov with new weighting.

\*\* HACE survey is undertaken every two years therefore information is not available for 2016/17.



85% of adults supported at home agreed that they felt safe; this sits just above the National Average. We want to ensure that people feel safe whatever environment they are in, whether at home, hospital or other care setting and we will ensure that our practices support this aim. We have worked closely with partners within the Adult Protection Committee and continue to develop strategies and interventions that will reduce harm.

- **Falls**

*The falls rate for over 65s has increased slightly as outlined in the table above. This is in spite of the preventative work we have undertaken to improve the level of physical activity through a number of initiatives including the CAPA project and the work undertaken through Active Communities. There is some evidence that the older population is living at home with more complex needs for longer and this highlights the need to ensure our services proactively focus on safety.*

- **Adult Protection Cases**

*Supporting vulnerable people in Perth and Kinross to live independent lives and make choices is one of our key priorities. Any adult who is deemed to be at risk of harm and is unable to protect themselves will come under the remit of adult support and protection (ASP). All ASP activity in Perth and Kinross is overseen by the Adult Protection Committee (APC), key themes identified are taken forward as part of the Public Protection Agenda.*

*In 2017/18, 93% of all adult protection referrals were screened within 24 hours. This is lower than the 95% target but is monitored on a monthly basis. The last 2 quarters of the year showed 99.6% (third) and 97.55% (fourth) respectively so we are now*

*achieving stated target.*

*The performance associated with Adult Protection is reported to the Adult Protection Committee. It is expected that a report summarising the activity and improvement plan will be presented to the IJB.*

- **Telecare and Community Alarm**

*The Telecare and Community Alarm Survey carried out during 2017/18 to assess people's views on the services provided found that:*

- *100% of respondents strongly agreed/agreed that they were supported to live as independently as possible;*
- *90.2% of respondents strongly agreed/agreed that support received helped to make them feel safer.*

*The telecare service replaced their old monitoring system 2 years ago and this has allowed us to more accurately report on the users. The 2017/18 value above is our new baseline from which we will be able to monitor the growing use of Technology Enabled Care distinct from traditionally simpler Community Alarm system user. The total community using a mix of Community Alarm and Telecare or both is up 28% on the previous year and sits at 3,681 at the end of the financial year.*

- **Resource Spent on Hospital Stays**

*We have been making progress in reducing the number of people admitted in an emergency. This is down to increased provision in relation to Step-Up care, the Rapid Response service, older people mental health support to Care Homes and Enhanced Community Support. These enhanced community supports are making a difference in terms of supporting people to remain within the community and avoid hospital admission.*

## What else have we achieved?





- **Technology Enabled Care (TEC)**

We continued to develop the range of support and services that are available for people to enable them to remain at home, such as:

- using the i-care assessment tool to provide better assessment of capability to live independently and reduce/delay admissions to care. 23 assessments have been carried out this year; results are being collated and early indications show a number of instances where the individual can remain at home longer safely with appropriate support;
- encouraging more services to interact with patients/service users via video conferencing. Promoting the use of 'Attend Anywhere' to services such as OTs, respiratory nurses, PKAVS and Live Active;
- increasing the use to telecare through engagement sessions and training delivered at the 'SMART Flat' and out in localities. Over 500 people have attended engagement sessions - staff members, partner organisations, carers, and service users. 175 staff have been trained on awareness of and assessing for telecare;
- researching and introducing new technologies such as digital telecare which removes the need for a fixed landline, and new GPS solutions to keep service users safe when out and about;
- piloting 'Brain in Hand' - a smartphone App that supports users with Autism, results of an initial pilot with 10 users are being collated.
- exploring the use of Home Health

Monitoring solutions to give service users more control over managing their conditions, using 'florencia' to support weight management clinics, and pursuing funding to test solutions for COPD patients.

- **Care About Physical Activity (CAPA)**

Perth and Kinross HSCP are one of the pilot sites for the Care Inspectorate 'Care About Physical Activity' CAPA improvement programme which

## Case Study

One resident in a Care Home was overweight and on medication for diabetes. With moving more and doing a daily walk around the building with a fellow resident, they lost weight and also had their diabetes medication stopped. This has increased their confidence and encouraged them to be more sociable.

## Go4Gold Challenge

The Go4Gold Challenge promotes physical activity in a fun and inclusive way for members of Care Homes and day centres.



[www.youtube.com/watch?v=uHI7po0snmw](https://www.youtube.com/watch?v=uHI7po0snmw)



*seeks to build the skills, knowledge and confidence of our care staff to enable those they care for to increase their levels of physical activity and move more often. This involves 13 Care Homes, 4 day care services, 2 sheltered housing organisations and 5 Care at Home Providers. Evidence of improvements and progress includes:*

- *Environmental alterations are being made in garden grounds to promote activity, creating new paths and providing objects of interest. Altering dining experience has reduced passivity through self-serving ideas and promoted social connections and general wellbeing.*
- *Increased exercise classes delivered in the care settings with 41 care staff trained in strength and balance and chair-based exercises. Perth College UHI students provide a programme of exercise and activity sessions to residents within 7 care settings. Live Active Leisure supporting specific strength and balance exercise groups.*
- *One care setting is working alongside Paths for All and local services to create a Care Home walking pack with charts for recording steps, information booklets, challenges and mapping out routes both within and outwith the setting with a view to sharing locally and nationally.*
- *Individual powerful resident/client stories including residents returning to live at home from a Care Home, homebound residents now walking into town, increased independence in daily living activities. One of many examples below.*

## Improvement Areas for 2018/19

- *An increase in the use of Technology Enabled Care to complement support for carers and to reduce the need for care at home where this is appropriate. Key areas of focus include:*
  - *Pilot digital telecare with 100 service users as part of Scottish Governments analogue to digital wave 1 work. We will be one of the first local authorities in Scotland to offer this to our service users and the outcomes will help determine the national direction of travel.*
  - *Continue with work to see our Telecare service accredited by the TSA (Telecare Services Association). This voluntary code of practice gives reassurance to staff and service users that we operate a safe and robust service that meet an industry recognised quality standard.*
  - *Continue to provide telecare solutions tailored to individual need in line with our ambition to enable people to live at home safely and independently for longer.*



## Partnership Objective 5

*Making the best use of people, facilities and resources.*

### National Health and Wellbeing Outcome 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.*

*We need a confident, competent professional workforce who feel, supported, valued and equipped to deliver the Partnership's vision and challenging priorities and actions. It is also aimed at addressing some key issues, including the high turnover and shortages of suitably skilled staff in key areas and recruitment and retention of high-quality health and social care across the sector.*

### National Health and Wellbeing Outcome 9

*Resources are used effectively and efficiently in the provision of health and social care services.*

*The theme of this outcome runs through the Annual Performance Report. More detail regarding resources being used effectively and efficiently are provided in Section 3: Working in Localities and Section 4: Finance and Best Value.*

**The following section provides detail on performance and achievements using indicators, progress on improvement areas and stakeholder feedback including case studies.**



## How did we do?

**Table 9** below summarises some key indicators which support the National Outcome 8.

| Indicator                                                                                           | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | RAG   | 2017/18<br>Scotland |
|-----------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|-------|---------------------|
| Percentage of staff who say they are treated fairly at work.                                        | 82.0%                           | 85.0%                           | 83.4%                           | ↓1.6% | n/a                 |
| Percentage of staff who say their daily role provides them with opportunity to use their strengths. | 79.0%                           | 80.0%                           | 81.8%                           | ↑1.8% | n/a                 |
| Percentage of health staff who say they are treated fairly and consistently.                        | 79.0%                           | 80.0%                           | Due July 18                     | n/a   | n/a                 |
| Percentage of health staff who say their work gave them a sense of achievement.                     | 71.0%                           | 81.0%                           | Due July 18                     | n/a   | n/a                 |

**RAG:** *Red* = performance is declining above tolerance level;  
*Amber* = performance is declining but within tolerance level;  
*Green* = performance is improving.

Perth & Kinross Council carried out their **annual staff survey for Adult Social Care** in October 2017. Key findings highlighted that 83.4% of staff agreed that they were treated fairly at work, 81.8% of staff agreed that their daily role provides them with opportunity to use their strengths. 87% also agreed that their team were passionate about delivering excellent customer service and the people they work with are committed to doing their best. Improvement areas have been identified by senior management based on the results and actions are being taken forward.

The **second IMatter survey** was circulated to staff in June 2018, a report on key findings will be distributed to relevant teams to take forward improvement actions. It is intended that there will be a joint single survey undertaken for all staff during 2018/19.



## What else have we achieved?

- **Delayed Discharge**

*Managing delayed discharged continued to be a key priority. Activities for this year included:*

- *Various recruitment fairs have been held across Perth and Kinross to actively recruit to Health and Social Care services. A recruitment programme was held for Care at Home including a high-profile marketing campaign that successfully recruited additional staff to Care at Home.*
- *Work has been carried out on enhancing the multidisciplinary team in the medical admission ward. The 'Assess to Admit' modelling in Perth Royal Infirmary has progressed well, as is the enhancement of the Medicine for the Elderly Frailty team (Mufti) which will help to reduce the number of admissions at the hospital front door and promote rapid discharge pathway activity either to a home, community hospital, intermediate care or a homecare setting.*
- *The Social Care Hospital Discharge team has been increased by 100% capacity over the year and the PRI Liaison services have been enhanced with an increase in psychiatry of old age nurses and Care Home Liaison nursing. Social Care has also radically improved funding procedures for Care Home placements - eradicating delays due to awaiting funding. These improvements are supporting speedier discharge to a Care Home setting or repatriation to such.*

- **Enhanced Community Support**

*Enhanced Community Support (to prevent hospital admission and crisis situations arising) is available across all localities including all General Practice surgeries. As a result staff receive referrals earlier and this helps towards positive outcomes for the clients, ie remaining within their own homes.*

- **Third Sector Level Agreements**

*A review of Third Sector Service Level Agreements 2017 found that Third Sector services are meeting key objectives of the Perth and Kinross Health and Social Care Strategic Commissioning Plan 2016-2019. They represent good value for money overall and lever in additional charitable funding. The review also demonstrates that the commissioned services are instrumental at stepping in at an early stage and intervening prior to a person reaching crisis stage. They are often successful in preventing people from requiring statutory services.*

## Improvement Areas for 2018/19

- *Complete 3 year workforce plan in line with the refreshed Strategic Commissioning Plan.*
- *Managing delayed discharge will continue to be a priority and we will need an increased focus on recruitment and retention of care staff across the whole of the health and social care system with partners in the third and Independent Sectors.*
- *Mapping and managing corporate assets such as buildings will be a priority.*



## Section 3: Working in localities: how we have delivered locally based integrated services

There are specific challenges facing Perth and Kinross with a population spread over a large rural area. The area is the 8th least densely populated local authority area in Scotland and a relatively high proportion of residents are classed as being in some way 'access deprived'. This means that issues of financial cost, time and inconvenience having to travel may affect access to basic health and social care services and this is a particular issue in North Perthshire where 45% of the population are access deprived.

We continued to plan and deliver across the whole system of health and social care, and include the Third and Independent sectors, as well as housing and other key partners, if we are to enable people to have the health and care services they need in their local communities. We are doing this through regular locality meetings at both management and community level. This had led to a number of integrated care teams developing across the Localities. The pace has been determined by local need and engagement however progress is being made.

The work with public health will be critical to developing a greater understanding of the issues that present in Perth and Kinross to enable us to tackle health and social care inequalities effectively.

As we stated last year the success of working in communities will see:

- *citizen and community empowerment and capacity building;*

- *partnership with voluntary and Independent Sectors;*
- *workforce planning and development;*
- *allocating resources to support prevention and early intervention.*

We have developed stronger links with the Local Action Partnerships (LAP) and working together on priority areas such as reducing social isolation. HSCP joined together with Local Action Partnerships to deliver a round in Participatory Budgeting in each locality. 221k was distributed to 151 projects with over 7,000 local people voting.

We are seeing a number of initiatives developing such as the collaborative work in Strathmore between social work fieldwork teams, Strathmore Centre for Youth Development (SCYD), day opportunities and stronger communities to support neighbourhood planning. Initiatives include local social events to bring people together; the development of a Neighbourhood Networking scheme; support for individuals who have no family or friends to call on to allow people to live independently in their own homes for as long as possible and the development of a garden project and café in the evenings and weekends to include people who would otherwise be socially isolated.

We also have plans to work with Housing and Mobile Library colleagues with the purpose of signposting in the more rural areas.





## Highlights of 2017/18

The following section provides details on areas of work that have been taken forward across the three localities:

### Perth City Locality

- *Scoping for the implementation of an **Integrated Care Team in Perth City** has been carried out and a number of meetings have taken place with relevant stakeholders around developing the Integrated Care Teams in Perth City. This will result in core professionals including District Nurses, Social Workers, OTs, GPs and Mental Health Nurses working in a co-ordinated manner to support people to live as healthily, happily and independently as possible in their own homes.*
- *Implementation of the **Perth City Steering Group**. This group consists of representatives from Health, Local Authority, Third Sector and the local community and influences service development to try and ensure they meet local requirements.*
- *Working with **local faith groups** to combat social isolation through day care, befriending and assistance with podiatry.*

### South Locality

- *South Locality **Integrated Care Team** maintains a Locality Action Plan which identifies activities to support the achievement of the Strategic Plan objectives and ensuring that the partnership's priorities are met. The Action Plan is updated after each monthly meeting to ensure progress, and tasks are devolved across appropriate constituent partners, reflecting a holistic person-centred approach, and focussing on community engagement. Updates also enable the plans to develop reflecting changes in legislation and local strategies, and embedding best practice.*
  - *The Integrated Care Team in the South Locality meets on a weekly basis in different bases across the locality to enable front line practitioners and clinicians to attend where appropriate. The team includes Social Workers, District Nurses, Occupational Therapists, Mental Health Nurses, GPs and Third Sector representatives. The discussions focus on providing co-ordinated and effective assistance to people with complex support requirements including*

### Perth Health and Wellbeing Café

The café meets monthly at the Salvation Army building in the centre of Perth and provides a place for adults and their cares to meet and chat in an informal setting. As well as providing emotional support to each other, statutory workers also attend and offer advice and information on a wide range of statutory, Independent Sector and community-based services and supports.

The café is community led and is financially self sufficient. It was set up in response to a survey of local people. One of the main findings was concerns

about the lack of places for people to meet up in the city centre. The number of people attending the café continues to grow with new people coming every month as word spreads and the variety of people increases including older people, carers, people with a physical disability and people with mental health issues.

There is evidence the café is helping improve the quality of people's lives and access appropriate supports.



*people who require support to return home from hospital.*

- *The work of the ICT has contributed to a reduction in the number of people delayed in hospital in the south locality in recent months.*
- *In the past year, actions included the **implementation of Social Prescribing** to enable people needing support to be able to use community resources, the local promotion of working as a Personal Assistant and the use of participatory budgeting to enable local support groups to access funding.*
- *The **Local Network Group** is attended by most members of the Integrated Care Team along with community groups, local voluntary agencies, businesses and local Councillors. The group discusses local issues and how to address them. One of the key issues in the South Locality is the lack of availability of Care at Home. The Local Network Group is currently working on plans to support the Kinross Day Centre to provide an outreach lunch service to the rural areas around Kinross, such as the Crook of Devon. They are also supporting private Care at Home providers with recruiting and training staff.*

### Complex Support Requirements

There are also numerous case studies of people with complex support requirements who are being maintained at home with support from the Team. The Team recently supported Mrs M who was delayed in a community hospital. She had been given a palliative diagnosis and it was her wish to return home. The team worked together to source a package of care, OT equipment and a hospital bed to enable her to return home to pass away in her own home.

### North Locality

- *Scoping for the implementation of an **Integrated Care Team** in the North Locality has been carried out and there have been a number of meetings with relevant stakeholders around developing Integrated Care Teams in the North. This will result in core professionals including District Nurses, Social Workers, OTs, GPs and Mental Health Nurses working in a co-ordinated manner to support people to live as healthily, happily and independently as possible in their own homes, preventing admission to hospital where appropriate.*
  - *Recent implementation of the weekly Integrated Care Team meeting ensures an operational approach to proactively managing our locality patients in a delayed discharge position and managing community frailty, vulnerability and risk, thereby supporting people to lead independent, healthy and active lives. This group has now been delegated to leads in the locality and an operational report is escalated to service managers following the meeting ensuring escalation of issues requiring senior management support are responded to appropriately. This has improved joint working and the monthly management meeting has been set up to support team leaders from all disciplines across health and social care to ensure leadership and action around the locality action plan and operational further developments.*



- **Locality Staff Nurse Rotational Posts**  
- the philosophy of this development is about **putting patients at the centre of the nursing care pathway** within a rural integrated locality. Rotational posts will improve nurses knowledge and skills, provide development opportunities and the ability to recruit and retain nurses whilst developing a more versatile and flexible workforce across a locality. The nurses are employed on rotational contracts through Pitlochry Community Hospital and Pitlochry Community Nursing Teams. This project is being led locally by Head of Nursing, team leaders and senior charge nurses and led by the lead nurse.

## What else have we achieved?

- **Social Prescribing Posts**  
Three new Social Prescribing posts are under recruitment and will be aligned to localities to work with identified GP practices and frontline statutory workers. Social Prescribers will support individuals to explore their goals relating to health and wellbeing and access appropriate community-based supports.
- **Local Health and Wellbeing Groups**  
A series of Local Health and Wellbeing Groups have been established across localities to support community dialogue and action around health and enable direct connections with Locality Steering/Management groups. For example in Perth City the Health and Wellbeing group identified the need for a city centre information and support hub. Representatives from the group presented their ideas to the Locality Steering Group and following a positive response, work is now ongoing bringing together key community organisations and other partners to develop a business plan. At present in Perth City, two community representatives sit on the Locality Steering Group.

## Carers Options

Recent negotiations have successfully taken place with our Option 2 provider to add overnight care to their care options; this has enabled two service users to remain at home with extra support to allow their carers to have a break. The carers have reported the impact of knowing their loved one is being cared for in their own home as opposed to feeling guilty about having them move to a Care Home setting.

The local Care Home has also been supportive in agreeing to step in if for any reason these plans fall through, this has left carers feeling confident that contingency plans are in place. These arrangements have been made in conjunction with community

nursing staff and the community psychiatric team who have provided extra support and reassurance and contributed to the success of these arrangements.

Building capacity and options in our Third Sector providers and confidence within the wider multi-disciplinary team gives people more choice and opens up positive conversations regarding how they would like their support. One carer said that she was “dreading the thought of placing her mother in a Care Home to enable her to have a break” and had not thought that there would be any other option for her.



- **Locality Management Teams**

*The locality management teams are established across the three localities and they are developing local multi-disciplinary teams. A number of different organisational development techniques have been used to support this including action learning sets to facilitate this work.*

- **Healthy Communities Collaborative staff** are now disaggregated into our 3 localities focussing on early intervention and self-support.

### *The Health & Wellbeing Café*



[www.youtube.com/watch?v=zuxV9Vh0ouw](http://www.youtube.com/watch?v=zuxV9Vh0ouw)



## Section 4: Finance: an evaluation of the balance of care and the extent to which integration services demonstrate best value

### Finance and Best Value

#### Financial Plan 2017/18

Strong financial planning is required to ensure that our limited resources are targeted to maximise the contribution to our objectives. Like many other public sector bodies, we face significant financial challenges and will be required to operate within extremely tight financial constraints for the foreseeable future due to the difficult national economic outlook and increasing demand for services.

The 2017/18 Financial Plan set out that based on the budget offer from Perth & Kinross Council and NHS Tayside, break-even was achievable on all services except GP Prescribing and Inpatient Mental Health (which is hosted by the Partnership on behalf of all three Tayside IJBs). We have been working with NHS Tayside to develop 3 Year Recovery Plans for both areas however financial balance was not anticipated in 2017/18 with an overall gap of £2.4m forecast.

Across all services, the Financial Plan set out anticipated recurring savings of £2.8m. The level of savings required reflects the underlying level of unavoidable cost and demand pressures facing health and social care services.

#### Financial Performance 2017/18

Budget monitoring of IJB delegated functions is undertaken by finance teams within the Perth & Kinross Council and NHS Tayside, reflecting the IJB's role as a strategic planning body which does not directly deliver services, employ staff or hold cash resources. However, it is important that the IJB has oversight of the in-year budget position as this highlights any issues that need to be accounted for when planning the future delivery of health and social care services.

In 2017/18 we achieved a balanced budget position despite there being key pressures on the system. During the year, we worked closely with NHS Tayside to identify transformation and cost reduction plans to address the shortfalls in GP Prescribing and Inpatient Mental Health, however as anticipated both areas incurred significant overspends. This was funded by NHS Tayside through their achievement of an overall break even position. The cost of NHS delivered services therefore matched the income available.

Within Social Care Services a significant under spend of £2.6m was achieved. £1.3m of this was through acceleration of 2018/19 planned savings. Perth & Kinross Council carried forward this under spend in a reserve earmarked for social care and therefore a break even position is also reported on social care services.

Our financial performance for the year is summarised in the table detailed on the following page.



|                                                            | Budget<br>£000 | Actual<br>£000 | Variance Over/<br>(-)Underspend<br>£000 |
|------------------------------------------------------------|----------------|----------------|-----------------------------------------|
| Older Peoples Service/Physical Disabilities including AHPs | 65,371         | 63,777         | (1,594)                                 |
| Learning Disabilities                                      | 18,237         | 17,378         | (859)                                   |
| Mental Health and Addictions                               | 4,943          | 4,958          | 15                                      |
| Planning/Management/Other Services                         | 7,780          | 7,047          | (733)                                   |
| Prescribing                                                | 26,763         | 28,467         | 1,704                                   |
| General Medical Services                                   | 23,392         | 23,204         | (188)                                   |
| Family Health Services                                     | 16,481         | 16,474         | (7)                                     |
| Hosted Services                                            | 20,666         | 20,970         | 303                                     |
| Large Hospital Set-Aside                                   | 11,793         | 11,793         | -                                       |
| <b>Total</b>                                               | <b>195,426</b> | <b>194,068</b> | <b>(1,358)</b>                          |

**Breakdown of Variance:**

|                    |         |         |         |
|--------------------|---------|---------|---------|
| <b>Health</b>      | 145,865 | 147,144 | 1,279   |
| <b>Social Care</b> | 49,561  | 46,924  | (2,637) |

Overall, recurring savings of £2.8m were delivered against the £2.8m plan.

The current challenging financial climate reinforces the importance of managing expenditure within the financial resources available and this will require close partnership working between the IJB as service commissioner and NHS Tayside and Perth & Kinross Council as providers of services.

**Financial Outlook**

The IJB, like many others, faces significant financial challenges and will be required to operate within very tight financial constraints for the foreseeable future due to the difficult national economic outlook and increasing demand for services.

A Financial Plan for 2018/19 is currently in development with the objective that the IJB operates within resources available. A budget settlement with Perth & Kinross Council and NHS Tayside has been agreed. Discussions are continuing with NHS Tayside in relation to Prescribing



and Inpatient Mental Health (which Perth & Kinross IJB hosts on behalf of all three IJBs). However significant transformation and cost improvement plans are being developed for both areas which should support future financial sustainability.

However both settlements present significant challenges in terms of accommodating demographic and inflationary type pressures across core services. In particular pay, price and demand pressures across social care services are estimated at £4.6m for 2018/19 with similar levels forecast for the next two years. Whilst a significant transformation and efficiency programme has been identified for 2018/19 the scope of opportunity for further major transformation across services will not be sufficient to address the level of social care pressures moving forward. Early discussions are taking place with NHS Tayside and Perth & Kinross Council around the 2019/20 Budget Settlement however both parent bodies are facing a very difficult financial outlook.

### Best Value

Best Value is about creating an effective organisational context from which Public Bodies can deliver key outcomes. The following five themes are considered to be the building blocks on which to deliver good outcomes by ensuring that they are delivered in a manner which is economic efficient sustainable and supportive of continuous improvement. The key arrangements in place within the IJB which support each theme are also set out:

- **Vision and Leadership**

*The IJB has agreed a Strategic Plan which sets out its key aims and ambitions and which guides the transformation of devolved health and social care services lead by the Chief Officer and the wider Perth and Kinross Health and Social Care Partnership (PKHSCP) Team. The Strategic Plan*

*has been developed in close consultation with a wide range of stakeholders. PKHSCP are currently developing Strategic Delivery Plans for its 4 Key Care Programmes and each will be supported by a performance framework against which progress will be monitored.*

- **Effective Partnerships**

*A communication and engagement group has been established to ensure that the most effective routes are identified to engage with stakeholders and partners in development of plans for service redesign. Partnership working with the Third Sector continues to develop and deepen with the support of PKAVS as the Third Sector Interface in Perth and Kinross and a flourishing Third Sector Health & Social Care Strategic Forum. The Forum has 43 organisational members. Members meet regularly to engage with the Partnership's business, strengthen connections and progress joint action.*

- **Governance and Accountability**

*The governance framework is the rules and practices by which the IJB ensures that decision making is accountable, transparent and carried out with integrity. The IJB undertakes an intensive annual review of its governance arrangements based on CIPFA Good Governance Principles. The IJB is able to demonstrate structures, policies and leadership behaviours which demonstrate good standards of governance and accountability. In particular the development of a Strategic Plan in consultation with stakeholders, the robust financial planning arrangements and the publication of this Annual Performance Report give a clear demonstration of our best value approach.*



- **Use of Resources**

*The IJB is supported by a robust 3 Year Financial Planning process which forms the basis for budget agreement each year with NHS Tayside and Perth & Kinross Council. Performance against the Financial Plan is reported to the IJB on a regular basis throughout the year. All significant service reviews considered by the IJB are supported by an effective option appraisal.*

*A budget review group has been established to ensure that transformation and efficiency proposals are in line with strategic plan objectives. The Clinical Care Governance Board has oversight of all transformation proposals to ensure that quality of care and service delivery is not compromised.*

- **Performance Management**

*The IJB's Performance Management Strategy focuses firmly on embedding a performance management culture throughout its activities. Regular reports on performance have been provided to the IJB. In addition the establishment of an Audit & Performance Committee ensures an effective level of performance review and scrutiny.*



## Section 5: Scrutiny and inspection of services: what did external agencies find during inspection?

### How did we do?

#### Care Inspectorate

During 2017/18, 8 Perth & Kinross Council services received an inspection by the Care Inspectorate at Beechgrove House, Dalweem Care Home, Parkdale Care Home, Care at Home, Strathmore Day Opportunities, Adults with Learning Disabilities Housing Support, Older People Housing Support and Homeless Housing Support.

Key findings from the Care Inspectorate across the services included:

- **Parkdale Care Home**  
*Quality of Care and Support awarded Excellent (Level 6) and Staffing Very Good (Level 5). Relatives were confident that their loved ones were well looked after and were receiving an excellent level of care. The inspectorate acknowledged that Parkdale has a very calm, friendly and welcoming atmosphere.*
- **Dalweem Care Home**  
*Quality of Care and Support and Staffing both awarded Very Good (Level 5). All of the residents the Inspectorate spoke with were happy with the care and support received and said that staff treated them with respect and kindness.*
- **Beechgrove House**  
*Quality of Care and Support and Management and Leadership both were awarded Excellent (Level 6). The Inspectorate received very positive feedback from residents and families during the course of the inspection.*
- **Care at Home**  
*Quality of Care and Support and Management and Leadership both awarded Very Good Level 5 and Staffing received Good (Level 4). People were pleased, or very pleased, with the support that they had received from the new service. People were listened to, treated warmly with dignity and respect, and staff genuinely cared about the outcomes for people they supported.*
- **Adults with Learning Disabilities Housing Support**  
*Quality of Care and Support and Staffing both awarded Very Good (Level 5). People who use the service were happy with the support they received and said they got on well with the staff who supported them.*
- **Strathmore Day Opportunities**  
*Quality of Care and Support and Management and Leadership both awarded Very Good (Level 5). People felt less isolated and enjoyed what the service offered, relatives also described how they felt their relatives had increased in confidence as they had more opportunities to meet more people.*
- **Older People Housing Support**  
*Quality of Care and Support and Management and Leadership both were awarded Very Good (Level 5). Support offered to tenants by the service was consistently very responsive, timely and caring. The staff team had a warm and friendly approach and had clearly built up very positive relationships with tenants in all of the sheltered housing complexes.*





- **Homeless Housing Support**

*Quality of Care and Support and Staffing both awarded Excellent (Level 6). People using the service were very positive about the support they had received and, in particular, praised the staff team for their efforts and commitment.*

What people told the Care Inspectorate during their inspection visits:

- *"If I need to, the staff can help me go to appointments like the dentist."*
- *"It has given me my life back. I had lost the art of conversation."*
- *"The standard of care that my relative receives is very high and we are made to feel very welcome when we visit."*
- *"If you could give them above 10/10 I would."*

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.

## **Commissioning Services**

The following section provides details on grading awarded by the Care Inspectorate for inspections carried out during 2017/18 and includes services for Older People Care Home, Mental Health and Learning Disability Supported Living services.

### **Care at Home for Older People**

During their inspection visits the Care Inspectorate carried out inspections across quality themes for Care and Support, Staffing and Management and Leadership. Out of the 11 services inspected **26 quality themes** were assessed in total. The following grading was awarded:

- **2 quality themes** inspected received Excellent for the quality of Care and Support and for Management and Leadership.
- **17 quality themes** inspected received Very Good/ Good grading: 8 Care and Support, 6 Staffing and 3 for Management and Leadership. These grades awarded by the Care Inspectorate represent increasingly better levels of performance.
- **4 quality themes** inspected were awarded Adequate grading: 1 Care and Support, 2 for Staffing and 1 for Management and Leadership. Grading represents performance that the Inspectorate finds acceptable but which could be improved.
- **3 quality themes** inspected received grading of Weak for quality of Care and Support and Management and Leadership (2) which indicates concern about the performance of the service and that there are things which the service must improve.



| Quality Themes            | Grading Awarded by the Care Inspectorate at Latest Inspection |                        |                   |                       |                   |                             |
|---------------------------|---------------------------------------------------------------|------------------------|-------------------|-----------------------|-------------------|-----------------------------|
|                           | Excellent<br>(Level 6)                                        | Very Good<br>(Level 5) | Good<br>(Level 4) | Adequate<br>(Level 3) | Weak<br>(Level 2) | Unsatisfactory<br>(Level 1) |
| Care and Support          | 1                                                             | 5                      | 3                 | 1                     | 1                 | 0                           |
| Staffing                  | 0                                                             | 5                      | 1                 | 2                     | 0                 | 0                           |
| Management and Leadership | 1                                                             | 2                      | 1                 | 1                     | 2                 | 0                           |
| Total                     | 2                                                             | 12                     | 5                 | 4                     | 3                 | 0                           |

**Feedback from service users/carers during the inspections included:**

- "Service users spoke highly of the carers and the care they received."
- "As a relatively new user of the service I am extremely impressed with it. I couldn't manage the care of my husband without their support."
- "I feel confident with the carers who support me; they keep me independent in my own home."



Supported Living Services - Learning Disabilities and Mental Health

During their inspection visits the Care Inspectorate carried out inspections across Quality of Care and Support, Staffing and Management and Leadership. Out of the 10 services inspected **21 quality themes** were assessed in total. The following grading was awarded:

- **7 quality themes** inspected were awarded Excellent grading: 5 for the quality of Care and Support and 2 for Management and Leadership.
- **14 quality themes** inspected received Very Good grading: 5 for quality of Care and Support, 4 for Management and Leadership, and 5 for quality of Staffing.
- **No services** received an Adequate or Weak grading for the quality of Care and Support, Staffing and Management and Leadership.

Feedback from service users/carers during the inspections included:

- “Staff make suggestions about what I should do but they don’t force me to do anything I don’t want to do.”
- “Excellent service, is the best thing to have happened to X, he is very happy.”
- “Big difference in X. When talking about how well their relative was getting on as a result of support from this service.”

| Quality Themes            | Grading Awarded by the Care Inspectorate at Latest Inspection |                     |                |                    |                |                          |
|---------------------------|---------------------------------------------------------------|---------------------|----------------|--------------------|----------------|--------------------------|
|                           | Excellent (Level 6)                                           | Very Good (Level 5) | Good (Level 4) | Adequate (Level 3) | Weak (Level 2) | Unsatisfactory (Level 1) |
| Care and Support          | 5                                                             | 5                   | 0              | 0                  | 0              | 0                        |
| Staffing                  | 0                                                             | 4                   | 0              | 0                  | 0              | 0                        |
| Management and Leadership | 2                                                             | 5                   | 0              | 0                  | 0              | 0                        |
| Total                     | 7                                                             | 14                  | 0              | 0                  | 0              | 0                        |



- **Mental Welfare Commission - Psychiatry of Old Age**

The Mental Welfare Commission visited the Psychiatry of Old Age wards at Murray Royal Hospital on 7 June 2017. The visit was focused on care planning, but also to look generally at the provision of care and treatment in the three wards. The commission observed the care and treatment being provided in the three wards during the visit, and patients appeared to be well looked after. Patients spoke positively about staff, and felt staff were attentive and approachable. Relatives they met in all three wards also spoke highly about the care and treatment being provided, the attitudes of staff, and that they felt staff keep them very well informed.

The commission made four recommendations, which are now being addressed by the service. These were in relation to enhancing activity provision, exploring ways for patients and/or relatives to participate in the MDT meetings, replacement of furniture, and the new electronic records system.

- **Perth and Kinross Community Hospitals**

The Mental Welfare Commission also visited the four Perth and Kinross Community Hospitals during August and September 2017 as part of a national programme of community hospital visits. This visit was for the commission to meet with health staff, carers, and inpatients with a diagnosis of dementia or who were being assessed for dementia. The commission noted good interactions between staff and patients, with the physical healthcare needs of patients being met, and good multidisciplinary working.

The commission made several recommendations, which are now being addressed by the service. These were in relation to attendance at the multidisciplinary team meetings by GPs, more diverse set of activities for the patients to participate in, and environmental improvements.

- **New Health and Social Care Standards**

From 1 April 2018 the new Health and Social Care Standards will be taken into account by the Care Inspectorate, Healthcare Improvement Scotland and other scrutiny bodies in relation to inspections, and registration, of health and care services.

The Perth and Kinross Health and Social Care Partnership have been working with IRISS as part of a larger project exploring the new standards and looking at how the new standards can be embedded into practice across services. The partnership meetings which are also attended by a range of multidisciplinary agencies which includes the Care Inspectorate provides opportunities to share learning around the new standards.



## Overall Assessment

This report reflects the achievements of Perth and Kinross Health and Social Care Partnership in its second year. In legislating for Integration, the Scottish Government set bold ambitions to transform delivery of health and care. Perth and Kinross has risen to that challenge; local redesign has started. 4,000 people contributed to a Strategic Plan that sets out our ambitions to provide the best possible health and care services to our citizens; connecting ideas for local improvement with evidence of the best ways of delivering health and care services for the future.

Health and care services are always developing and in our second year we continue to see evidence of improvement.

More people being supported at home and fewer people are relying on care in hospital. More people are living healthy independent lives into older age. When something goes wrong, people need to know that the right care is on hand when they need it, delivered by the right person in the right place. For this to happen, professional practice has to change. We will always need to provide treatment and care services; however, our teams will increasingly work with people to improve their health. By involving families, carers, communities and voluntary organisation and joining them up with more health and care services, we begin to see the benefits of Health and Social Care integration in practice. Looking forward, there is much to be done. We will continue to listen to the people who experience our services and for whom our decisions are important.

To achieve our ambitions we require input from the wide range of partners; health and social care professions; the third and private sectors, as well as the feedback and contributions received from our customers and local communities. We acknowledge the strong support from members of the Third Sector Health & Social Care Strategic Forum who are driving collaborative action and strengthening partnership working with the Third Sector. Similarly, Health and Wellbeing Groups in localities and many other service user and carer groups are integral in helping us ensure a partnership approach. Collectively this input has proven invaluable in the achievement of the successes we have had so far.

We need to continue to maximise the opportunities of this collaborative working if we are to fully realise our ambitions and to transform the way services are delivered. There are many challenges ahead and we recognise that our dedicated, skilled staff are committed to providing high-quality and responsive care. We will continue to be innovative, resilient and, importantly, focused on positive outcomes for the people of Perth and Kinross.



## Review of our Strategic Plan

Our Strategic Commissioning Plan runs from 2016-2019 and work is now underway to refresh our priorities and plan from 2019 onwards. Much of this report has focussed on the key priorities set out in our strategic plan in order to deliver against our 5 key objectives and the 9 National Outcomes for Health and Social Care Integration. Whilst we have achieved a great deal, challenges remain and we have begun a process to ensure that the needs of a range of client groups are given a higher priority.

The financial challenge has already been outlined and we need to focus on the areas for improvement we have identified to ensure we are able to deliver integrated health, care and support services to people in need. Our plans for people with learning disabilities, mental health, older people and carers will clearly focus on commissioning priorities and we best work in partnership with the Independent Sector and Third Sector.

We will achieve further integrated strategic planning through organising our work around the following key priority areas:

- *Unscheduled Care and Older People*
- *Wellbeing and Mental Health*
- *Carers*
- *Primary Care*
- *Working in Communities*

This work will be supported by services such as Finance, Human Resources and clinical and professional leads. The involvement of those who use our services as well as engaging wider community members remains a priority and we are putting in steps to ensure participation. Our engagement and participation strategy outlines how we intend to do this, Public Partners along with the involvement of wider representatives will be central to this.



*Robert Packham, Chief Officer*



## Appendix 1: National Health and Wellbeing Outcomes

|                                         |                                                                                                                                                                                                               |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| National Health and Wellbeing Outcome 1 | People are able to look after and improve their own health and wellbeing and live in good health for longer.                                                                                                  |
| National Health and Wellbeing Outcome 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. |
| National Health and Wellbeing Outcome 3 | People who use health and social care services have a positive experience of those services and have their dignity respected.                                                                                 |
| National Health and Wellbeing Outcome 4 | Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.                                                                           |
| National Health and Wellbeing Outcome 5 | Health and social care services contribute to reducing health inequalities.                                                                                                                                   |
| National Health and Wellbeing Outcome 6 | People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their health and wellbeing.                        |
| National Health and Wellbeing Outcome 7 | People who use health and social care services are safe from harm.                                                                                                                                            |
| National Health and Wellbeing Outcome 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.                    |
| National Health and Wellbeing Outcome 9 | Resources are used effectively and efficiently in the provision of health and social care services.                                                                                                           |





## Appendix 2: Summary of the contextual indicators used within this report and previous APR

The following local indicators are used to give context to the 20 National Performance indicators that are the core indicators for the Annual Performance Report.

| ID                      | Indicator                                                                | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes |
|-------------------------|--------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-------|
| <b>ISD<br/>National</b> | Number of bed days lost to delayed discharge (excluding complex cases).  | 17,029                          | 15,429                          | 15,078                          | ↓351                                                           | n/a                                                              | n/a                                                                          |       |
| <b>ISD<br/>National</b> | Number of people delayed in hospital for more than 14 days.              | 191                             | 198                             | 239                             | ↑41                                                            | n/a                                                              | n/a                                                                          |       |
| <b>Local<br/>ASW</b>    | Percentage of people requiring no further services following Reablement. | 38.0%                           | 34.0%                           | 31.0%                           | ↓3%                                                            | n/a                                                              | n/a                                                                          |       |
| <b>LOCAL<br/>ASW</b>    | Percentage of adults 65+ with intensive needs receiving care at home.    | 32.0%                           | 37.0%                           | 38.0%                           | ↑1%                                                            | n/a                                                              | n/a                                                                          |       |



| ID                       | Indicator                                                                                            | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes |
|--------------------------|------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-------|
| <b>Local<br/>ASW</b>     | Number of people using SDS Options 1 and 2 as a percentage of all people accessing services via SDS. | 11.7%                           | 14.4%                           | 18.6%                           | ↑4.2%                                                          | n/a                                                              | n/a                                                                          |       |
| <b>Local<br/>ASW</b>     | Percentage of adult protection cases screened within 24 hours of notification.                       | 94.0%                           | 96.0%                           | 93.0%                           | ↓3%                                                            | n/a                                                              | n/a                                                                          |       |
| <b>Local<br/>ASW</b>     | Number of people with Telecare equipment installed (excluding community alarms).                     | n/a                             | n/a                             | 1,416                           | n/a                                                            | n/a                                                              | n/a                                                                          |       |
| <b>Local<br/>ASW</b>     | Number of people with a Community Alarm service.                                                     | n/a                             | 2,864                           | 3,681                           | ↑817                                                           | n/a                                                              | n/a                                                                          |       |
| <b>Local<br/>Housing</b> | Number of households presented to the Council as homeless.                                           | 898                             | 825                             | 999                             | ↑174                                                           | n/a                                                              | n/a                                                                          |       |



| ID                       | Indicator                                                                                               | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes |
|--------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-------|
| <b>Local<br/>Housing</b> | Number of overcrowded households in Council tenancies.                                                  | 127                             | 115                             | 108                             | ↓7                                                             | n/a                                                              | n/a                                                                          |       |
| <b>Local<br/>Housing</b> | Percentage households in fuel poverty.                                                                  | 38.0%                           | 22.3%                           | 32.0%                           | ↑9.7%                                                          | n/a                                                              | n/a                                                                          |       |
| <b>Local<br/>NHS</b>     | Within 12 Months of a diagnosis of Dementia, all patients will have commenced Post Diagnosis Support*** | 94.0%                           | 98.0%                           | 100%                            | ↑ 2%                                                           | n/a                                                              | n/a                                                                          |       |



## Appendix 3: Summary of local survey results used within this report and previous APR

| ID                                  | Indicator                                                                              | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | HACE<br>2017/18<br>Scottish<br>Average<br>(where<br>applicable) |
|-------------------------------------|----------------------------------------------------------------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------|
| NI 01a<br>Local<br>Client<br>Survey | I received a high-quality service.                                                     | 89.7%                           | 91.1%                           | ↑1.4%                                                          | Not yet available                                                | n/a                                                                          | 80.0%                                                           |
| NI 02a<br>Local<br>Client<br>Survey | I can rely on the services I receive.                                                  | 86.6%                           | 85.7%                           | ↓1.1%                                                          | Not available yet                                                | n/a                                                                          | 74.0%                                                           |
| NI 03a<br>Local<br>Client<br>Survey | I am supported to live as independently as possible.                                   | 89.9%                           | 91.7%                           | ↑1.8%                                                          | Not yet available                                                | n/a                                                                          | 81.0%                                                           |
| NI 04a<br>Local<br>Client<br>Survey | The help, care or support I received helps me feel safer at home and in the community. | 87.9%                           | 82.4%                           | ↓5.5%                                                          | Not yet available                                                | n/a                                                                          | 83.0%                                                           |
| NI 05a<br>Local<br>Client<br>Survey | I have felt involved in making decisions about the help, care and support I receive.   | 83.0%                           | 85.2%                           | ↑2.2%                                                          | Not available yet                                                | n/a                                                                          | 76.0%                                                           |



| ID                                            | Indicator                                                                           | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | HACE<br>2017/18<br>Scottish<br>Average<br>(where<br>applicable) |
|-----------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <b>NI 06a<br/>Local<br/>Client<br/>Survey</b> | The services I have received have helped me to feel part of my local community.     | 64.9%                           | 72.3%                           | ↑7.4%                                                          | Not available yet                                                | n/a                                                                          | n/a                                                             |
| <b>NI 07a<br/>Local<br/>Client<br/>Survey</b> | I get a good response from social work services when I contact them during the day. | 72.6%                           | 88.5%                           | ↑15.9%                                                         | Not available yet                                                | n/a                                                                          | n/a                                                             |



The following Indicators are extracted from our Annual Staff Survey. Current status of updated results being validated this week.

| ID                                           | Indicator                                                                                                       | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes                |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|----------------------|
| <b>NI 10a<br/>Local<br/>Staff<br/>Survey</b> | Percentage of social work staff who say they are treated fairly at work.                                        | 82.0%                           | 85.0%                           | 83.4%                           | 1.6%                                                           | n/a                                                              | n/a                                                                          |                      |
| <b>NI 10b<br/>Local<br/>Staff<br/>Survey</b> | Percentage of social work staff who say their daily role provides them with opportunity to use their strengths. | 79.0%                           | 80.0%                           | 81.8%                           | 1.8%                                                           | n/a                                                              | n/a                                                                          |                      |
| <b>NI 10c<br/>Local<br/>Staff<br/>Survey</b> | Percentage of health staff who say they are treated fairly and consistently.                                    | 79.0%                           | 80.0%                           | Due July 2018                   | n/a                                                            | n/a                                                              | n/a                                                                          | waiting confirmation |
| <b>NI 10d<br/>Local<br/>Staff<br/>Survey</b> | Percentage of health staff who say their work gave them a sense of achievement.                                 | 71.0%                           | 81.0%                           | Due July 2018                   | n/a                                                            | n/a                                                              | n/a                                                                          | waiting confirmation |

## Appendix 4: National Indicator dataset used within this report

The indicators below are the national indicator dataset that is the core dataset for the APR.

| ID    | Indicator                                                                                                                               | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes                                               |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------|
| NI 01 | Percentage of adults able to look after their health very well or quite well.<br>(Source: HACE)                                         | 95.0%                           | n/a                             | 95.0%                           | no change                                                      | 93.0%                                                            | ↑2.0%                                                                        | 2015/16 recalculated by Scot Gov with new weighting |
| NI 02 | Percentage of adults supported at home who agree that they are supported to live as independently as possible.<br>(Source: HACE)        | 81.0%                           | n/a                             | 83.0%                           | ↑2.0%                                                          | 81.0%                                                            | ↑2.0%                                                                        | 2015/16 recalculated by Scot Gov with new weighting |
| NI 03 | Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided.<br>(Source: HACE) | 82.0%                           | n/a                             | 78.0%                           | ↓4.0%                                                          | 76.0%                                                            | ↑2.0%                                                                        | 2015/16 recalculated by Scot Gov with new weighting |





| ID    | Indicator                                                                                                                              | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes                                               |
|-------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------|
| NI 04 | Percentage of adults supported at home who agree that their health and care services seemed to be well co-ordinated.<br>(Source: HACE) | 76.0%                           | n/a                             | 75%                             | ↓1%                                                            | 74%                                                              | ↑ 1%                                                                         | 2015/16 recalculated by Scot Gov with new weighting |
| NI 05 | Percentage of adults receiving any care or support who rate it as excellent or ?<br>(Source: HACE)                                     | 83%                             | n/a                             | 81%                             | ↓2%                                                            | 80%                                                              | ↑ 1%                                                                         | 2015/16 recalculated by Scot Gov with new weighting |
| NI 06 | Percentage of people with positive experience of care at their GP practice.<br>(Source: HACE)                                          | 91%                             | n/a                             | 88%                             | ↓3%                                                            | 83%                                                              | ↑ 5%                                                                         | 2015/16 recalculated by Scot Gov with new weighting |



| ID    | Indicator                                                                                                                                                           | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes                                               |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------|
| NI 07 | Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.<br>(Source: HACE) | 84%                             | n/a                             | 81%                             | ↓3%                                                            | 80%                                                              | ↑ 1%                                                                         | 2015/16 recalculated by Scot Gov with new weighting |
| NI 08 | Percentage of carers who feel supported to continue in their caring role.<br>(Source: HACE)                                                                         | 40%                             | n/a                             | 41%                             | ↑ 1%                                                           | 37%                                                              | ↑ 4%                                                                         | 2015/16 recalculated by Scot Gov with new weighting |
| NI 09 | Percentage of adults supported at home who agree they felt safe.<br>(Source: HACE)                                                                                  | 80%                             | n/a                             | 85%                             | ↑ 5%                                                           | 83%                                                              | ↑ 2%                                                                         | 2015/16 recalculated by Scot Gov with new weighting |
| NI 11 | Premature Mortality Rate per 100,000.                                                                                                                               | 352                             | 348                             | 364                             | ↑ 16                                                           | 425                                                              | ↓61                                                                          |                                                     |



| ID    | Indicator                                                                               | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes                                                    |
|-------|-----------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|----------------------------------------------------------|
| NI 12 | Rate of emergency admissions per 100,000 population for adults.                         | 11,040                          | 11,158                          | 10,762                          | ↓396                                                           | 11,959                                                           | ↓1,197                                                                       |                                                          |
| NI 13 | Rate of emergency bed day per 100,000 population for adults.                            | 124,651                         | 118,566                         | 109,842                         | ↓8,724                                                         | 115,518                                                          | ↓5,676                                                                       |                                                          |
| NI 14 | Readmissions to Hospital within 28 days of discharge per 1,000 admissions.              | 115                             | 117.97                          | 109.7                           | ↓8.27                                                          | 96.7                                                             | ↑13                                                                          |                                                          |
| NI 15 | Proportion of last 6 months of life spent at home or in a community setting.            | 87.90%                          | 88.27%                          | 89.64%                          | ↑1.37%                                                         | 88.26                                                            | ↑1.38%                                                                       |                                                          |
| NI 16 | Falls rate per 1,000 population age 65+.                                                | 20.92%                          | 21.67%                          | 21.75                           | ↑0.08%                                                         | 21.68%                                                           | ↑0.07%                                                                       |                                                          |
| NI 17 | Proportion of care services graded Good (4) or better in Care Inspectorate inspections. | 85%                             | 83%                             | 88%                             | ↑5%                                                            | 85%                                                              | ↑3%                                                                          | Scottish Average for 2017/18 available in September 2018 |

| ID    | Indicator                                                                                                     | 2015/16<br>Perth and<br>Kinross | 2016/17<br>Perth and<br>Kinross | 2017/18<br>Perth and<br>Kinross | Perth and<br>Kinross<br>difference<br>from<br>previous<br>year | 2017/18<br>Scotland<br>average<br>(unless<br>otherwise<br>noted) | Perth and<br>Kinross<br>difference<br>from<br>2017/18<br>Scottish<br>Average | Notes             |
|-------|---------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------|-------------------|
| NI 18 | Percentage of adults with intensive needs receiving care at home                                              | 58%                             | 60%                             | n/a                             | n/a                                                            | n/a                                                              | n/a                                                                          | Due December 2018 |
| NI 19 | Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1,000 population    | 1,005                           | 875.2                           | 674.3                           | ↓200.9                                                         | 772                                                              | ↓97.7                                                                        |                   |
| NI 20 | Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency | 28.30%                          | 27.18%                          | 26.01%                          | ↓ 1.17%                                                        | 23%                                                              | ↑3.01%                                                                       |                   |

**Notes for Indicators 1-9 above:**

A review of the weighting methodology was undertaken by the Scottish Government in advance of the 2017/18 survey, leading to some changes in the weights applied. Details of the review, the full methodology applied to the 2017/18 results and the impacts of the change are available at [www.gov.scot/Resource/0053/00533823.pdf](http://www.gov.scot/Resource/0053/00533823.pdf) Results at all levels of reporting are weighted.



# Glossary of Terms

|                |                                                                    |
|----------------|--------------------------------------------------------------------|
| <b>A&amp;E</b> | <i>Accident &amp; Emergency</i>                                    |
| <b>AHP</b>     | <i>Allied Health Professional</i>                                  |
| <b>AP/HSW</b>  | <i>Assistant Practitioners/Health Care Support</i>                 |
| <b>CAPA</b>    | <i>Care About Physical Activity</i>                                |
| <b>CIPFA</b>   | <i>Chartered Institute of Public Finance &amp; Accountancy</i>     |
| <b>FHS</b>     | <i>Family Health Service</i>                                       |
| <b>GP</b>      | <i>General Practitioner</i>                                        |
| <b>HART</b>    | <i>Home Assessment Recovery Team</i>                               |
| <b>ICT</b>     | <i>Integrated Care Team</i>                                        |
| <b>IJB</b>     | <i>Integration Joint Board</i>                                     |
| <b>LAL</b>     | <i>Live Active Leisure</i>                                         |
| <b>LAP</b>     | <i>Local Action Partnerships</i>                                   |
| <b>LGBT</b>    | <i>Lesbian Gay Bisexual Transgender</i>                            |
| <b>MA</b>      | <i>Modern Apprenticeship/Apprenticeship</i>                        |
| <b>MDT</b>     | <i>Multidisciplinary Team</i>                                      |
| <b>MECOPP</b>  | <i>Minority Ethnic Carers of People Project</i>                    |
| <b>MftE</b>    | <i>Medicine for the Elderly</i>                                    |
| <b>MSG</b>     | <i>Ministerial Strategic Group for Health &amp; Community Care</i> |

|                |                                                                 |
|----------------|-----------------------------------------------------------------|
| <b>NHS</b>     | <i>National Health Service</i>                                  |
| <b>NHST</b>    | <i>National Health Service Trust</i>                            |
| <b>OT</b>      | <i>Occupation Therapy/Therapist</i>                             |
| <b>P&amp;K</b> | <i>Perth &amp; Kinross</i>                                      |
| <b>PKAVS</b>   | <i>Perth &amp; Kinross Association of Voluntary Service Ltd</i> |
| <b>PKHSCP</b>  | <i>Perth and Kinross Health and Social Care Partnership</i>     |
| <b>PMLD</b>    | <i>Profound and Multiple Learning Disabilities</i>              |
| <b>POA</b>     | <i>Psychiatry of Old Age</i>                                    |
| <b>PRI</b>     | <i>Perth Royal Infirmary</i>                                    |
| <b>ROSC</b>    | <i>Recovery Orientated System of Care</i>                       |
| <b>ScotPHO</b> | <i>Scottish Public Health Observatory</i>                       |
| <b>SCYD</b>    | <i>Strathmore Centre for Youth Development</i>                  |
| <b>TEC</b>     | <i>Technology Enabled Care</i>                                  |
| <b>TMASRG</b>  | <i>Tayside Multi-Agency Suicide Review Group</i>                |

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# **PERTH AND KINROSS COUNCIL**

## **SCRUTINY COMMITTEE**

**28 November 2018**

### **CARE INSPECTORATE INSPECTIONS 2017/18**

**Report By Chief Officer, Perth and Kinross Health and Social Care Partnership  
(Report No.18/395)**

#### **PURPOSE OF REPORT**

This report advises Scrutiny Committee of the key findings of inspections carried out in Perth and Kinross by the Care Inspectorate during 2017/18. The report highlights some excellent performance and grades awarded by the Inspectorate across the majority of services, as well as some areas for improvement.

#### **1. BACKGROUND**

- 1.1 The Care Inspectorate is the unified independent scrutiny and improvement body for care and children's services. They regulate services, carry out inspections and award grades based on the findings of their inspections.
- 1.2 The Scottish Government's statutory minimum frequency of inspections means that all services registered in the following categories will receive, as a minimum, an annual unannounced inspection, no matter how well the service has been performing:
  - Care homes for older people
  - Care homes for adults
  - Care homes for children and young people
  - Support services – care at home
  - Housing support services, but only those which are combined with care at home services
  - Secure accommodation
- 1.3 The Care Inspectorate inspect and grade elements of care under quality themes: Quality of Care and Support, Environment, Staffing and Management & Leadership. The Inspectorate then awards grades which reflect how the service is performing in each of the quality themes as follows:
  - Excellent (Level 6), Very Good (Level 5) and Good (Level 4) represent increasingly better levels of performance.
  - Adequate (Level 3) represents performance Care Inspectorate find acceptable but which could be improved.
  - Weak (Level 2) indicates concern about the performance of the service and that there are things which the service must improve.
  - Unsatisfactory (Level 1) represents a more serious level of concern.

1.4 If the Care Inspectorate are concerned about some aspect of the service, or think it could do more to improve its service, they make a requirement or recommendation. If requirements and recommendations are made, the service must submit an appropriate action plan within the required timescale.

1.5 The new Health and Social Care Standards were published by the Scottish Government last year. The new standards replace the National Care Standards, and are now relevant across all health and social care provision. The Standards are underpinned by five principles: dignity and respect, compassion, be included, responsive care, and support and wellbeing.

From 1 April 2018 the Standards will be taken into account by the Care Inspectorate, Healthcare Improvement Scotland and other scrutiny bodies in relation to inspections, and registration, of health and care services.

## **2. SUMMARY OF FINDINGS**

2.1 There are 14 services across Perth and Kinross which are subject to inspection:

- |                                                       |                                          |
|-------------------------------------------------------|------------------------------------------|
| • Adults with Learning Disabilities (St. Catherine's) | • Kinnoull Day Opportunities             |
| • Beechgrove House                                    | • Lewis Place Resource Centre            |
| • Blairgowrie Adult Resource Centre                   | • New Rannoch Day Services               |
| • Dalweem Care Home                                   | • Older People's Housing Support Service |
| • Gleneagles Day Opportunities                        | • Parkdale Care Home                     |
| • Care at Home (HART)                                 | • Parkdale Day Support Service           |
| • Homeless Housing Support                            | • Strathmore Day Opportunities           |

2.2 During 2017/18, 8 out of the 14 services received an inspection by the Care Inspectorate at Beechgrove House, Dalweem Care Home, Parkdale Care Home, Care at Home, Strathmore Day Opportunities, Adults with Learning Disabilities Housing Support, Older People Housing Support and Homeless Housing Support.

The following section provides details on the key findings for the inspections, the details of which are included in Appendix 1. The table below provides grading for each inspection.



Table 1: Care Inspections carried out during 2017/18 (May 2017 to March 2018)

|                                                                                                                             |        | Grading Awarded |              |               |                         |
|-----------------------------------------------------------------------------------------------------------------------------|--------|-----------------|--------------|---------------|-------------------------|
| Service                                                                                                                     |        | Care & Support  | Environment  | Staffing      | Management & Leadership |
| Beechgrove House                                                                                                            | Mar'18 | Excellent - 6   | Not Assessed | Not Assessed  | Excellent - 6           |
| <b>**Awaiting published report, however, verbal feedback from Inspectorate confirmed the above grading has been awarded</b> |        |                 |              |               |                         |
| Care at Home                                                                                                                | Mar'18 | Very Good - 5   | Not Assessed | Good - 4      | Very Good - 5           |
| Parkdale Care Home                                                                                                          | Mar'18 | Excellent - 6   | Not Assessed | Very Good - 5 | Not Assessed            |
| <b>**Awaiting published report and confirmation of grades by the Inspectorate.</b>                                          |        |                 |              |               |                         |
| Older People Housing Support                                                                                                | Feb'18 | Very Good - 5   | Not Assessed | N/A           | Very Good - 5           |
| Homeless Housing Support                                                                                                    | Jan'18 | Excellent - 6   | Not Assessed | Excellent - 6 | Not Assessed            |
| Adults with Learning Disabilities Housing Support                                                                           | Nov'17 | Very Good - 5   | Not Assessed | Very Good - 5 | Not Assessed            |
| Strathmore Day Opportunities                                                                                                | Jun'17 | Very Good - 5   | Not Assessed | Not Assessed  | Very Good - 5           |
| Dalweem Care Home                                                                                                           | May 17 | Excellent - 6   | Not Assessed | Very Good - 5 | Not Assessed            |

**No requirements or recommendations made at the time of inspections**

2.3 At the time of writing this report two inspection reports were still be published on the Care Inspectorate website – Beechgrove House and Parkdale Care Home. At the time of both inspections the Care Inspectorate indicated the following grades:

- Beechgrove House were inspected for Quality of Care and Support and Management & Leadership both were awarded Excellent (Level 6)
- Parkdale Care Home were inspected for Quality of Care and Support awarded Excellent (Level 6) and Staffing Very Good (Level 5)

Across all the services inspected no requirements or recommendations were made at the time of inspections.

2.4 The overall assessment is that the vast majority of services have performed consistently well and been graded as Excellent, Very Good and Good. Key findings across services included:

- The Inspectorate received positive feedback on all services from the people who used the service and their carers/relatives, and were happy with the support they received.

- Services demonstrated that they were person centred and outcome focussed, individuals were provided with support to suit their needs with rights and circumstances fully respected.
- Services demonstrated that involvement and participation was a value that underpinned the way 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.

2.5 Appendix 1 attached provides details on individual inspections. Under each service information is provided for grades awarded for these inspections. The report also highlights strengths identified at the time of inspection including service user feedback, requirements and/or recommendations and suggested improvement areas.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 This report demonstrates that care and support services across Perth and Kinross in the vast majority of cases continue to provide excellent services to some of our most vulnerable people. This is reflected in the external inspection and evaluation by the Care Inspectorate and their findings which highlight high standards and quality of care which is informed and acknowledged by people who use the services, their families and carers and staff.

3.2 The committee is asked to scrutinise and comment on the contents of this report with regard to Care Inspectorate inspections.

Author

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**APPENDIX 1**

**HEALTH and SOCIAL CARE SERVICES**

**CARE INSPECTORATE INSPECTIONS 2017/18**

## 1. HOME ASSESSMENT and RECOVERY TEAM (HART)

Perth and Kinross Home Care Service was previously registered to provide a combined Care at Home and Housing Support Service. The service is now called the Home Assessment and Recovery Team (HART) providing a re-ablement service only. HART helps people to live safely and as independently as possible in the comfort of their own home.

The service received an announced inspection (short notice) in March 2018. The inspection evaluated the service under the following themes and awarded the grades detailed below:

| Grading Awarded at time of Inspection        | Latest Inspection<br>March 2018 | Previous Inspection |
|----------------------------------------------|---------------------------------|---------------------|
| Quality of Care and Support                  | Very Good – 5                   | Good - 4            |
| Environment                                  | Not Assessed                    | Not Assessed        |
| Staffing                                     | Good - 4                        | Good - 4            |
| Management and Leadership                    | Very Good - 5                   | Good - 4            |
| Requirements, Recommendations and Complaints | None                            | None                |

### What People told the Inspectorate

Overall, the people who the Inspectorate visited and spoke with told them that they were pleased, or very pleased, with the support that they had received from the new service.

*'Quite well looked after and I am improving a lot'*

*'Very good, very nice, very efficient, no complaints at all'*

*'Excellent, can't complain, attentive and cheery'*

People also told the Inspectorate that they were very impressed with the efforts of staff who managed to visit them in the severe weather.

| What the Service Does Well                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | What the Service Could Do Better                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• People were listened to, treated warmly and with dignity and respect.</li><li>• Service users were involved in the planning of their support which helped to meet their current, future needs and wishes.</li><li>• A robust methodology was in place to inform the service about areas that are working well and areas for improvement. This demonstrated a culture of continuous improvement and a service committed to improving outcomes for the people it supports.</li><li>• The service had strong leadership with a good mix of skills and experience across the management team.</li><li>• Staff genuinely cared about the outcomes for people they supported.</li></ul> | <p>No requirements or recommendations were made at the time of inspection. However, the inspectors suggested areas for improvement including:-</p> <ul style="list-style-type: none"><li>– <i>Ensure that all clients hand held records will include up to date reviews and/or assessments</i></li><li>– <i>Communicate any staff changes to service users to ensure people experience more consistency and continuity of care</i></li></ul> <p>The service has included suggested improvement areas in their service development plan. Areas will be progressed and monitored through established performance monitoring arrangements.</p> |

## 2. ADULTS with LEARNING DISABILITIES HOUSING SUPPORT

Adults with Learning Disabilities support adults with a learning disability requiring care and housing support services in their own home. The service aims to develop and encourage decision making skills and involvement in the planning for all aspects of their lives. An unannounced inspection of the Housing Support Service took place on 1<sup>st</sup> November 2017.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

| Grading Awarded at time of Inspection        | Latest Inspection<br>November 2017 | Previous Inspection<br>October 2016 |
|----------------------------------------------|------------------------------------|-------------------------------------|
| Quality of Care and Support                  | Very Good – 5                      | Very Good – 5                       |
| Environment                                  | Not Assessed                       | Not Assessed                        |
| Staffing                                     | Very Good – 5                      | Not Assessed                        |
| Management and Leadership                    | Not Assessed                       | Very Good – 5                       |
| Requirements, Recommendations and Complaints | None                               | None                                |

### What People told the Inspectorate

During the inspection the Inspectorate spoke with some of the people who use the service and were happy with the support they received and that they got on well with the staff who supported them.

*"Staff help me to go and do my shopping"*

*"If I need to, the staff can help me go to appointments like the dentist"*

| What the Service Does Well                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | What the Service Could Do Better                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Personal plans included comprehensive information on how tenants would like to be supported.</li> <li>• Reviews were regularly carried out and 'Passports' were available in every file, providing useful information about tenants.</li> <li>• File Audits were carried annually and demonstrated good quality information and looked at positive outcomes for tenants.</li> <li>• Review of the Medication procedure by the service to ensure compliance including competency based assessments of staff skills. Staff were observed to be competent in this area.</li> <li>• Staff had access to a range of training and new staff received induction training. Staff felt that they were well-informed about changes and felt that tenants were involved in care plans and reviews.</li> </ul> | <p>No recommendations or requirements were made at the time of inspection. However, the Inspectorate suggested improvements including:-</p> <ul style="list-style-type: none"> <li>– Minor changes to policies and procedures in relation to monitoring of medication. <i>The service has reviewed and updated all procedures in line with the changes.</i></li> <li>– Ensure minutes of reviews are always kept on file. <i>Staff have been reminded the requirements of review documentation.</i></li> <li>– Additional staff meetings to be held. <i>The frequency of team meetings have been increased along with smaller team meetings that are more client specific.</i></li> </ul> <p>The Service continuously improve their services and have an action plan in place to progress improvements including suggested areas for improvement by the Care Inspectorate.</p> |

### 3. STRATHMORE DAY OPPORTUNITIES

Strathmore Day Opportunities provides flexible responsive community-based day care for older people. Strathmore offers community group activities and individual support to enable older people to participate more fully in their community and to maintain or develop interests and activities. An unannounced (short notice) inspection was carried out in June 2017.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

| Grading Awarded at time of Inspection        | Latest Inspection June 2017 | Previous Inspection Feb 2015 |
|----------------------------------------------|-----------------------------|------------------------------|
| Quality of Care and Support                  | Very Good – 5               | Very Good – 5                |
| Environment                                  | Not Assessed                | Not Assessed                 |
| Staffing                                     | Not Assessed                | Very Good – 5                |
| Management and Leadership                    | Very Good – 5               | Very Good – 5                |
| Requirements, Recommendations and Complaints | None                        | None                         |

It was highlighted by the Inspectorate that Strathmore Day Opportunities has transformed over recent years to meet the changing needs of the community and in response to required service developments. The service was performing very well and had met all the areas for development identified at the last inspection.

#### What People told the Inspectorate

People described how they felt less isolated and enjoyed what the service offered, and appeared to be very comfortable with the staff team whom they spoke highly of.

Relatives also spoke highly of the staff team who knew individuals well. Some described their relatives increasing in confidence as they had more opportunities to meet more people.

*'Exceptional people, great company'*

*'It has given me my life back. I had lost the art of conversation'*

#### What the Service Does Well

- There is a real recognition of local need and the service works alongside other partner agencies to develop opportunities for people.
- People were confident in the staff team and could give examples of how the service had improved their quality of life.
- It was observed that people were comfortable and relaxed in staff presence.
- The inclusion of Social Work teams meant that professionals had a greater understanding of each other's roles and could easily get advice or make referrals resulting in people receiving prompt assessments or access to services when needed.

#### What the Service Could Do Better

No requirements or recommendations were made at the time of inspection, the Inspectorate highlighted improvement areas for the service to consider including:-

- *Recording of medical histories/priorities in support plans and ensuring needs are consistently recorded.*
- *Ensuring if mandatory training for staff has been cancelled it is rearranged within suitable timescales.*

All areas identified for improvement have been taken forward and now complete.

#### 4. DALWEEM CARE HOME

Dalweem Care Home provides care for Older People. The service “recognises the rights of all people to lead a valued life; it aims to be a provider of high standard care services, enabling older people to remain as independent as possible”. An unannounced inspection of the service was carried out in May 2017.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

| Grading Awarded at time of Inspection        | Latest Inspection<br>May 2017 | Previous Inspection<br>June 2016 |
|----------------------------------------------|-------------------------------|----------------------------------|
| Quality of Care and Support                  | Excellent - 6                 | Very Good - 5                    |
| Environment                                  | Not Assessed                  | Not Assessed                     |
| Staffing                                     | Very Good - 5                 | Not Assessed                     |
| Management and Leadership                    | Not Assessed                  | Very Good - 5                    |
| Requirements, Recommendations and Complaints | None                          | None                             |

It was observed by the Inspectorate during their visit that the care and support at Dalweem was provided in a very warm and friendly environment, with a strong emphasis placed upon supporting people to experience living in a ‘real home from home’ environment.

#### What People told the Inspectorate

The Inspectorate spent time with residents and relatives during the inspection. All of the residents they spoke with were happy with the care and support received and said that staff treated them with respect and kindness.

*‘It’s great. We see other folk from another home who visit and we have lots of fun.’*

*‘The standard of care that my relative receives is very high and we are made to feel very welcome when we visit’*

#### What the Service Does Well

- Involvement and participation was a value which underpinned the way the service operated.
- Staff worked in a way which was person centred and enabled people to maintain independence in all aspects of their life.
- Staff were confident about their responsibilities to protect people and identify people at risk of harm. This was supported by a robust adult support and protection policy.

#### What the Service Could Do Better

No requirements or recommendations were made at the time of inspection. The Care Inspectorate commented:

*‘We were impressed with how the service continually identified areas in which they wanted to further develop. The manager should continue to demonstrate how they have improved the service by maintaining and monitoring of their quality assurance systems and build on their current good practice’.*

Dalweem Care Home continues to improve their services and have an action plan in place to progress improvements.



## **5. BEECHGROVE HOUSE and PARKDALE CARE HOME**

At the time of writing this report two inspection reports were still be published on the Care Inspectorate website – Beechgrove House and Parkdale Care Home were both inspected in March 2018. Verbal feedback was provided by the Care Inspectorate as follows;

### **Parkdale Care Home**

Grading awarded for Quality of Care and Support was Excellent (Level 6) and Staffing Very Good (Level 5). Key findings included:

- The service was proactive in developing resident/relative participation. Regular reviews were held and relatives also had opportunities to influence service development
- Relatives were confident that their loved ones were well looked after and were receiving an excellent level of care
- Staff expressed a high level of satisfaction working at Parkdale and told the inspectorate they felt valued and supported
- The manager was committed to supporting staff and providing a quality service and was very hands on with excellent knowledge of individual residents.

The inspectorate acknowledged that Parkdale has a very calm, friendly and welcoming atmosphere.

### **Beechgrove House**

Grading awarded for both Quality of Care and Support and Management and Leadership was Excellent (Level 6). Key findings included:

- Support plans had very good information and were very person centred and outcome focussed
- Action plans were in place regarding areas of concern such as high falls risk, losing weight or managing behaviour and it was evident that staff were following these
- Staff were encouraged to develop and had very good communication systems in place, were very positive and ensured the needs of the residents were being met

The Inspectorate received very positive feedback from resident and families during the course of the inspection. It was also acknowledged that although the service had been under review this had not impacted on the quality of the service being provided.

No requirements or recommendations were made at the time of inspection for Parkdale and Beechgrove.

## 6. OLDER PEOPLE HOUSING SUPPORT SERVICE

Older People's Housing Support Service provides support to tenants living in sheltered housing complexes across the Perth and Kinross. An unannounced inspection took place on 23<sup>rd</sup> February 2018. At the time of the inspection there were 220 tenants receiving housing support from the service at seven different locations.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

| Grading Awarded at time of Inspection        | Latest Inspection<br>February 2018 | Previous Inspection<br>March 2016 |
|----------------------------------------------|------------------------------------|-----------------------------------|
| Quality of Care and Support                  | Very Good - 5                      | Excellent – 6                     |
| Environment                                  | Not Assessed                       | Not Assessed                      |
| Staffing                                     | Not Assessed                       | Excellent - 6                     |
| Management and Leadership                    | Very Good - 5                      | Excellent - 6                     |
| Requirements, Recommendations and Complaints | None                               | None                              |

### What People told the Inspectorate

People using the service were very positive about the support they had received and, in particular, praised the staff team for their efforts and commitment.

*'Their (Housing Support Officer's) door is always open, very understanding; you know you can speak in confidence'.*

*'If you could give them above 10/10 I would'.*

It was acknowledged that the staff team had a warm and friendly approach and had clearly built up very positive relationships with tenants. The tenants told the inspectorate that this familiarity gave a real sense of safety, security and comfort.

### What the Service Does Well

- Support offered to tenants by the service was consistently very responsive, timely and caring.
- People were actively encouraged to be involved in improving the service and in making decisions about changes to the environment.
- The service is part of the Care Inspectorate's CAPA (Care about Physical Activity) pilot, people told the inspectorate about their very positive experiences and outcomes from being part of this programme.
- The service offered a number of activities and organised outings that provided opportunities to meet up with fellow tenants and other people from their local communities. This helped to reduce isolation and encouraged new connections and friendships.

### What the Service Could Do Better

No requirements or recommendations were made at the time of inspection. However, the inspectors suggested areas for improvement including:-

- *Tenant meetings to provide tenants with opportunities to lead and take more ownership, being more involved in driving forward change.*
- *A real focus on dementia across the service in terms of training for staff, anticipatory support planning.*

The service has drawn up an action plan to progress improvements. This will be progressed and monitored by the Service Manager through established team planning and performance monitoring arrangements.

## 7. HOMELESS HOUSING SUPPORT SERVICE

The Homeless Housing Support Service provides a service to adults experiencing homelessness or at risk of homelessness living in temporary accommodation and in their own homes. An unannounced inspection of the Housing Support Service took place on 23<sup>rd</sup> and 24<sup>th</sup> January 2018.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

| Grading Awarded at time of Inspection        | Latest Inspection<br>January 2018 | Previous Inspection<br>March 2016 |
|----------------------------------------------|-----------------------------------|-----------------------------------|
| Quality of Care and Support                  | Excellent – 6                     | Excellent – 6                     |
| Environment                                  | Not Assessed                      | Not Assessed                      |
| Staffing                                     | Excellent - 6                     | Excellent - 6                     |
| Management and Leadership                    | Not Assessed                      | Excellent - 6                     |
| Requirements, Recommendations and Complaints | None                              | None                              |

### What People told the Inspectorate

People using the service were very positive about the support they had received and, in particular, praised the staff team for their efforts and commitment.

*"Greyfriars gave me shelter but it was the staff that made it feel like home. They had made what I thought was expecting to be a bad experience into a very pleasant stay".*

*"Staff are very friendly, non-judgemental and very helpful. 10/10 for the way I have been treated so far."*

### What the Service Does Well

- The service provides support that is very person led with individual needs, rights and circumstances fully respected
- Residents and people who use the service were at the heart of decision making
- The staff team had a real pride in their work and fully committed to supporting people to settle into permanent accommodation
- Extremely good working relationships with a range of key partners who trust the service to make appropriate referrals and contact them in good time. A *"real model of good practice"*

### What the Service Could Do Better

No requirements or recommendations were made at the time of inspection. However, the Inspectors suggested areas for improvement including:-

- *Personal plans had all the information required to support individual needs, however these could be further developed to be accessible and person led.*
- *Service to continue to have similar numbers and quality of staff to maintain the excellent service*

The service has drawn up an action plan to progress the improvements. This will be progressed and monitored by the Service Manager through established team planning and performance monitoring arrangements.

**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee  
31 October 2018**

**Environment and Infrastructure Committee  
7 November 2018**

**Scrutiny Committee  
28 November 2018**

**Housing and Environment Six Month Performance Summary 2018/19 –  
Exception Report**

**Report by Executive Director (Housing and Environment) (Report No. 18/346)**

This report reviews the performance of Housing and Environment against its Business Management and Improvement Plan (BMIP) for the period 1 April to 30 September 2018.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Executive Officer Team, Housing and Environment Management Team and themed Committees consider performance against the Service Business Management and Improvement Plan (BMIP) twice a year through the Service six month and annual performance reports.
- 1.2 The six month performance summary highlights exceptions, either as a result of performance exceeding the BMIP target or being unlikely to meet the target.

**2. SIX MONTH PERFORMANCE SUMMARY 2018**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of Housing and Environment during the first six months of 2018/19 against the targets contained in the 2018/19 BMIP. This was approved and scrutinised earlier in the year by the appropriate committees.
- 2.2 The exceptions in the report have been included following consideration of all BMIP performance management information. They relate to performance that is deemed to be significant. Where these exceptions are targets that have not been met, explanations and details of improvement actions to be taken are provided.
- 2.3 A full annual report with detailed progress against all targets and actions within Housing and Environment BMIP will be produced at the end of 2018/19.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 The six monthly monitoring of BMIP performance information by Housing and Environment Senior Management Team has identified that progress in line with BMIP targets has been made in most areas, where this information is available.

3.2 It is recommended that:

- (i) The Housing and Communities Committee and Environment and Infrastructure Committee consider and approve the Housing and Environment six month performance summary attached at Appendix 1 in the report.
- (ii) The Scrutiny Committee scrutinises and comments, as appropriate, on the Housing and Environment six month performance summary attached at Appendix 1 in the report.

#### Authors

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|---------------|-------------------------------------|------------------------------------------------|
| Connor Wilson | Performance and Support Team Leader | TESCommitteeReports@pkc.gov.uk<br>01738 475000 |
| Carole Hendry | Team Leader – Business Improvement  |                                                |

#### Approved

| Name           | Designation                                  | Date            |
|----------------|----------------------------------------------|-----------------|
| Barbara Renton | Executive Director (Housing and Environment) | 18 October 2018 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

|                                                     |             |
|-----------------------------------------------------|-------------|
| <b>Strategic Implications</b>                       |             |
| Community Plan / Single Outcome Agreement           | <b>Yes</b>  |
| Corporate Plan                                      | <b>Yes</b>  |
| <b>Resource Implications</b>                        |             |
| Financial                                           | <b>None</b> |
| Workforce                                           | <b>None</b> |
| Asset Management (land, property, IST)              | <b>None</b> |
| <b>Assessments</b>                                  |             |
| Equality Impact Assessment                          | <b>Yes</b>  |
| Strategic Environmental Assessment                  | <b>Yes</b>  |
| Sustainability (community, economic, environmental) | <b>None</b> |
| Legal and Governance                                | <b>None</b> |
| Risk                                                | <b>None</b> |
| <b>Consultation</b>                                 |             |
| Internal                                            | <b>Yes</b>  |
| External                                            | <b>None</b> |
| <b>Communication</b>                                |             |
| Communications Plan                                 | <b>None</b> |

### 1. Strategic Implications

1.1 This report supports the delivery of the following Strategic Objectives within the Community Plan and the Council's Corporate Plan:

- i) Giving every child the best start in life
- ii) Developing educated, responsible and informed citizens
- iii) Promoting a prosperous, inclusive and sustainable economy
- iv) Supporting people to lead independent, healthy and active lives
- v) Creating a safe and sustainable place for future generations

### 2. Resource Implications

#### Financial

2.1 There are no implications arising from this report.

#### Workforce

2.2 There are no implications arising from this report.

#### Asset Management (land, property, IST)

2.3 There are no implications arising from this report.

### **3. Assessments**

#### Equalities Assessment

- 3.1 The Council's Corporate Equalities Assessment Framework requires an assessment of functions, policies, procedures or strategies in relation to race, gender and disability and other relevant equality categories. This supports the Council's legal requirements to comply with the duty to assess and consult on relevant new policies to ensure there is no adverse impact on any community group or employees.
- 3.2 The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment Framework and was assessed as not relevant for the purposes of Equalities Impact Assessment.

#### Strategic Environmental Assessment

- 3.3 Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all plans, programmes and strategies, including policies (PPS).
- 3.4 The matters represented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and it was assessed that no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

#### Sustainability (community, economic, environmental)

- 3.5 There are no implications arising from this report.

#### Legal and Governance

- 3.6 There are no implications arising from this report.

#### Risk

- 3.7 There are no implications arising from this report.

### **4. Consultation**

#### Internal

- 4.1 The Housing and Environment Senior Management Team has been consulted in the development of this report.

#### External

- 4.2 The Service User Review and Evaluation (SURE) Team were consulted in relation to the Housing activity and performance.

## **5. Communication**

- 5.1 There are no implications arising from this report.

## **2. BACKGROUND PAPERS**

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

## **3. APPENDICES**

- 3.1 Appendix 1: The Housing and Environment Six Month Performance Summary 1 April to 30 September 2018.





**Housing and Environment**

**Six Month Performance Summary**

**1 April 2018 to 30 September 2018**

**17/10/2018**

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## INTRODUCTION

### **Welcome to Housing and Environment six monthly performance summary 1 April 2018 to 30 September 2018**

Welcome to the 6 month exception report for Housing and Environment. This is an exception report to provide assurance that the actions and targets set out within our Business Management and Improvement Plan (BMIP) are being addressed. It also serves to report back on where we anticipate exceeding these targets and to help understand why we are predicting some may not be met.

Housing and Environment was formed on 1 April 2018 and we continue to work very hard in delivering in a wide range of areas with a responsive customer and community focus. This includes services which impact on residents and visitors on a daily basis – such as social housing, school transport, roads, bin collection, and street sweeping. Our work also delivers for those which people may only use on occasion, including homelessness, planning, business services, trading standards, dealing with emergencies and support to help find a job, for example.

As outlined in our BMIP, going forward there will be a continuing need to understand how best to use the resources available to us and to communicate what our services are. In the meantime, we will also seek out all opportunities to work collaboratively both within the council and with a range of different partners. Added to this, we are committed to our transformation programme, looking to further modernise the way services are delivered and producing further efficiencies, where any further opportunities arise.

Across the whole service, there are committed and dedicated staff who work hard to deliver the best services possible within the resources available. Without them, we could not take forward the outlined work within our BMIP, as we strive to improve the outcomes we set out within that document.



**Barbara Renton**  
Executive Director



**Keith McNamara**  
Depute

## Service Performance Summary

### GIVING EVERY CHILD THE BEST START IN LIFE & DEVELOPING, RESPONSIBLE AND INFORMED CITIZENS

The new build programme is having a positive impact in tackling both overcrowding and improving outcomes for families. An example of these outcomes can be demonstrated within the [Blackthorn development](#) in Blairgowrie which was developed following extensive community engagement. ***(Housing and Communities)***

We participated in the Scottish Housing Day to raise awareness of the latest developments in housing and give people the resources they need to make informed decisions about their housing options. The focus this year was on supporting young people. ***(Housing and Communities)***

### PROMOTING A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY

In partnership with SSE we were successful in bidding for funding from the Warm Homes Fund (£1.2m). This forms part of a total investment of over £2m to replace central heating systems and support people who live in more remote areas to heat their homes. Work has begun to deliver these projects by December 2019. ***(Housing and Communities)***

Perth-based company Miconex and technology partner Stampeet, were supported by the City Development Team to introduce the popular Mi Rewards Scheme in addition to the Perth Giftcard. Mi Rewards is free to use and registered customers are given a point for every pound they spend with local businesses. They can then redeem those points as gift cards which can be spent in local participating businesses. ***(Environment and Infrastructure)***

Tourism is a key driver in the economy of Perth and Kinross – with an estimated value of £500m annually to the area. A significant strength of tourism locally is the events sector with an established and diverse calendar covering sport, arts, music and culture, food and drink, and more. The BBC's "The Biggest Weekend" over 26-27 May 2018, attracted crowds of over 20,000 across the two days. It showcased the beauty of Scone Palace, Perth and the surrounding area nationwide on BBC television, radio and online channels. Feedback from the BBC on audience comments were very positive, with some people describing it as the 'best organised festival of its size' that they had been to. ***(Environment and Infrastructure)***

The Employment HUB is achieving notable success including the Skills Academies funded by the European Social Fund (ESF). These programmes have had a direct impact on moving clients into work within the hospitality sector. The IWISH programmes (Into Work in Scottish Hospitality) have

supported a total of 24 clients directly into work within the region. The industry visits and introduction of clients to employers creates direct employment opportunities.

***(Environment and Infrastructure)***

An investment pitch extolling the many advantages of doing business from Perth and Kinross was made at the recently opened Victoria and Albert museum on the Tay waterfront.

***(Environment and Infrastructure)***

## **SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES**

Progress is being made on building on our success in the delivery of our Home First Transformation project and we are currently developing our “Rapid Rehousing Transition Plan” which is to be submitted to the Scottish Government by December 2018. We have undertaken a detailed analysis of the current demand, gaps and future supply and type of temporary accommodation and have events planned for staff and our partners in October and November 2018 to help inform the plan.

***(Housing and Communities)***

As at September 2018, we have assisted 74 households through our Personal Homeless Budgeting approach. This enables staff to respond quickly to people who are faced with a homeless or crisis situation which could impact on their ability to have, or keep, a roof over their head.

***(Housing and Communities)***

We became only the second Council to sign up to the Chartered Institute of Housing’s “Make a Stand Pledge” to support people experiencing domestic abuse.

***(Housing and Communities)***

We have completed a programme of improvement in two of our sheltered housing complexes at Strathmore Street and Carpenter Court. This included updating communal areas, new gas central heating, assisted bathing facilities, improved laundry facilities and outside seating areas.

***(Housing and Communities)***

Between April and June 2018, glass recycling increased by 126 tonnes (approx. 22%) compared to the same period last year. The Waste Team were able to give a £600 donation to a local charity, Cornhill Macmillan Centre, as part of the 'Give Your Glass for Cornhill' glass recycling campaign.

***(Environment and Infrastructure)***

On the strength of our bid, the Council's Perth City Region Cycle Network project has been chosen to advance to the next stage of Sustrans Scotland’s “Community Links PLUS” competition 2018. This aims to inspire local authorities to design better places and spaces for people to live, walk and cycle in for everyday journeys.

***(Environment and Infrastructure)***

## CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS

We have completed 25 high quality social housing homes in Scone and Milnathort. These properties are of the highest quality, with triple glazing and fitted with state-of-the-art insulation as standard to help reduce household bills. The homes also meet the “housing for varying needs” standard so that they can be easily adapted to meet changing household needs (for example wheelchair accessible standards).

***(Housing and Communities)***

Through the Buyback Scheme, we have also purchased 20 ex-Council properties in areas of high housing demand.

***(Housing and Communities)***

Our multi-million pound Capital Investment Programme continues to improve the quality of our existing housing stock, including external fabric works and environmental improvement programmes.

***(Housing and Communities)***

We have introduced new Pre-Tenancy Information Packs which offer information on moving house, furnishing and decorating new homes, paying rent, being a good tenant, budgeting and health and wellbeing.

***(Housing and Communities)***

We have developed a new Tenant Welcome Pack which will give tenants a positive start in their home and support them to sustain their tenancy longer.

***(Housing and Communities)***

As part of the expansion of MyPKC, we have introduced reporting repairs on line which offers a convenient 24/7 access to report non-emergency repairs.

***(Housing and Communities)***

In partnership with tenants and elected members, we continue to develop Estate Based Initiative programmes across Perth and Kinross ranging from car parking, redesign of paths, drying areas and communal spaces.

***(Housing and Communities)***

A 60 week programme of work to transform the B-listed former St Paul's Church on Perth's Old High Street has been agreed and will get underway in October 2018. This is a major milestone which will see one of the City's most high profile empty buildings brought back into use as a public arts and events space.

***(Environment and Infrastructure)***

In September 2018, representatives of the 48 In Bloom committees from across Perth and Kinross gathered to hear the results of the annual “Take a Pride in Perth and Kinross Award Competition”.

***(Environment and Infrastructure)***

The judges commented:

*"we continue to be struck by the enthusiasm, energy, skill and commitment from all the places we visited. The immense contribution really makes a difference our towns and villages. It was a great privilege to be welcomed to the communities and they have all done exceptionally well."*

The winner of the Large Village category was Brig' In Bloom. The winner of the Small Country Town Category was Coupar Angus, Pride of Place. Best Community Involvement was awarded to Coupar Angus, Pride of Place. Kinnesswood In Bloom was awarded Best Involvement with Schools. The Most Improved Community title went to Dunkeld and Birnam In Bloom. A special award was given to Keith Lawrence of Ardoch In Bloom for his Outstanding Contribution. Kinross In Bloom was presented with the Endeavour Award. The Best New Entrant was awarded to Luncarty and Redgorton In Bloom.

**(Environment and Infrastructure)**

The Kinross-shire and Glenfarg Zero Waste Challenge, which helps communities to reduce household waste and stimulates recycling, took place during April and May 2018 and engaged 5,080 householders. The six week challenge included 'Dads & Lads' cooking workshops; soup, smoothie and juice making workshops; a recipe competition; school talks at three local primaries; a stall at the local community market and information displays in the community and at the local Sainsbury's in Kinross.

**(Environment and Infrastructure)**

On 26 June 2018, the new link road to Bertha Park was completed as part of the first phase of the Perth Transport Futures Project. The Project aims to alleviate current and future traffic congestion, provide essential roads infrastructure to support economic growth and improve air quality in the city centre. The A9 southbound offslip also opened, giving southbound drivers an easy link to the A85.

**(Environment and Infrastructure)**

At the Blackford Community Park and Play Area, partnership working took place with the local community who were proactive and keen to improve their local play park. The Community Greenspace Team were able to allocate £50,000 of capital funding for play area upgrades. With the support of Elected Members, the Blackford Improvement Group was formed to help design the park upgrade and raise funding. The additional £78,000 of funding they raised enabled an additional zipwire and a more exciting rope climbing unit to be included in the works.

**(Environment and Infrastructure)**



## How do we compare to others?

We measure our performance against Local Authorities and Registered Social Landlords (RSLs) through the Scottish Housing Best Value Network (SHBVN) and Housemark.

The results of the 2017/18 Scottish Annual Return on the Charter were published on 31st August 2018. Some highlights are:-

- Our compliance with the Scottish Housing Quality Standard (SHQS) in 2017/18 was **96.15%** which compares favourably with the Scottish average of **94.2%**.
- **100%** of our housing stock received an annual gas certification by the anniversary date - the Scottish national average in 2017/18 was **99.8%**.
- Our reliance on the use of bed and breakfast accommodation in 2017/18 was **1.58 days**, whereas the Scottish national figure is **35.9 days**.
- Our handling of first stage complaints was **93.10%** in 2017/18, whereas nationally the average was **98.2%**. For second stage complaints our performance in 2017/18 was **96.97%** against a Scottish national average of **94.2%**.

***(Housing and Communities)***

In April 2018, we introduced a chargeable garden waste collection service. After benchmarking with other Local Authorities including Angus Council and Highland Council, we have introduced the service with a 54% participation rate. We have exceeded the income target.

***(Environment and Infrastructure)***

The Chartered Institute of Public Finance and Accountancy Benchmarking return evidenced that we were one of the leading Councils for energy performance. Currently, the overall energy consumption from Council properties for 2018/19 is showing a 3% reduction compared to the same period in 2017/18, achieving the Councils energy reduction target.

***(Environment and Infrastructure)***

## What are our customers saying?

### Customer Feedback

Our Tenant Conference, held on 27 June 2018, included four workshops which looked at the format of the conference, our performance targets, sustaining tenancies and rent setting. Tenants told us they wanted local events and road shows, drop-in surgeries, encouraging attendance at events by offering free travel and childcare and surveys/questionnaires included within "On The House".

***(Housing and Communities)***

During March and April 2018 we carried out our bi-annual Tenant Satisfaction Survey. A summary of which:

| Performance Indicator (%)                                      | PKC's Comparison with Scottish Local Authorities                                                                               |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Overall Service Provided – tenant satisfaction <b>(94.77%)</b> | <b>1<sup>st</sup></b>                                                                                                          |
| Being Kept Informed about decisions <b>(96.8%)</b>             | <b>2<sup>nd</sup></b> (South Ayrshire were <b>1<sup>st</sup></b> with 97.4)                                                    |
| Opportunities for tenants to Participate <b>(98.74%)</b>       | <b>1<sup>st</sup></b>                                                                                                          |
| Management of Neighbourhood <b>(94.57%)</b>                    | <b>1<sup>st</sup></b>                                                                                                          |
| Quality of Home <b>(95.83%)</b>                                | <b>1<sup>st</sup></b>                                                                                                          |
| Value for Money <b>(88.18%)</b>                                | <b>3<sup>rd</sup></b> (Clackmannanshire and East Lothian <b>1<sup>st</sup></b> / <b>2<sup>nd</sup></b> with 93.23% and 88.63%) |

Our performance has been scrutinised by the SURE Team and their overall assessment of our performance in 2017/18 was on the whole extremely positive with most of the themes being rated as “green”. Good progress made in 2017/18 and 2018/19 action plans continue to show how further improvement can be achieved.

***(Housing and Communities)***

Employment Hub client feedback:

- “I would recommend the programme. Not only have I got a job I also have two new best friends.”
- “I would recommend this course to anybody who wants to learn about the hospitality industry and wants to get back to work. This course is a must!”
- “The course and support was great. Sam and her team were very knowledgeable, approachable and friendly.”

***(Environment and Infrastructure)***

Our April 2018 to June 2018 customer satisfaction survey evidences:

- 86% of people had no problems when dealing with Housing and Environment.
- 78% of people were very satisfied or fairly satisfied with their overall experience of dealing with Housing and Environment.

In September 2018 SGS, the world’s leading inspection, verification, testing and certification company found that the Council’s Building Standards Team continues to meet the international Customer Service Excellence Standard.

***(Environment and Infrastructure)***

Our Food Safety Team has also received Customer Service Excellence accreditation for the last 20 years. This was recognised by the Environment and Infrastructure Committee in September 2018.

*(Environment and Infrastructure)*

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2018 to 30 September 2018, Housing and Environment has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan agreed by Housing and Communities Committee on 22 August 2018 and Environment and Infrastructure Committee on 5 September 2018.

Of the 42 key performance indicators and improvement tasks contained within the BMIP: 7% are exceeding target; 45% are on target; 7% are not on target; and 41% are not measurable at this six month point. Below is a summary of the progress against the targets within the BMIP:

| Performance Indicators                                                                             | Total        | Exceeding Target        | On Target        | Not on Target        | Information not Available        |
|----------------------------------------------------------------------------------------------------|--------------|-------------------------|------------------|----------------------|----------------------------------|
| <b>GIVING EVERY CHILD THE BEST START IN LIFE AND DEVELOPING, RESPONSIBLE AND INFORMED CITIZENS</b> |              |                         |                  |                      |                                  |
|                                                                                                    | 2            | 0                       | 1                | 0                    | 1                                |
| <b>A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY</b>                                             |              |                         |                  |                      |                                  |
|                                                                                                    | 14           | 0                       | 8                | 0                    | 6                                |
| <b>SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                             |              |                         |                  |                      |                                  |
|                                                                                                    | 9            | 2                       | 3                | 0                    | 4                                |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                |              |                         |                  |                      |                                  |
|                                                                                                    | 17           | 1                       | 7                | 3                    | 6                                |
| <b>Improvement Plan</b>                                                                            | <b>Total</b> | <b>Exceeding Target</b> | <b>On Target</b> | <b>Not on Target</b> | <b>Information not Available</b> |
| Improvement Plan                                                                                   | 29           | 0                       | 29               | 0                    | 0                                |

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified, where appropriate, to ensure the Service reaches the target by March 2018

## Performance Indicator Exceptions

### Where we are exceeding our target

| Indicators exceeding targets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Performance |         |         |                    | Target        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|--------------------|---------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2015/16     | 2016/17 | 2017/18 | Sept 18            | 2018/19       |
| <b>SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |         |         |                    |               |
| Average days in temporary accommodation (all types)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 131.58      | 131.98  | 81.53   | <b>74.4 (Aug)</b>  | <b>80</b>     |
| <b>Comments</b><br>Through our Home First approach, we are continuing to reduce the number of days people are in temporary accommodation and we are significantly below the Scottish national average of 103.2 days.<br><br><i>(Housing and Communities)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |         |         |                    |               |
| Average time taken in days to complete approved applications for medical adaptations in the reporting year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 57.6        | 73.75   | 95.53   | <b>52.93 (Aug)</b> | <b>80</b>     |
| <b>Comments</b><br>We are currently showing a significant improvement over the 2017/18 position and this continues to be a key area of focus for the Housing Service.<br><i>(Scottish national average 51.3 days)</i><br><br><i>(Housing and Communities)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |             |         |         |                    |               |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |         |         |                    |               |
| Tonnes of CO2 emissions from Council properties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 18,065      | 16,387  | 15,055  | <b>3,522 (Aug)</b> | <b>14,000</b> |
| <b>Comments</b><br>Less energy use to date along with using cleaner sources e.g. biomass (which affects the conversion rate*) has led to an increase in performance. This may change dependant on the severity of the winter season.<br><br>*Each kWh consumption is converted into tonnes of CO2 using conversion factors (usually kWh/kg of CO2). Gas and oil are primary fuels so direct emissions as they are burnt on site to produce heat, electricity is a secondary fuel as it is created elsewhere and delivered to site. Therefore the emissions for electricity are dependent on the mixture of fuels used to generate it, and it changes depending on the mix, more renewables reduces the conversion factor.<br><br><i>(Environment and Infrastructure)</i> |             |         |         |                    |               |

## Where we are not yet on target

| Indicators not yet on target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Performance |         |         |                    | Target    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|--------------------|-----------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2015/16     | 2016/17 | 2017/18 | Sept 18            | 2018/19   |
| <b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |         |         |                    |           |
| Average length of time in days taken to complete non-emergency repairs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 13.26       | 13.42   | 8.59    | <b>9.37 (July)</b> | <b>8</b>  |
| % of tenants satisfied by the repairs service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 90.06       | 90.24   | 90.42   | <b>91.4 (Aug)</b>  | <b>95</b> |
| <p><b>Comments</b></p> <p>Although there has been an increase of 9% in the time taken to complete non-emergency repairs, there has been a 12% increase in demand. We continue to prioritise emergency repairs to ensure our properties are safe, wind and water tight and that, together with our focus on reletting void properties, impacts on our performance in this area.</p> <p><i>(Scottish national averages – non emergency repairs 6.4 days; satisfaction with Repairs Service 92.1%)</i></p> <p><i>(Housing and Communities)</i></p>          |             |         |         |                    |           |
| % of ASB complaints resolved within locally agreed targets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 94.57       | 96.68   | 81.23   | <b>85 (July)</b>   | <b>90</b> |
| <p><b>Comments</b></p> <p>We are experiencing more complex complaints which are taking longer to resolve as they require multi-agency involvement and therefore exceeding our target of 20 working days. However, our initial response rate for serious complaints (2 working days) is 91% and for more routine complaints 96% (5 working days).</p> <p>We have introduced a robust case recording system which is providing greater validation of the data.</p> <p><i>(Scottish national average 87.9%)</i></p> <p><i>(Housing and Communities)</i></p> |             |         |         |                    |           |

## Improvement Plan Exceptions

None.

## PERTH AND KINROSS COUNCIL

3 October 2018

### Perth and Kinross Child Protection Committee (CPC) Standards and Quality Report 2017 – 2018

Report by Chief Social Work Officer (Report No. 18/320)

#### PURPOSE OF REPORT

Perth and Kinross Child Protection Committee (CPC), in compliance with the National Guidance for Child Protection in Scotland 2014, publishes an annual Standards and Quality Report. This Standards and Quality Report, for the academic year 2017 - 2018 provides an overview of the key activities of the work of the CPC to protect children and young people from harm, abuse and exploitation. This report identifies achievements, key strengths and areas for further improvement. It also sets out a programme of improvement for the next two years.

#### 1. BACKGROUND / MAIN ISSUES

- 1.1 All Child Protection Committees in Scotland are encouraged to publish an Annual Report in compliance with the requirements described in the [National Guidance for Child Protection in Scotland 2014](#) (Scottish Government: 2014). This Standards and Quality Report covers work of the Child Protection Committee for the academic year from 1 August 2017 to 31 July 2018.
- 1.2 The Standards and Quality Report (S&Q report) reflects the Care Inspectorate's Quality Indicator Framework for Services for Children [How well are we improving the lives of children and young people?](#) (Care Inspectorate: 2014) and this year it also includes some of the findings from the recent [Joint Inspection of Services for Children and Young People in Perth and Kinross](#) (Care Inspectorate: 2018). The Care Inspectorate published its report on a joint inspection of services for children and young people in Perth and Kinross on 17 April 2018 and the findings validate the strong work to protect children and young people and to ensure continuous improvement across the partnership. The report highlighted the Child Protection Committee model as sector leading.
- 1.3 The S&Q report presents an overview of performance in services to protect children and young people and is based on sound evidence, obtained through a wide range of quality assurance and self-evaluation activities. It describes achievements; key strengths and areas for further improvement. It also describes the capacity for continuing improvement and the improvement programme for the next two years.
- 1.4 The headlines set out in the Executive Summary of the S&Q report confirm the findings from our previous self-evaluation which was validated in the recent joint inspection led by the Care Inspectorate. These findings demonstrate that we have maintained and in some instances improved

significantly multi-agency practices to protect and support children, young people and vulnerable families and we can be confident of efforts to achieve continuous improvement. The Care Inspectorate noted the following strengths and areas for improvement:

### **Particular strengths**

- established and high-performing chief officers group and child protection committee ably fulfilling their responsibilities and demonstrating dynamic leadership that empowers a confident and ambitious workforce;
- sophisticated and intelligent use of data to inform and support decision making, service planning and delivery and management of performance;
- services that effectively support parents and carers to become increasingly resilient, confident and able to provide nurturing and secure care;
- an extensive range of services enabling children, young people and families to access the right support, from the right service, at the right time;
- an embedded culture of collaborative working that is supporting the partnership to deliver improved outcomes for children and young people; and
- consistent and sustained commitment to self-evaluation and continuous improvement.

### **Areas for improvement**

- improve the quality and use of chronologies and ensure that identified risks to individual children and young people are clearly articulated within written assessments; and
- review capacity for the provision of independent advocacy to assure themselves that children and young people have access to support when they need it.

1.5 This year, the CPC quality assurance and multi-agency child protection case review examined multi-agency practices in respect of early and effective intervention; assessing and responding to risk; planning and seeking and recording views of children, young people and families. The focus was on young people, over the age of 12, who between January 2016 and January 2018, were the subject of a child protection investigation. The findings were consistent with the Care Inspectorate's inspection findings. This provides reassurance that multi-agency recognition and responses to young people who may be in need of protection are robust; partnership working remains strong and that young people continue to get the help they need, when they need it. The key areas for improvement will be taken forward through the CPC Improvement Plan 2018 – 2020.

1.6 Ongoing self-evaluation work has identified priorities for improvement which will be taken forward over the next two years. These are described towards the end of the S&Q report and are now included in the new CPC Improvement Plan 2018 – 2020, much of which is already underway. In summary, these include a need to continue to:

- develop and make further use of qualitative performance measures for key child protection processes;
- develop the provision of and the consistency of advocacy arrangements;
- address neglect and enhance the wellbeing of vulnerable pregnant women and their babies, pre-birth and into the first year of life;
- develop a consistent approach to inter-agency referral discussions by improving day-to-day culture, practice and recording across the key services/agencies;
- improve the quality of chronologies and develop them as an effective tool in the holistic assessment of risks and needs and in joint planning;
- improve the quality of assessments by ensuring that all services/agencies can contribute to the holistic assessment of risks and needs and in joint planning;
- improve the quality of Child's Plan by ensuring that all services/agencies can timeously contribute to a SMARTer Child's Plan to address risks and needs and in joint planning; and
- sustain improvement in child protection case conferences; particularly in terms of timescales and the provision of service/agency reports.

- 1.8 The statistical data in this report shows that the number of child concern reports has risen slightly over the last year after a significant drop in 2016/17. The number of children and young people who are the subject on an inter-agency referral discussion (IRD) continues to grow whilst the number of child protection investigations remains steady. The number of children and young people considered at initial Child Protection Case Conferences also remains steady, with 92% of children and young people considered being placed on the Child Protection Register.
- 1.9 The figures also show that referrals to the Children's Reporter have risen for a second year after a drop in 2015/16. This is against the national trend. The number of children and young people who have become the subject of a Child Protection Order has also increased slightly in 2016/17 and is the highest since 2013/14. The number of children and young people subject to a Compulsory Supervision Order has fallen and reverted back to a similar level recorded in 2013/14. The CPC plans to examine these trends further at its next meeting in October and to use this to determine a self-evaluation programme for the next year.
- 1.10 The number of unborn baby referrals has reduced, after a significant increase last year. Partners are working to develop a support pathway for vulnerable pregnant women and unborn babies with support from the Centre for Excellence for Looked After Children in Scotland (CELCIS).
- 1.11 Through the work of the CPC there is a commitment to remain alert and to continually identify areas of risk and ensure continuous improvement to maintain excellence in the work of the CPC.



## 2. CONCLUSION AND RECOMMENDATIONS

2.1 It is recommended that Council:

- (i) Notes the wide range of work carried out by Perth and Kinross Council, and partners through the Child Protection Committee, to provide high quality services to protect children and young people, in particular the high level commitment to continuous improvement through self-evaluation; and
- (ii) Endorses the contents of this report and the Child Protection Committee Standards and Quality Report 2017 – 2018 (Appendix 1) and the contents of the CPC Improvement Plan 2018 – 2020 (Appendix 2).

### Author(s)

| Name           | Designation                                          | Contact Details                                                                        |
|----------------|------------------------------------------------------|----------------------------------------------------------------------------------------|
| Jacquie Pepper | Chief Social Work Officer, Perth and Kinross Council | <a href="mailto:ECSCcommittee@pkc.gov.uk">ECSCcommittee@pkc.gov.uk</a><br>01738 475000 |

### Approved

| Name          | Designation                                            | Date              |
|---------------|--------------------------------------------------------|-------------------|
| Sheena Devlin | Executive Director (Education and Children's Services) | 06 September 2018 |

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You can also send us a text message on 07824 498145.

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | n/a               |
| Workforce                                           | n/a               |
| Asset Management (land, property, IST)              | n/a               |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | n/a               |
| Strategic Environmental Assessment                  | n/a               |
| Sustainability (community, economic, environmental) | n/a               |
| Legal and Governance                                | n/a               |
| Risk                                                | n/a               |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>Yes</b>        |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | n/a               |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This report relates to Strategic Objective No (i) Giving every child the best start in life.

#### Corporate Plan

- 1.2 This report relates to Strategic Objective No (i) Giving every child the best start in life.

#### Education & Children's Services Policy Framework

- 1.3 The report also links to the Education & Children's Services Policy Framework in respect of the following key policy area – Integrated Working.

### 2. Resource Implications

#### Financial

- 2.1 There are no known resource implications at this time

#### Workforce

- 2.2 There are no known workforce implications at this time.

#### Asset Management (land, property, IT)

- 2.3 There are no asset management implications at this time.

### **3. Assessments**

#### Equality Impact Assessment

- 3.1 This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

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

#### Strategic Environmental Assessment

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

#### Sustainability

- 3.3 Not Applicable.

#### Legal and Governance

- 3.4 There are no legal implications at this time.

#### Risk

- 3.5 There are no associated risks at this time.

### **4. Consultation**

#### Internal

- 4.1 The Head of Democratic Services, Head of Finance, Head of Legal Services, Head of Human Resources, the Children, Young People and Families Partnership, Education and Children's Services SMT and the Child Protection Committee and partners have been consulted in the preparation of this report.

#### External

- 4.2 The Child Protection Committee and partners has been consulted in the preparation of this report.

### **5. Communication**

- 5.1 There are no Communication issues at this time.

**2. BACKGROUND PAPERS**

None

**3. APPENDICES**

Appendix 1: Perth and Kinross Child Protection Committee Standards and Quality Report 2017 – 2018

Appendix 2: Perth and Kinross CPC Improvement Plan 2018 – 2020





# Standards and Quality Report 2017 / 2018

A child protection community working together to keep children safe.

An illustration of a family of eight stylized figures holding hands in a line. From left to right, the figures are: a large purple figure labeled "Safe", a small green figure labeled "Healthy", a small blue figure labeled "Achieving", a small orange figure labeled "Nurtured", a small red figure labeled "Active", a small purple figure labeled "Respected", a small pink figure labeled "Responsible", and a small orange figure labeled "Included".

If you have a concern about a child or young person, please contact

**01738 476768**

or

[childprotection@pkc.gov.uk](mailto:childprotection@pkc.gov.uk)

The bottom section of the graphic contains the ChildProtection Perth & Kinross logo on the left and the "see beyond" logo on the right, which features a stylized eye with a magnifying glass over it.



***Protecting Children and Young People: It is Still Everyone's Job***

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|-----------------------------------|------------------------------------------------------------------------------------------------------|
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| Version Number:                   | 1.0                                                                                                  |
| Approved by CYPFP                 | 7 September 2018                                                                                     |
| Approved by CPC:                  | 28 August 2018                                                                                       |
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## Preface by the Children, Young People and Families Partnership

The Chief Officers of the public sector organisations in Perth and Kinross, Elected Members of Perth and Kinross Council, Tayside NHS Board and the Command Team of Police Scotland's Tayside Division, are pleased to support the Perth and Kinross Child Protection Committee (CPC) Standards and Quality Report 2017 / 2018.

Our individual and collective commitment to the **protection** of children and young people in Perth and Kinross remains paramount. It is our firm belief that **safeguarding, supporting** and **promoting** the **wellbeing** of all children and young people and protecting them from harm, abuse and exploitation is **everyone's job**. We take this responsibility very seriously and we are committed to **enabling all children and young people to be the best they can be** and to achieving our shared, ambitious 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**.

The [Children, Young People and Families Partnership \(CYPFP\)](#) continually strives for excellence in our children's services and continues to provide strong and robust collective leadership; direction; governance; scrutiny; challenge and support to the work of the CPC. In the recent [Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#) that leadership and partnership approach was recognised and we were pleased to be described as an *"established and high-performing chief officers group and child protection committee ably fulfilling their responsibilities and demonstrating dynamic leadership that empowers a confident and ambitious workforce"*.

We acknowledge the efforts of the CPC, members of the CPC Working Groups, wider child protection community and all staff working across the public, private, third and independent sectors, whose commitment, dedication and hard work has been similarly recognised and evaluated highly in that inspection report and whose partnership working is achieving better outcomes for vulnerable children and young people at risk of harm, abuse and exploitation.

We also acknowledge the leadership, drive and determination of Bernadette Malone CBE, former Chair of the Perth & Kinross CYPFP and Chief Officers' Group for her leadership of this work and for her commitment over many years to providing better outcomes for children and young people.

Whilst we are pleased that this report shows our child protection services continue to improve, we will remain vigilant. We are not complacent and together with the CPC, we strive for excellence, continuous improvement and to realise fully our capacity for improvement.

We commend and endorse this CPC Standards and Quality Report for 2017 / 2018.

***Karen Reid***  
Chief Executive  
Perth and Kinross Council

***Malcolm Wright***  
Chief Executive  
NHS Tayside

***Paul Anderson***  
Chief Superintendent  
Police Scotland – Tayside Division  
Date: 7 September 2018

***Anne Gerry***  
Locality Reporter Manager  
Scottish Children's Reporter Administration



## Introduction by the Chair of Perth and Kinross CPC

Welcome to our CPC Standards and Quality Report 2017 / 2018. This report covers the period 1 August 2017 to 31 July 2018.

Once again, I am very pleased to present this high-level, overview report, of our multi-agency activity for the past year. This report identifies our *achievements*; *key strengths* and *areas for further improvement*. It also describes *our capacity for improvement* and our ambitious *improvement programme and work plan* for the next two years.

2017 / 2018 has been a year of significant change in terms of child protection legislative, policy and practice. We have continued to proactively engage with and attempt to influence this work. Where appropriate, we have also implemented emerging aspects of work which continue to emanate from the various workstreams of the Scottish Government's ongoing [Child Protection Improvement Programme \(CPIP\)](#), and we have also completed and consolidated upon the restructuring of the CPC and its Working Groups.

In addition, between August and November 2017, the Care Inspectorate carried a joint inspection of services for children and young people in Perth and Kinross and on the 17 April 2018 they published their [Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#).

The report concluded that they *“were confident that the life chances and wellbeing of children, young people and families in Perth and Kinross are improving as a result of strong leaders working collaboratively to deliver high quality and effective services; where children and young people were in need of protection, their safety and wellbeing was assured through the timely and proportionate action taken by alert and attentive staff; the efforts of innovative and creative staff were having a positive impact on the wellbeing of children and young people across all eight wellbeing indicators and that the functioning of the child protection committee was a model of its type”*.

Throughout this year's report we will make significant reference to the findings in this inspection report as it provides the best external evidence, scrutiny and inspection of our partnership work to protect children and young people and validates our own quality assurance and self-evaluation work.

In May 2018, Bill Atkinson was successfully appointed Independent Chair of the CPC and the Adult Protection Committee (APC). Bill brings to the CPC a wealth of experience in community planning, children's services and child protection and his appointment will secure further synergy between both partnerships and I wish him well in his new post.

Since 2014, I have enjoyed my time as Chairperson of the CPC and I will continue to provide professional help, assistance and guidance to the future work of the CPC, both as a continuing member of the CPC and as Chief Social Work Officer (CSWO).

Finally, I must acknowledge the hard work, competence, commitment and dedication of all our staff which remains outstanding and which is improving the life chances of all children, young people and families across Perth and Kinross.

***Jacquie Pepper***

**Chair of Perth and Kinross Child Protection Committee (CPC)**

**Date: 7 September 2018**

## Executive Summary – *What key outcomes have we achieved and how are we improving?*

Throughout this report, we present the high-level findings from our own partnership quality assurance and self-evaluation activities during 2017 – 2018.

We describe our *key achievements*; *key strengths* and *areas for further improvement*.

We also describe *our capacity for improvement* and our ambitious *improvement programme* for the next two years, as we continue to strive for excellence.

All of this work has been subject to external scrutiny, inspection and validation by the recent [Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#), which concluded by identifying the following:

### **Particular strengths**

- established and high-performing chief officers group and child protection committee ably fulfilling their responsibilities and demonstrating dynamic leadership that empowers a confident and ambitious workforce
- sophisticated and intelligent use of data to inform and support decision making, service planning and delivery and management of performance
- services that effectively support parents and carers to become increasingly resilient, confident and able to provide nurturing and secure care
- an extensive range of services enabling children, young people and families to access the right support, from the right service, at the right time
- an embedded culture of collaborative working that is supporting the partnership to deliver improved outcomes for children and young people
- consistent and sustained commitment to self-evaluation and continuous improvement

### **Areas for improvement**

- improve the quality and use of chronologies and ensure that identified risks to individual children and young people are clearly articulated within written assessments
- review capacity for the provision of independent advocacy to assure themselves that children and young people have access to support when they need it

We also describe what we consider to be our key child protection practice strengths, evidenced in this year's CPC led multi-agency quality assurance review of child protection, which is described on pages 17 – 18.

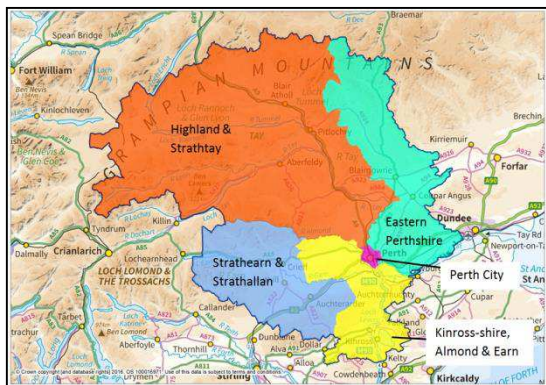
We are confident that our performance overall is **safeguarding**, **supporting** and **promoting** the **wellbeing** of all children and young people and is **protecting** them from harm, abuse and exploitation.

However, we are not complacent and we remain vigilant. We have identified a number of areas for improvement, including those above and we have now incorporated them into a new CPC Improvement Plan 2018 – 2020 which accompanies this report. We have also summarised our capacity for improvement and improvement plan which can be found towards the end of this report at page 42.

## Context

This section sets out our shared, ambitious and compelling vision and briefly describes the context within which we deliver our services for children, young people and families.

### Perth and Kinross



"Perth and Kinross covers an area of 5,286 square kilometres and is the fifth largest area by land mass in Scotland. The past decade has seen above average growth in population, which now stands at 152,728. Children aged 0-17 make up 17% of the population with numbers expected to rise significantly by 2037. The geographical distribution of the population across urban, rural and remote areas poses challenges for the planning and delivery of services.

In Perth and Kinross, there are five community planning partnership localities: Perth City; Kinross-shire, Almond and Earn; Strathearn and Strathallan; Highland and Strathtay and

Eastern Perthshire. These localities each have a local action partnership made up of elected members, communities, and public services. Through the local action partnerships, the community planning partnership identifies their particular needs and challenges. Perth & Kinross council has 40 councillors in 12 electoral wards.

NHS Tayside is responsible for the delivery of health visiting; school nursing; family nursing; specialist nursing; community children's nursing; allied health professions and health services for looked after children. The Tayside Division of Police Scotland command area covers 2000 square miles. The council's education and children's services deliver integrated services for children, young people and families"

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

### Our Vision

"A compelling vision alongside an embedded culture of highly aspirational partnership working contributed to a relentless determination to deliver quality services and improved outcomes for children, young people, families and communities. The vision, commitment and passion to achieve "A confident and ambitious Perth and Kinross, to which everyone can contribute and in which all can share" was clearly articulated across a range of coherent and interconnected strategic plans"

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

Elected Members, Chief Officers, the Child Protection Committee and partner agencies are working together tirelessly to **safeguard, support** and **promote** the **wellbeing** of all children and young people and to protect them from *harm, abuse* and *exploitation*.

Our shared, ambitious and compelling Vision, articulated in the [Tayside Plan for Children, Young People and Families 2017 - 2020](#) is 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.**

This Plan describes our context and our integrated and coherent partnership approach towards the planning, management, commissioning, delivery, evaluation and improvement of services for all children, young people and families. Our Five Priorities are:

1. *Our children and young people will have the best start in life, they will be cared for and supported to learn in nurturing environments*
2. *Our children, young people and their families will be meaningfully engaged with learning and combined with high quality learning experiences, all children and young people will extend their potential*

3. *Our children and young people will be physically, mentally and emotionally healthy*
4. *Our children and young people who experience particular inequalities and disadvantage will achieve health, wellbeing and educational outcomes comparable with all other children and young people*
5. *Our children and young people will be safe and protected from harm at home, school and in the community.*

## **National Context**

The protection of children and young people in Scotland is set within the wider policy and practice context of [Getting it right for every child](#) (GIRFEC). Fundamentally child protection sits within, and is an integral part of, the wider GIRFEC approach. Both are inextricably linked and prerequisites in improving outcomes for children and young people, keeping them safe and protecting them from harm, abuse and exploitation.

This national approach has been further enhanced and strengthened by the [Scottish Government's Child Protection Improvement Programme \(CPIP\)](#); as articulated by [Protecting Scotland's Children and Young People: It is Still Everyone's Job](#) (Dyer: 2017) and [Child Protection Improvement Programme Report](#) (Scottish Government: 2017). Since publication of these two reports, much of the work of the CPC and partner agencies has been informed by [CPIP](#), which the CPC has fully embraced as an outward looking and learning partnership.

## **Local Context**

Within Perth and Kinross, **safeguarding, supporting** and **promoting** the wellbeing of all children and young people and protecting them from harm, abuse and exploitation is **everyone's job and everyone's responsibility**. We consider this to be a shared responsibility for all practitioners and managers working across the public, private and third sectors.

## **The Work of the Child Protection Committee**

The work of the CPC and partner agencies is fundamental to ensuring better outcomes for our most vulnerable children and young people who are in need of protection from harm, abuse and exploitation. The CPC supports the ethos that **getting it right for every child is everyone's job** and that it is **still everyone's responsibility to keep children safe**.

The work of the CPC in protecting children and young people from harm, abuse and exploitation, and in keeping them safe, is fundamental to realising our shared vision. The work of the CPC is articulated in its CPC Improvement Plan; which is aligned with, and supports both the [Tayside Plan for Children, Young People and Families 2017 - 2020](#) and the [Perth and Kinross Community Plan \(Local Outcomes Improvement Plan\) 2017 - 2027](#).

Underpinning the work of the CPC is the [National Guidance for Child Protection in Scotland 2014](#) (Scottish Government: 2014) which describes its functions as **continuous improvement, strategic planning, public information and communication**; and the two most recent quality improvement frameworks for services to protect children and young people: [How well do we protect children and meet their needs?](#) (HMIE: 2009) and [How well are we improving the lives of children and young people?](#) (Care Inspectorate: 2014) and [CPIP](#).

## Management Information and Performance Outcomes

This section describes the findings from our CPC multi-agency management information and performance outcome framework and reports on *headline messages* for 2017 - 2018.

**Evaluation: We are confident that, children and young people in need of care and protection are getting the help they need; when they need it and that we are improving their wellbeing, their life-chances and keeping them safe from harm and abuse**

*"Sophisticated and intelligent use of data, action research and performance reporting enabled partners to demonstrate impact, prioritise service delivery and support continuous improvement. Robust and routine scrutiny of performance and trend data by the child protection committee evidenced the effectiveness of joint working to protect children and keep them safe"*

*"The child protection committee was robustly scrutinising performance reporting and trend data, which offered assurance that timely interventions promoted children's safety and wellbeing"*

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

### Background Information and Context

The CPC publishes Child Protection and Looked-After Children Management Information and Statistical Reports on an academic year basis (August to July), in compliance with Scottish Government's annual reporting requirements.

The CPC also has in place a multi-agency CPC Management Information and Performance Outcome Framework, which provides quarterly reports to the CPC on key multi-agency child protection processes. The framework allows the CPC to effectively monitor key child protection processes and practices and to provide reassurance to the CYPFP.

This framework, which reflects both *Getting it right for every child* and child protection processes, includes key performance indicators across key partners and includes output indicators (quantitative indicators showing frequency and volume) and proxy outcome indicators (qualitative indicators showing improved outcomes).

In addition to these quarterly and annual CPC performance management reports, a Thematic (cyclical) Approach to Performance Reporting was introduced by the CYPFP.

Aimed at achieving better outcomes for children and young people, this thematic approach to reporting has four key strands:

1. *child health and development*
2. *improving the life chances of vulnerable children and young people*
3. *quality of life*
4. *contextual / inequalities information and education outcome.*

Child Protection continues to feature as a quarterly thematic reporting priority for the CYPFP.

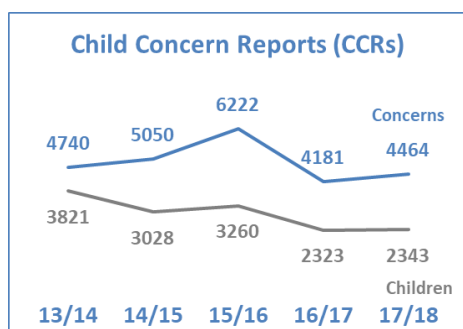


## Headline Messages 2017 – 2018

For the purposes of this report, we will present the **headline messages** from our CPC Management Information and Performance Outcome Framework. These are presented for the academic year 1 August 2017 – 31 July 2018 and, where possible, compared with previous years.

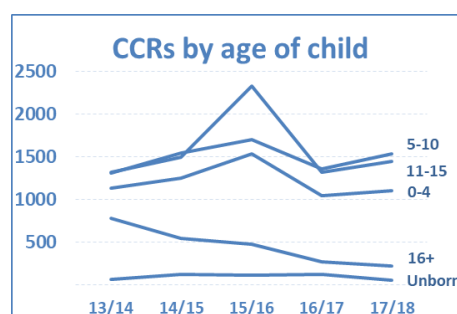
### Child Concern Reports (CCRs)<sup>1</sup>

Table No: 1<sup>2</sup>



The total number of Child Concern Reports (CCRs) has risen slightly over the last year, following a significant decrease last year. The number of children and young people subject to a CCR has remained relatively level. However there is a general downward trend over the last five years.

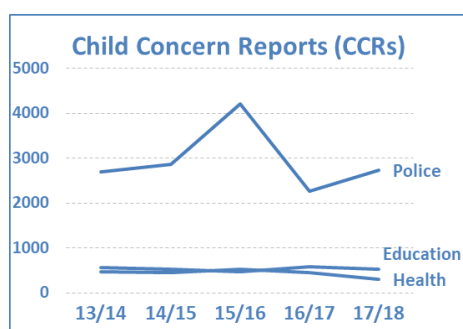
Table No: 2



The number of children and young people with a CCR in each age group has remained relatively steady, with the number in the 11-15 age group remaining lower, following a large increase in 2015/16. Children aged 5-10 are again the largest group.

### Main Sources of Child Concern Reports (CCRs)

Table No: 3



The main source of CCRs continues to be Police Scotland, followed by Education Services and Health Services. Overall, these three source groups 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.

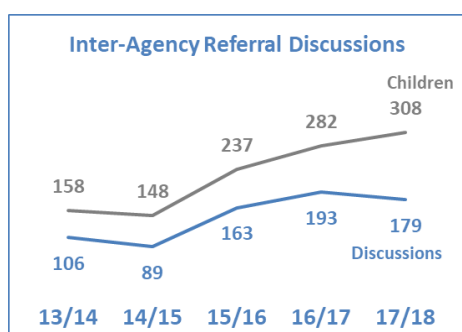
This reduction was predicted last year as Police Scotland embedded their Vulnerable Person's Database (VPD) and introduced their internal triaging and quality assurance of low level VPD concern reports.

<sup>1</sup> Note: A Child Concern Report (CCR) is a mechanism by which any practitioner or manager across the public, private or third sector, or indeed, any member of the public can raise any worry or concern they may have about a child or young person's health and / or wellbeing; or in relation to whether or not the child or young person is safe and / or in need of care and protection.

<sup>2</sup> Note: Figures are accurate as at 31 July 2018, however they may be updated in subsequent reporting periods due to retrospective data validation and quality assurance processes.

## Inter-Agency Referral Discussions (IRDs)<sup>3</sup>

Table No: 4

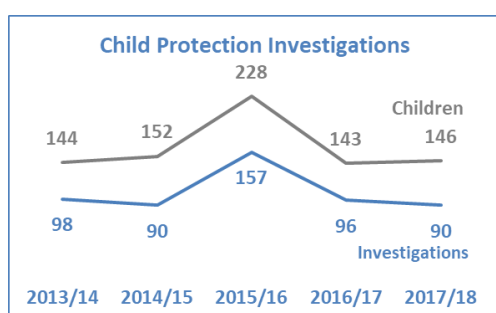


The number of children and young people subject to Inter-Agency Referral Discussions (IRD) continues to grow, while the number of IRDs has slightly reduced following a general increase over the previous three years.

IRDs are recognised as good multi-agency working practice and may be repeated a number of times for the same child or young person.

## Child Protection Investigations<sup>4</sup>

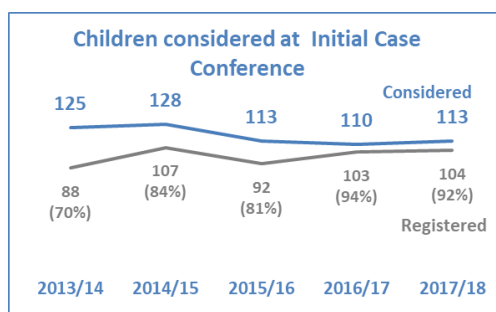
Table No: 5



The number of Child Protection Investigations and the number of children and young people subject to an investigation remains steady, following a significant rise in 2015/16.

## Initial Child Protection Case Conferences

Table No: 6



The number of children and young people considered at Initial Child Protection Case Conferences (ICPCC) has remained steady for the last three years.

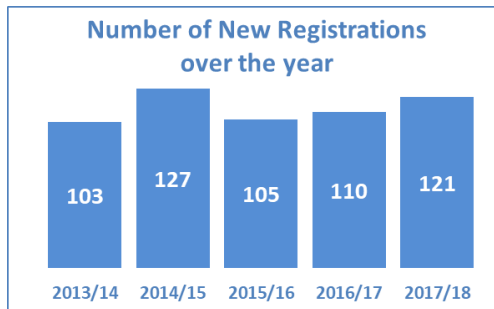
The proportion of ICPCCs that result in a child or young person's name being placed on the Child Protection Register remains high at 92%.

<sup>3</sup> Note: An IRD is a discussion between practitioners, services or agencies, including representatives from police, social work and health and, where appropriate, education. An IRD is held where a child concern report and / or multi-agency screening arrangements have determined that a child or young person is in need of care and protection from harm, abuse or neglect; or there is a likelihood or risk of significant harm, abuse or neglect. An IRD allows those present to share and exchange information proportionately; to make an initial multi-agency assessment of risks; to agree that a Child Protection Investigation is necessary and to decide the next steps.

<sup>4</sup> Note: A Child Protection Investigation is carried out jointly by specially trained police officers and social workers. Such investigations are carried out where a Child Concern Report, including an Unborn Baby Referral, indicates that a child or young person is in need of care and protection from harm, abuse or neglect; or there is a likelihood or risk of significant harm, abuse or neglect.

## Registration Rates

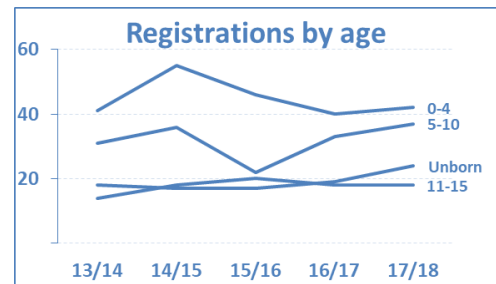
Table No: 7



The number of children and young people placed (new registrations) on the CPR during the last year has increased in keeping with a general increase over the last 3 years. This includes sibling groups.

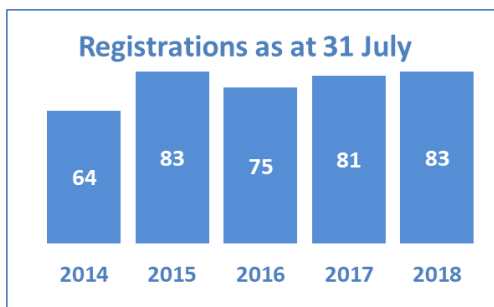
Registrations include temporary registrations (for children and young people who move into the Perth and Kinross Council area for a limited period; for a holiday with relatives etc)

Table No: 8



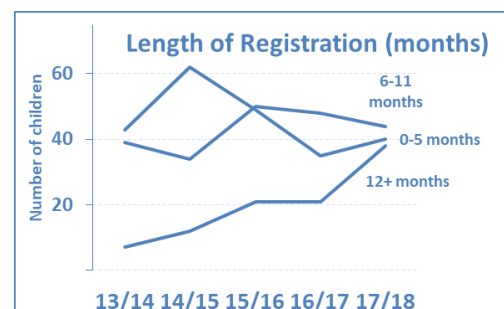
Children aged 0 - 4 continue to make up the largest age group of new registrations, although there has been an increase in the unborn and in 5 - 10 age groups.

Table No: 9



The number of children and young people on the CPR at 31 July 2018 has remained relatively steady over the last 4 years. This includes sibling groups.

Table No: 10

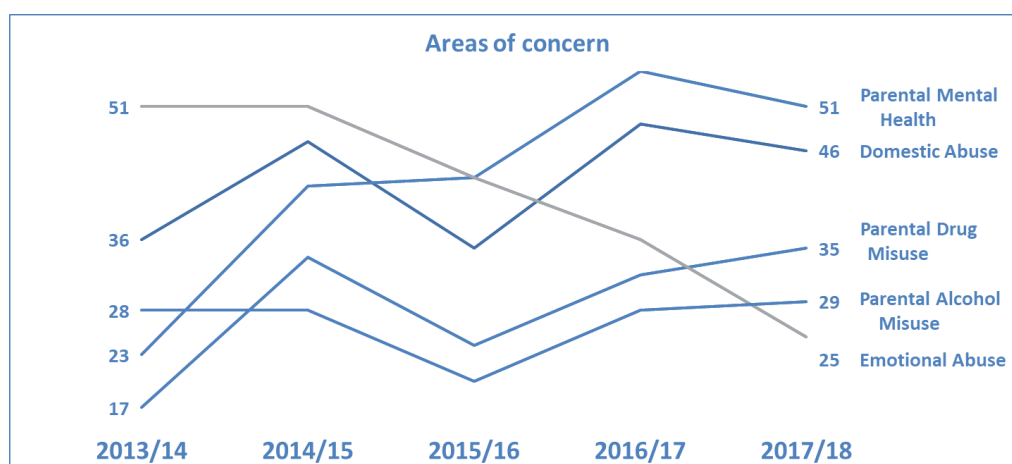


Most registrations last less than a year, although the number of children and young people who remain on the CPR for 12 months or more has been generally increasing over the last 5 years. The CPC closely monitors registration rates and in particular de-registrations, re-registrations and length of time children and young people remain on the CPR as part of its annual quality assurance reviews.



## Areas of Concern<sup>5</sup>

Table No: 11



Children and young people affected by domestic abuse, parental mental ill-health, problematic parental drug and / or alcohol misuse (sometimes referred to as the toxic trio) continue to feature highly in the areas of concern and registration. Whilst the Table appears to show a significant decline in relation to emotional abuse, there is a recognition that in all the areas of concern there will be an element of emotional abuse, which may not have been recorded as the primary area of concern.

Table No: 12

| Area of concern                | 13/14 | 14/15 | 15/16 | 16/17 | 17/18 |
|--------------------------------|-------|-------|-------|-------|-------|
| Parental Mental Health         | 23    | 42    | 43    | 55    | 51    |
| Domestic Abuse                 | 36    | 47    | 35    | 49    | 46    |
| Parental Drug Misuse           | 17    | 34    | 24    | 32    | 35    |
| Parental Alcohol Misuse        | 28    | 28    | 20    | 28    | 29    |
| Emotional Abuse                | 51    | 51    | 43    | 36    | 25    |
| Neglect                        | 22    | 27    | 26    | 24    | 20    |
| Sexual Abuse                   | 10    | 14    | 7     | 14    | 15    |
| Physical Abuse                 | 15    | 18    | 24    | 21    | 12    |
| Poverty/Financial Difficulties | 17    | 20    | 12    | 10    | 12    |
| Non-engaging family            | 25    | 42    | 40    | 29    | 9     |
| Child Sexual Exploitation      | 0     | 0     | 0     | *     | 6     |

<sup>5</sup> Note: Areas of Concern are the registration categories for placing a child or young person's name on the CPR and these have been specified by Scottish Government. Children and young people can have more than one are of concern recorded and the category classified as other is undefined to cover any and all other issues. Totals of less than 5 have been suppressed.

## Scottish Children's Reporter Administration (SCRA)

*(figures based on Financial Years (01 Apr – 31 Mar))*

Table No: 13

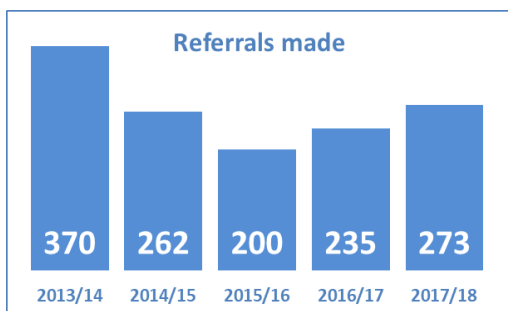
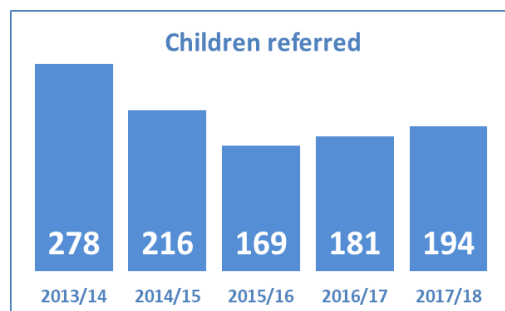
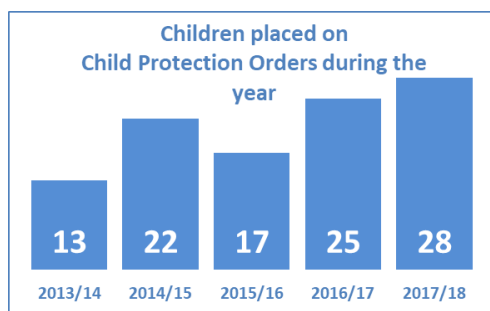


Table No: 14



The number of referrals to SCRA and the number of children and young people referred to SCRA have risen for a second year, after a drop in 2015/16. This rise is against a national trend of continued reductions. Sibling groups of between 5 and 8 children are included within these figures.

Table No: 15



The number of children and young people who have become the subject of a Child Protection Order has also increased slightly on 2016/17 and is the highest since 2013/14. These figures include large sibling groups.

Table No: 16

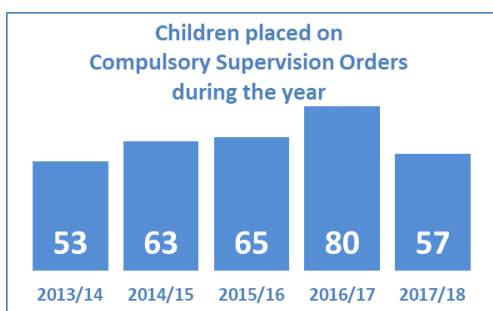
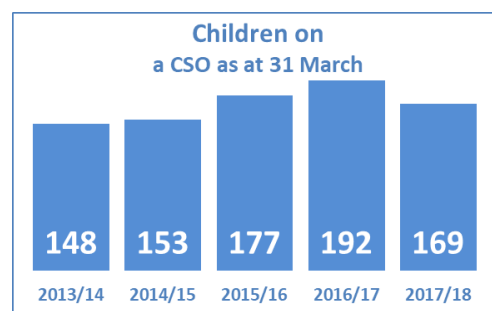


Table No: 17

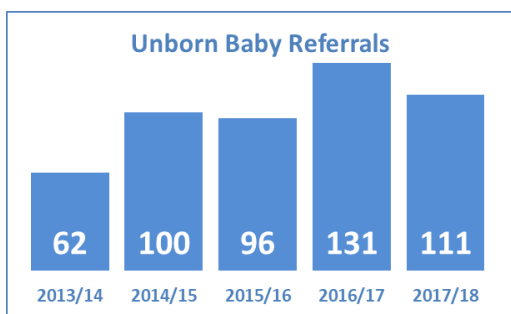


The number of children and young people subject to a Compulsory Supervision Order has fallen and reverted back to a similar level recorded in 2013/14.

The CPC plans to examine these trends further at its next meeting in October 2018 and to use this to determine its self-evaluation programme for the next year.

## NHS Tayside – Unborn Baby Referrals<sup>6</sup>

Table No: 18



The number of Unborn Baby Referrals raised by NHS Tayside has reduced, following a significant increase in 2016 / 2017. The partnership is working with [Centre for Excellence for Looked After Children in Scotland \(CELCIS\)](#) to develop a support pathway for vulnerable pregnant women which is aimed at *Addressing Neglect and Enhancing Wellbeing (ANEW): Getting it Right in Perth and Kinross; Pre-Birth and into the First Year of Life*, which is described on page 34 of this report.

An unborn baby and / or expectant mother can be deemed to be vulnerable for a number of reasons. The following Table provides an analysis of the most commonly identified vulnerability factors identified pre-birth:

Table No: 19

| Vulnerability Factors                                                                  | Number |
|----------------------------------------------------------------------------------------|--------|
| Parental Mental Health                                                                 | 43     |
| Previous Criminal Justice Background                                                   | 42     |
| Previous Child Protection Issues / Childcare Problems / Parent in Care / Child in Care | 38     |
| Problematic Drug / Alcohol Use                                                         | 34     |
| Domestic Violence / Abuse                                                              | 29     |

Again the toxic trio elements of parental mental ill-health, problematic parental drug and / or alcohol misuse and domestic abuse continue to feature significantly.

<sup>6</sup> Note: Currently an Unborn Baby Referral is a mechanism by which any practitioner or manager across the public, private or third sectors, can raise any worry or concern they may have about an unborn baby's health and / or wellbeing; or in relation to whether or not that baby will be safe and / or in need of care and protection, pre-birth and / or after birth.

Worries or concerns regarding an unborn baby, or a child or a young person can relate to a single issue or incident, or to an accumulation of such events over time. The reasons for such a concern can be many and / or complex; related either to the behaviours of the parent or carer or other significant adult (s) in the child, young person or unborn baby's family environment, or to previously known or emerging vulnerability factors, risks and / or needs.

## How well do we meet the needs of our stakeholders?

This section describes the **impact** we are having on the **wellbeing** of children and young people; how we are keeping them safe from harm, abuse and exploitation and the extent to which their lives and life chances have been enhanced. It describes the **impact** on families and the extent to which family **wellbeing** has been strengthened. It describes the **impact** on staff and recognises the extent of their motivation, involvement and contribution. It also considers the **impact** on the community and the extent of their participation, engagement and confidence across Perth and Kinross.

*"There was an outstanding commitment to using evidence-based data to support and drive improvement by leaders and staff across services. Partners were relentlessly striving for excellence through reflection, collaborative learning and partnership working. A consistent and sustained culture of self-evaluation and continuous improvement was characterised by a shared commitment to achieving long-term transformational change while maintaining expectations of sustained performance towards meeting agreed priorities. An embedded and sustained culture of self-evaluation and continuous improvement was a core attribute."*

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

### Quality Improvement Framework

Quality Assurance and Self-Evaluation are central to continuous improvement.

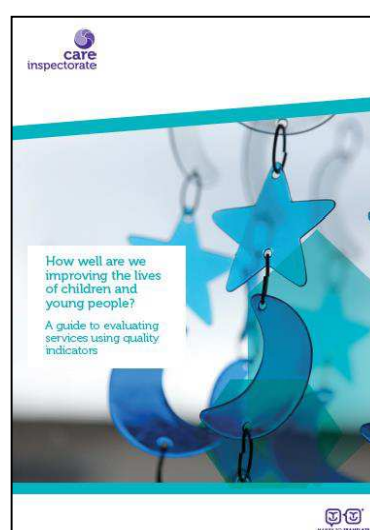
Neither are bureaucratic or mechanical processes; they are ongoing reflective processes to measure performance, improvement and outcomes.

Underpinning the quality assurance and self-evaluation work of the CPC and its partners are two recognised quality improvement frameworks. They provide a framework of quality indicators to support quality assurance and self-evaluation which leads to improvement across services for children, young people and families. They place the child at the centre and are applicable to the full range of services which contribute to the wellbeing of all children, young people and their families.

These frameworks are designed to provide a complementary approach to robust quality assurance, self-evaluation and independent scrutiny. Using the same set of quality indicators reinforces the partnership between internal and external evaluation of services. These frameworks provide the CPC and its partners with a toolkit to help with evaluating and improving the quality of services children, young people and families. These frameworks do not replace existing approaches to quality assurance and self-evaluation; they complement them. These frameworks are:



(HMle: 2009)



(Care Inspectorate: 2014)

## Impact on Children, Young People and Families

**Evaluation: We are confident that we listen carefully to, understand and respect children, young people and their families and that we are helping them to keep themselves safe. A range of early intervention and family support services are improving children and family wellbeing**

*"The impact of services on the wellbeing of children and young people was very good. Partnership working to ensure and promote the safety and protection of children and young people was a major strength. When children were at imminent risk, their safety was assured through the co-ordinated and timely actions of staff. A wide range of preventative approaches and initiatives also helped children and young people to develop knowledge and skills to promote their own safety at school, in the community and online. A strong approach to nurture across services and an awareness amongst staff and carers of the impact of adverse childhood experiences helped children and young people to develop emotional resilience"*

*"The impact of services on families was very good. A wide range of high quality, universal, targeted and specialist supports was strengthening family wellbeing. Positive relationships with staff helped reinforce parental resilience and avoid family breakdown. Joint working within a whole-family approach helped parents affected by a combination of mental ill health, substance misuse and domestic abuse to gain better insight into their difficulties and to develop more effective coping strategies. The lives of many families were improving as a result of the support received"*

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

In 2017 / 2018, our quality assurance and self-evaluation activities / processes demonstrate, and the recent external scrutiny and inspection confirms that in Perth and Kinross:

### Key Strengths

- children and young people are acquiring the knowledge and skills they need to keep themselves safe at home, school and in the community
- children and young people at risk are being kept safe as a result of services acting quickly and working effectively together
- children and young people are learning to adopt healthy lifestyles and making positive life choices
- children and young people who are vulnerable are being supported well through targeted interventions
- children and young people are benefiting from early literacy programmes; positive planned transitions and support, encouragement and opportunities to develop and learn new life skills
- children and young people are benefiting from evidence-based nurturing approaches which are having a positive impact on their wellbeing
- children and young people who are no longer able to remain at home are thriving as a result of positive placements
- children and young people are benefiting from a wide range of leisure, recreational and extracurricular activities
- children and young people are benefiting from trusting relationships with staff and carers and are developing a positive sense of self-worth and identity
- children and young people are being encouraged to develop their sense of responsibility and self-efficacy
- parental attachment with babies is being strengthened through involvement in accessible activities
- parenting skills and confidence improving is a result of widespread, flexible delivery of evidence-based approaches

- whole- family approach is helping to promote recovery and build resilience for families – particularly those affected by the challenging combination of mental ill health, substance misuse and domestic abuse (commonly referred to as the toxic trio)
- family support being provided by way of outreach work in the evenings and at weekends
- staff working hard to engage with parents, demonstrating persistence and appropriate levels of support and challenge

### **Areas for Development**

- some children and young people would benefit from a consistent provision of independent advocacy support
- some children and young people who have experienced poor parenting and who have lived in situations of neglect for prolonged periods would benefit from an earlier response to ensure their health needs were met
- greater engagement with fathers is needed to ensure their involvement in the assessment, planning and delivery of care and support for children, including planning for unborn babies

### **Multi-Agency Case Review 2018**

Building upon recent scrutiny and inspections findings, at the time of publication, the CPC's annual multi-agency quality assurance and self-evaluation review of key child protection processes is underway and nearing completion.

Since 2014, the CPC has taken a broader, more systematic, multi-agency approach to evaluating key child protection processes and practices and committed itself to a *whole-system approach* and a *more refined methodology*, using recognised quality improvement frameworks.

This year, in keeping with the findings from the recent external scrutiny and inspection report and informed by our own performance management information, the key practice areas being examined are *early and effective intervention; assessing and responding to risk; planning and seeking and recording views of children, young people and families*.

This year's in-depth review commenced in June 2018 and involved a multi-agency team of reviewers reading and examining 7 multi-agency case files / records relating to young people who, between January 2016 and January 2018, were subject to a child protection investigation and / or child protection case conference and / or registration on the child protection register. In addition, a number of home visits, to meet with the young persons and / or their parents and carers are taking place to seek their views and to allow us to triangulate the review findings.

***In terms of impact***, the initial high-level findings from this exercise have identified the following practice strengths and areas for development:

### **Key Strengths**

- very effective inter-agency communication and relevant information sharing between services / agencies
- prompt and proportionate early response and effective intervention to child concern reports
- young people developed trusting relationship with key professionals involved in their care, support and protection
- good use and analysis being made of chronological information
- robust assessment which focused on meeting needs and keeping children and young people safe from harm
- strong evidence of young people's views being heard

- thorough holistic assessments were evident and many assessments demonstrated appropriate use of the national practice model
- Young Person's Plans were well used by practitioners to meet need and risk, outline expected outcomes and to review actions
- CPCC decisions were made available to all key practitioners on the day or at the latest within 24 hours of these meetings taking place
- Children's Rights Worker and MOMO being used increasingly to help young people express their views
- clear evidence of Young Person's Plans being reviewed regularly in consultation with young people and their families

### **Areas for Development**

- inconsistent recording practices across some services / agencies with significant gaps identified in some case files
- lack of clarity regarding the CPCC escalation process and a lack of confidence by some practitioners to implement this
- incomplete information within some assessments, e.g. the presence of other significant adults, level of school attendance etc
- some Young Person's Plans could be SMARTer and specify clear actions for the individual young person

### **Conclusion**

The findings of this multi-agency review are consistent with the findings from the recent scrutiny and inspection and they demonstrate consistent key strengths in the child protection practices / processes within Perth and Kinross. The review evidences meaningful engagement with the young people concerned and this has been a fundamental element of their improved protection and wellbeing. There is reassuring ongoing evidence of excellent partnership working, particularly information sharing and this has undoubtedly facilitated robust and proportionate assessment of risk and need.

However, the review findings also indicate inconsistencies in recording practices across services / agencies and a need to monitor records more closely. We have also identified a lack of clarity regarding the decision making process within CPCCs and how decisions can be appropriately challenged. This will be addressed within the current CPC Improvement Plan for 2018 – 2020.

At the time of publication, we are reviewing the findings from the home visits and the meetings with the young people and their families.



### **Children's Advocacy – Seeking Views**

2017 – 2018 has been a very busy year for the Children and Youth Rights Officer (CYRO) and the Who Cares? Scotland Worker. Throughout this year, we have continued to review our arrangements for advocacy and for seeking the views of children and young people at key child protection meetings. Both workers have worked closely with the Improvement Officer, previously appointed to Chair and Quality-Assure Child Protection Case Conferences (CPCCs).

In terms of advocacy and seeking views, we have reviewed and improved our existing arrangements and strengthened these with the introduction of the [MIND OF MY OWN \(MOMO\) APP](#) in the autumn



2017. These improvements have resulted in a considerable increase in the number of children and young people having their views presented at various meetings; while enabling the CYRO to advocate for children and young people in cases where there is uncertainty regarding their views.

***In terms of impact,*** the following information demonstrates a considerable increase in the number of children and young people who have had their views presented by an advocate at key meetings since January 2018:

- 165 children and young people's views presented at a CPCC by their social worker, carer, advocate or other professional
- 211 looked-after children and young people's views presented at Looked-After Conferences (LAC) by their social worker, carer, advocate or other professional
- 25 children and young people individually supported by the CYRO in one-off sessions and session blocks as required

### ***Children's Rights***

The CYRO also continues to carry out a wide range of other duties in relation to children and young people's rights and respect work including:

- classroom inputs on rights; respect; resilience; coping mechanisms and self-awareness
- serving as a member of the CPC
- delivering training, both internally and externally to voluntary organisations
- support to schools to achieve Rights Respecting School Awards
- supporting the development of 'Youth Voice' to ensure wider participation of children and young people across the authority area
- providing inputs on rights and advocacy at team development days, AGMs and meetings
- supporting the Corporate Parenting Worker with the individual grants process
- providing rights inputs to Independent School representatives
- participating in Care Inspectorate meetings and focus groups
- continuing representation at the CHIP (Children's Hearing Improvement Partnership (CHIP))
- continuing to support the Fun Young Individuals Group (FYI)
- representing P&K at the Scottish Children's Rights Officer's Network (SCRON)



#### **[MIND OF MY OWN \(MOMO\) APP](#)**

In August 2017, [MOMO](#) was introduced in Perth and Kinross as a means of gaining children and young people's views for key decision-making meetings; for their workers visits and for anything they would want to change or simply to tell us about what is going well in their lives. MOMO is being used by children and young people from age 8. This includes children and young people who are looked-after and accommodated; those on the child protection register and those children and families who are working with social work on a voluntary basis.

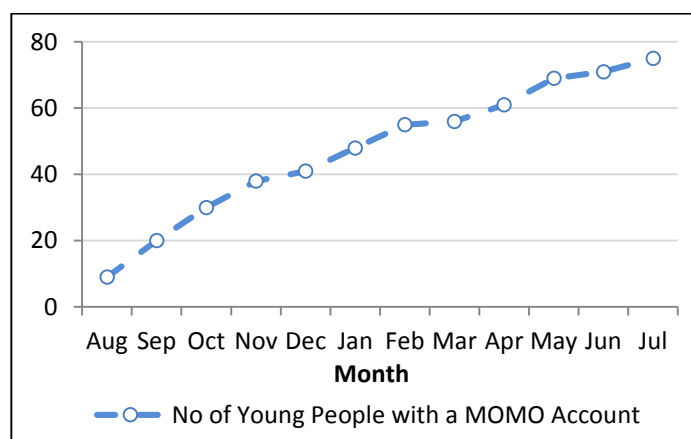
Recent feedback from some children and young people who do use MOMO is that it gives them freedom to give their views when they want to; without needing to rely on workers visiting them and this gives them a sense of control and empowerment. They also like the fact that they are able to write what they want to say in free text; without being restricted to boxes.



**In terms of impact**, the following provides a snapshot of usage since MOMO was first introduced in August 2017 and up to end of June 2018:

- Total number of workers with MOMO accounts – 119
- Total number of children and young people with their own MOMO accounts – 69
- Total number of MOMO statements received from worker's accounts – 143
- Total number of statements received from children and young people's accounts – 100
- One young person has used MOMO 12 times to give their views

Table No: 20



Looking ahead, MOMO is in the process of a major redesign taking into account feedback and consultation with young people, including a group of young people from Perth and Kinross. The Children's Reporters are also very interested in how MOMO can be used to represent children's and young people's views at their Hearings, which may make their involvement in a difficult process much more meaningful.



### ***Improvement Officer for Child Protection Case Conferences (CPCCs)***

Last year, we reported upon the appointment of a seconded, fixed term (up to 18 months), Improvement Officer; tasked with chairing, quality assuring and improving the overall performance management of CPCCs and improving the experience of children, young people and their families attending CPCCs.

This appointment represented a significant investment and our commitment to continuous improvement, through self-evaluation and quality assurance. This seconded commenced in December 2016 and came to an end in March 2018.

**In terms of impact**, this appointment resulted in significant improvements in our CPCCs processes including:

- introduction of an electronic system for invitations to CPCCs resulting in:
  - a reduction in delays and associated costs
  - improved timetabling
  - early identification of meetings which may not be quorate
  - better use and sharing of written reports
- introduced new CPCC Templates which now include:
  - key performance management information
  - the views of children, young people, parents and carers
  - more succinct notes / minutes
  - clearer summary of the decision-making and registration decision

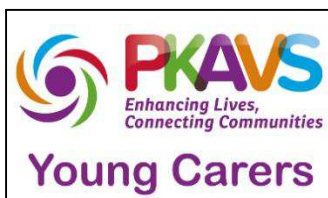
- introduced a tasks / decisions E-Mail which is sent out to all those who were invited / attended and did not attend the CPC by the end of the working day / or at the latest first thing next day
- significantly improved the timescales for CPCCs; in particular Initial CPCCs; Review CPCCs and Transfer CPCCs
- significantly improved the publication of Minutes through closer working between the Chair and the Statutory Conference Recorders using the new CPCC Templates
- significantly improved the quality of written information and reports received for CPCCs through distributed CPCC guidance; team / agency visits
- improved the attendance and involvement of children and young people by:
  - visiting teams / agencies and encouraging them to consider the child or young person's attendance / in their best interests and preparing them better for CPCCs
  - setting an expectation that the child or young person's views must be sought and shared at CPCCs – including the views of pre-verbal or non-verbal children through observation, their presentation and interactions with their care-givers
  - working closely with the CYRO to improve advocacy provision at key meetings
  - removing the requirement to submit the existing Having Your Say Forms and encouraging workers to use new, creative and innovative ways of capturing and presenting the views of children and young people – including the introduction of MOMO
- improved the involvement and participation of parents and carers at CPCCs by:
  - ensuring they were prepared for CPCCs
  - meeting with them beforehand to explain the process
  - ensuring reports had been shared and understood
- improved the consistency and structure of CPCCs and decision-making by:
  - introducing a new structure for the Chair and the CPCC meeting
  - introducing a new aide-memoire for the Chair
  - introducing a Peer Review Group for the Chairs of CPCCs which now meets quarterly
- introduced tools to measure outcomes and improvements from CPCCs over time
- improved Practitioner's Guide to CPCC, supported by inter-agency staff learning and development opportunities
- improved the existing CPCC information and advice leaflets for children and families

During this secondment period, the Improvement Officer personally:

- chaired in excess of 170 CPCCs; many of which included babies in utero (pre-birth)
- delivered CPCC improvement messages to at least 250 multi-agency practitioners and partner agencies
- developed a survey for multi-agency practitioners attending CPCCs:
  - 148 multi-agency practitioners responded
  - 70% reported that they had submitted a written report prior to the CPCC
  - 86% reported that they had read all or some of the written reports before the CPCC
  - 94% reported that they felt they could give their views extremely honestly at the CPCC
  - 93% reported that they were fully encouraged to provide their views at the CPCC
  - 95% reported that views of the children and families (if present) were fully sought and listened to at the CPCC
  - 92% reported that the child or young person's safety and wellbeing were the central focus of the CPCC

## Conclusions

Without doubt, this secondment opportunity realised significant improvements in our CPCCs arrangements. We remain vigilant and not complacent. CPCCs remain a key multi-agency component part of our child protection system. Whilst we recognise that many of these improvements will be long-lasting, we equally acknowledge that maintaining these improvements will be challenging which is why we plan to monitor them via the CPC Improvement Plan 2018 – 2020.



### **PKAVS Young Carers Service**

[PKAVS Young Carers Service](#) continues to support children and young people, aged between 5 and 16 years of age, to cope with what can often be an all-encompassing caring role at home.

Young carers may be helping to support a family member who has a physical disability; an enduring chronic illness; a terminal illness; mental health issues and /or where substance misuse is prevalent in the home. Over 50% of the young carers supported at PKAVS come from single parent families and so often the young carer is in fact the main carer in the home.

At the young carers request much of the support provided takes the form of short breaks. PKAVS provides three weekly respite groups in different localities in Perth & Kinross during each week of school term time. Day trips and longer residential breaks are provided during school holiday periods. One-to-one and advocacy support happens continuously throughout the year.

To raise awareness of young carers with families and professionals alike, PKAVS recently launched an [E-Learning Tool](#). Since January 2018, the this Toolkit has had 145 visitors; including staff from a number of schools in P&K, other PKC staff, plus colleagues from a number of other Carer Centres in Scotland & Ireland.

PKAVS also launched and now administers the [Young Carers Identification Card](#) in Perth & Kinross. This card, which was launched within educational settings in January 2017, is used to support teaching staff to recognise young carers in their school and put in place the appropriate support; thus giving that child (young carer) the best possible opportunity to achieve their educational potential. To date well over 100 cards have been issued to young carers and discussions are on-going with NHS Tayside about Phase 2 and how we launch this card in health settings.

Currently PKAVS supports 300 young carers and averages around 100 referrals each year for potentially hidden young carers. ***In terms of impact***, comments and feedback received throughout the last 12 months from young carers and their parents includes the following:

#### **Comments / Feedback**

*"I have never had the chance to do such fun things" (young carer aged 8, attending respite groups)*

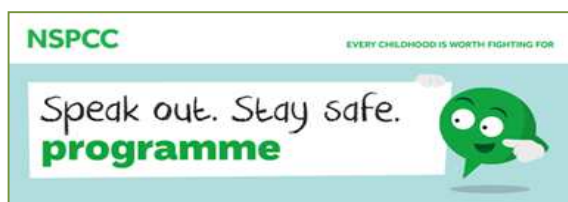
*"I enjoyed everything we did because it helped me experience new things – things that I didn't want to do I ended up doing! I also enjoyed it because I have a ton of new friends which had helped boost my confidence and helped with my anxiety" (young carer aged 14, who attended a residential break)*

*"So helpful and have helped me grow more confident with talking about my feelings" (young carer aged 11, receiving regular one-to-one support)*

*"It has made a huge difference in their lives and given them opportunities they otherwise wouldn't have had" (young carer's parent)*

*"This has helped them have a life outside home" (young carer's parent)*

## NSPCC Schools Service – Perth and Kinross



The [NSPCC Schools Service: Speak Out. Stay Safe Programme](#) continues to be delivered across Scotland and the rest of UK to ensure that children

- understand abuse in all its forms and recognise the signs of abuse
- know how to protect themselves from all forms of abuse
- know how to get help and the sources of help available to them including the [ChildLine](#) service

During this academic year, the programme has been delivered to 918 schools in Scotland, (visiting many of these for at least the third time) and presented to 146,076 children. This programme is offered free-of-charge at the point of delivery.

Within Perth and Kinross, this programme is delivered as part of our wider sexual health and wellbeing programme and has been offered to Primary Schools in Perth & Kinross since November 2013 and from August 2016 has been offered to every Primary School every two years.

**In terms of impact,** this academic year the programme was delivered in 35 Perth and Kinross Primary Schools; with some of the Primary Schools having received the Service for a third time. The programme was also delivered at Kilgraston and Strathallan Independent Schools. In total, around 4,513 children in Perth & Kinross received the programme this academic year.

A new resource from NSPCC this year has been the development of the “Speak Out. Stay Safe” programme for children with additional support needs; which has also been shared with schools in Perth & Kinross.

The NSPCC continues to offer resources for teachers and parents and seeks to work in partnership with schools to ensure that they are the safest environment for children. Schools have also been provided with resources for staff, parents and carers; including the NSPCC [Schools Brochure](#) and information on the [Underwear Rule](#) and our [Share Aware](#) campaign materials.

“Speak Out. Stay Safe” Programme Link: [www.bit.ly/SOSSvideo](http://www.bit.ly/SOSSvideo)

| School Staff - Comments / Feedback                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>We recommend that you reinforce the messages from the assembly after our visit as this can help the children with their learning and development. Is this something you have or will be doing?</i>                          | <p><i>“I have used photos taken during the visit to have learning conversations, which will go into individual learning logs and then shared with parents”</i></p> <p><i>“Used it to develop strength of voice, communication skills and confidence to speak up for themselves”</i></p> <p><i>“We noted all the new information we had gathered and wrote it up in detail in writing jotters. Had a discussion with the whole class. Children also went home and shared the information with parents as some parents told me”</i></p> |
| <i>We would like to capture any comments that children made following the assembly and / or workshop presentations. Could you please detail any quotes or observations from children that would be helpful for us to know?</i> | <p><i>“One child spoke to me about being sad when her mummy shouts at her because it hurts her ears” (Teacher said)</i></p> <p><i>“I know more about ChildLine, the number and more about NSPCC. I know if I had a worry and can't tell anyone I can tell ChildLine” (Child said)</i></p>                                                                                                                                                                                                                                             |



An important extension to our work recognises that we can keep more children and young people more safe if we empower parents and carers to understand their children's on-line world.

The [NSPCC and O2 Partnership](#) brings together O2's technology expertise and the NSPCC's child protection and safeguarding expertise. An hour long NSPCC O2 Adult Workshop identifies some of the risks children and young people face and discuss the ways to respond, whilst learning practical tools to help start regular conversations at home. Parents and carers will also be informed of the support available on the O2 and NSPCC Online Safety Helpline (0808 800 5002) and through Guru appointments in O2 stores. This workshop has so far been delivered in four schools in Perth & Kinross.



### ***Getting it Right: Keeping Your Child Safe Event 2018***

Last year we reported on the sixth annual *Getting it Right: Keeping Your Child Safe Event*. This year we held our seventh annual event on 17 May 2018 in the Playhouse Cinema, Perth. This popular event continues to be targeted at inter-agency practitioners, managers, parents and carers in Perth and Kinross.

This annual event aims to raise further awareness and understanding about *keeping children and young people safe from harm, abuse and exploitation specifically whilst online*; with an increasing focus on new technologies and emerging risks. Delegates were also provided with information, advice leaflets and magazines to take away after the event to support the information which had been shared by the presenters. This year, guest speakers provided inputs and presentations on *extremism online; sexting in schools; young people's online persona and emerging online risks*. Three separate sessions took place in the morning, afternoon and evening with a minimum of 606 delegates attending this event. Of those who attended this year's event, a total of 240 (40%) took time to complete an exit evaluation form prior to leaving. All the inputs, presentations and speakers were evaluated very highly.

***In terms of impact***, 101 of 240 (42%) delegates reported that their understanding of online risks was *much improved*; 90 (38%) reported that their understanding was *improved* and 11 (6%) reported *no change* in their understating. The following is a small snapshot of delegate comments / feedback:

| <b>Comments / Feedback:</b>                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------|
| <i>"We should not be scared of technology – but work to understand it"</i>                                                          |
| <i>"The responsibility of me as a parent is to be aware of the risks and to protect my child if I can"</i>                          |
| <i>"Talk to your child. Take an interest in what they are viewing online. Make sure you are aware of their changing behaviours"</i> |
| <i>"Ask them what apps they have downloaded, who they are chatting to and do they know the dangers"</i>                             |
| <i>"Never be complacent to online risks as they change all the time"</i>                                                            |
| <i>"All children must be educating on the online risks of online gaming; social media and live streaming"</i>                       |

### ***Conclusions***

Once again this annual event has attracted a large audience and has been evaluated very highly. In terms of impact there was a significant improvement in their immediate understanding and learning. Following this event, key messages and learning for children, young people, families and practitioners was extracted and shared by the CPC via social media platforms.

## Impact on Staff

**Evaluation:** We are confident that we are developing a competent, confident and skilful workforce. Our staff are highly motivated and committed to their own continuous professional development. We are empowering and supporting our staff with a wide range of evidenced-based multi-agency learning and development opportunities, which are evaluated highly and having a positive impact on practice. The content of these learning and development opportunities take account of changing legislative, policy and practice developments and local challenges.

*“Uptake of a wide range of high quality training opportunities was effectively guiding staff in the implementation of practice change and improvement. Needs-led training and development opportunities are of a consistently high standard. Single and multi-agency Getting it Right For Every Child and child protection learning and development meant that staff were confident and competent in identifying vulnerable children and young people”*

*[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)*

### Staff Learning and Development

All CPC inter-agency child protection staff learning and development opportunities continue to be compliant with [National Guidance](#), which we have translated into our robust and dynamic [CPC Inter-Agency Child Protection Learning and Development Framework](#).

We continue to provide a wide range of inter-agency staff learning and development opportunities to the *general contact workforce; specific contact workforce and the intensive contact workforce*. We continue to provide these opportunities in a number of flexible ways – online; seminars; workshops and group learning activities, within our existing budget, free of charge at the point of delivery.

We continue to collate on-the-day / exit evaluations which are consistently high and we have introduced an evaluation methodology in the workplace to measure the impact of child protection learning and development opportunities on practice. All opportunities are reviewed regularly to ensure they remain fit-for-purpose and we continue to develop new courses to support new and emerging practice issues.

**In terms of impact**, the following Tables provide an analysis of some the inter-agency child protection staff learning and development opportunities we have provided throughout 2017 – 2018:

Table No: 21

| <b>OnLine Staff Learning and Development Opportunities – OnLine Modules<br/>(01/08/2017 – 31/07/2018)</b> |                                                       |                    |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------|--------------------|
| <b>Title of Course</b>                                                                                    | <b>No of Unique Users<br/>(Internal and External)</b> |                    |
|                                                                                                           | <b>2017 – 2018</b>                                    | <b>2016 – 2017</b> |
| <i>Child Protection OnLine Module</i>                                                                     | 2,435                                                 | 1,154              |
| <i>Adult Support and Protection OnLine Module</i>                                                         | 1,112                                                 | 517                |
| <i>Getting it Right for Every Child (GIRFEC) OnLine Module</i>                                            | 1,577                                                 | 617                |
| <b>Total</b>                                                                                              | <b>5,124</b>                                          | <b>2,905</b>       |



Table No: 22

| <b>CPC Inter-Agency Staff Learning and Development Opportunities<br/>(01/08/2017 – 31/07/2018)</b> |                      |                        |
|----------------------------------------------------------------------------------------------------|----------------------|------------------------|
| <b>Title of Course</b>                                                                             | <b>No of Courses</b> | <b>No of Attendees</b> |
| <i>Child Wellbeing and Protection Course (Introductory) (One-Day)</i>                              | 5                    | 62                     |
| <i>Designated Child Protection Officer Course (One-Day)</i>                                        | 3                    | 57                     |
| <i>Designated Child Protection Officer Update Course (One-Day)</i>                                 | 1                    | 11                     |
| <i>Inter-Agency Working in Child Protection Course (One-Day)</i>                                   | 2                    | 40                     |
| <i>Child Protection Case Conference Course (One-Day)</i>                                           | 2                    | 35                     |
| <i>Chronologies of Significant Events for Children and Young People Workshop (Half-Day)</i>        | 2                    | 30                     |
| <i>Working with Hostile and Non Engaging Families (One-Day)</i>                                    | 1                    | 21                     |
| <i>Online Risks for Children and Young People (Half-Day)</i>                                       | 3                    | 48                     |
| <i>Foundation Programme in Child Protection and Wellbeing (Advanced) (Three Day)</i>               | 1                    | 18                     |
| <i>Working with Children and Families Affected by Parental Substance Use (GOPR) (Half-Day)</i>     | 4                    | 79                     |
| <i>Child Sexual Exploitation Course (One-Day)</i>                                                  | 5                    | 60                     |
| <b>Total</b>                                                                                       | <b>29</b>            | <b>461</b>             |

Table No: 23

| <b>CPC Single Agency Bespoke Staff Learning and Development Sessions<br/>(01/08/2017 – 31/07/2018)</b> |                      |                        |
|--------------------------------------------------------------------------------------------------------|----------------------|------------------------|
| <b>Title of Course</b>                                                                                 | <b>No of Courses</b> | <b>No of Attendees</b> |
| <i>Designated Child Protection Officers Training – Kinross High School</i>                             | 1                    | 9                      |
| <i>Child Protection (SPS HMP Perth)</i>                                                                | 1                    | 9                      |
| <i>Child Protection input to the P&amp;K Housing Service Private Landlords Forum</i>                   | 1                    | 48                     |
| <b>Total</b>                                                                                           | <b>3</b>             | <b>66</b>              |

Table No: 24

| <b>Events, Seminar and Other Workshop Opportunities<br/>(01/08/2017 – 31/07/2018)</b>                              |                     |                        |
|--------------------------------------------------------------------------------------------------------------------|---------------------|------------------------|
| <b>Title of Course</b>                                                                                             | <b>No of Events</b> | <b>No of Attendees</b> |
| <i>Perth and Kinross Child Protection Committee Annual Development Session (One-Day)</i>                           | 1                   | 36                     |
| <i>JII Trauma Focused Training</i>                                                                                 | 1                   | 10                     |
| <i>GOPR Training the Trainers (Two-Day)</i>                                                                        | 1                   | 6                      |
| <i>Child Sexual Exploitation 90 Minute Briefing (Barnardo's Scotland)</i>                                          | 2                   | 33                     |
| <i>Learning Disability and Child Sexual Exploitation (Barnardo's Scotland) (Half-Day)</i>                          | 1                   | 24                     |
| <i>Identifying and Responding to Male Victims of Child Sexual Exploitation (Barnardo's Scotland) (Half-Day)</i>    | 1                   | 21                     |
| <i>Getting the Most from Home Visits in Child Protection</i>                                                       | 1                   | 37                     |
| <i>Recognising and Addressing Disguised Compliance with Hostile and Hard to Engage Families</i>                    | 2                   | 75                     |
| <i>Understanding (Sexual) Offending Behaviour</i>                                                                  | 1                   | 100                    |
| <i>Kaleidoscope (Domestic Abuse) (Naomi Breeze)</i>                                                                | 1                   | 89                     |
| <i>Addressing the Effects of Trauma Throughout Life Conference (joint venture between APC &amp; CPC) (One-Day)</i> | 1                   | 192                    |
| <b>Total</b>                                                                                                       | <b>13</b>           | <b>623</b>             |

Table No: 25

|                                                                                                |           |              |
|------------------------------------------------------------------------------------------------|-----------|--------------|
| <b>Grand Total (Course; Bespoke Events; Workshops; Seminars etc) (01/08/2017 – 31/07/2018)</b> | <b>45</b> | <b>1,150</b> |
|------------------------------------------------------------------------------------------------|-----------|--------------|

The following Table provides a small snapshot of comments / feedback from those who attended some of the staff learning and development opportunities over the last year:

Table No: 26

| <b>Snapshot of Practitioner Comments / Feedback (01/08/2017 – 31/07/2018)</b>       |                                                                                                                                               |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Child Wellbeing and Protection Course (Introductory)</i>                         | <i>"Even if you feel it may be nothing of concern, if you have a gut feeling or concern then you must report it"</i>                          |
| <i>Child Protection Case Conference Course</i>                                      | <i>"As a visiting Officer it will help me identify risk and harm towards children and unborn babies"</i>                                      |
| <i>Working with Children and Families Affected by Parental Substance Use (GOPR)</i> | <i>"I am more confident in using my instinct that something is not right"<br/>"I now understand how things can be hidden and what to ask"</i> |
| <i>Child Sexual Exploitation Course</i>                                             | <i>"I will be able to better identify risk / vulnerability factors and work with young people to help them recognise these too"</i>           |
| <i>Child Protection (SPS HMP Perth)</i>                                             | <i>"I feel much more confident now that I would know how and where to raise any child protection concerns that I have"</i>                    |



|                                                                                                 |                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Getting the Most from Home Visits in Child Protection</i>                                    | <i>"I need to spend more time with children rather than get drawn into parents' issues"</i><br><i>"I will be more focussed and eyes more open"</i> |
| <i>Recognising and Addressing Disguised Compliance with Hostile and Hard to Engage Families</i> | <i>"Be careful of questioning and Rule of Optimism"</i><br><i>"Optimism and hope – continue to be curious and always be respectful"</i>            |

## Conclusions

***In terms of impact,*** Tables 22 to 24 evidence that 2017 – 2018 has again been a very successful year in terms of multi-agency staff learning and development opportunities. Table 21 shows a significant increase in the number of people successfully accessing and completing our recently refreshed and improved OnLine Training Modules.

Tables 22 to 24 show the wide variety of existing and developing multi-agency opportunities we are continuing to provide. Of particular note is the significant uptake of our events, seminars and workshop programme which are proving to be popular with multi-agency staff.

## Impact on the Community

**Evaluation:** We are confident that the CPC is transparent and public-facing; that we are providing highly evaluated public information that is accurate, relevant and useful in terms of helping to keep children and young people safe; that we are communicating, listening and actively engaging with the community, building capacity and helping to keep people safe in their communities.

### Public Information, Communication and Engagement

"Public reporting on the work of the child protection committee was a notable strength, in particular annual publication of a standards and quality report and accompanying improvement plan. An agreed discipline of routinely uploading minutes of meetings of the chief officers group and child protection committee to the public website helped ensure these were completed on time and to a high standard. Public performance reporting with minutes of meetings and progress reports is made available on a well-designed and easily accessible child protection committee website"

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)



### Child Protection Posters

"An extensive range of awareness-raising posters and leaflets had been designed and refreshed with the involvement of children and young people. Young people had designed a set of well-received posters for the child protection committee, covering the key themes of domestic abuse, neglect, online safety and child abuse2

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

During 2017 / 2018, working in partnership with young people via the Voluntary Sector Child Protection Forum, the CPC refreshed their existing suite of child protection public information posters; developed a further two posters all of which continue to be widely distributed.



## Child Protection Website

The [CPC Child Protection Website](#), hosted on the PKC Website, remains fundamental to the CPC's approach to communication. This public-facing website ensures the work of the CPC remains open and transparent. Throughout 2017 – 2018, the website has been continuously improved, refreshed and increasingly being seen as a one-stop hub for child protection information.

**In terms of impact**, the following Table provides some high-level information on key pages within the child protection website; showing unique user activity, page activity and an impact analysis between last year and this year. Many of the users went on to look at one or more sub-pages within the child protection website:

Table No: 27

| <b>CPC Website Single User and Page Activity 1 August 2017 - 31 July 2018</b>         |                                         |                                         |
|---------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|
| <b>Key Webpage Activity</b>                                                           | <b>Impact (Minimum)<br/>2017 – 2018</b> | <b>Impact (Minimum)<br/>2016 – 2017</b> |
| <i>Child Protection – Total Hits</i>                                                  | <i>11,342 users – 26,707 page views</i> | <i>5,214 users – 23,407 page hits</i>   |
| <i>P&amp;K Inter-Agency Learning &amp; Development Framework / E-Learning Modules</i> | <i>1,785 users – 5,004 page hits</i>    | <i>80 users – 172 page hits</i>         |
| <i>Child Protection Committee Main Page</i>                                           | <i>1,240 users – 1,984 page views</i>   | <i>582 users – 1,295 page hits</i>      |
| <i>What to do if you are worried about child / young person</i>                       | <i>952 users – 395 page hits</i>        | <i>95 users – 517 page hits</i>         |
| <i>What's New in Child Protection – News</i>                                          | <i>752 users – 1,844 page views</i>     | <i>868 users – 3,142 page hits</i>      |
| <i>Child Protection Key Publications</i>                                              | <i>645 users – 1,235 page hits</i>      | <i>211 users – 963 page hits</i>        |
| <i>P&amp;K Practitioner's Guide and OnLine Toolkit: Information Sharing</i>           | <i>314 users – 1,017 page hits</i>      | <i>491 users – 1,447 page hits</i>      |
| <i>P&amp;K Practitioner's Guide and OnLine Toolkit: CSE</i>                           | <i>242 users – 442 page hits</i>        | <i>224 users – 648 page hits</i>        |
| <i>P&amp;K Inter-Agency Child Protection Guidelines</i>                               | <i>225 users – 493 page hits</i>        | <i>96 users – 220 page hits</i>         |
| <i>Child Protection – Frequently asked Questions</i>                                  | <i>221 users – 480 page hits</i>        | <i>234 users – 423 page hits</i>        |
| <i>P&amp;K Practitioner's Guide and OnLine Toolkit: GPR</i>                           | <i>144 users – 387 page hits</i>        | <i>195 users – 628 page hits</i>        |

## Social Media

“Strong, consistent and transparent use of web-based platforms and social media contributed to a high volume of quantitative and qualitative data and information being distributed in the public domain. Social media platforms were being used effectively to appropriately raise public awareness of potential risk”

[\*Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)\*](#)

Working in partnership with Perth and Kinross Council Chief Executive's Corporate Communications Officer and the ECS Communications Officer and building upon previous proof-of-concept and pilot work, we have continued to make use of the PKC social media platforms (Facebook and Twitter) to extend the message reach of our key child protection work. At 31 July 2018, the PKC Corporate Twitter Account had 17,271 followers and the Corporate Facebook page had 17,263 likes.

**In terms of impact**, this year our social media posts have resulted in a combined reach of 136,094 (106,467 in 2016 – 2017) on Facebook and a total of 83,435 (54,257 in 2016 – 2017) impressions on Twitter. During this reporting period, the top 3 most popular posts<sup>7</sup> on each channel were:

Table No: 28

| <b>Top 3 Posts / Tweets - Social Media Activity (1 August 2017 – 31 July 2018)</b>                                                                                                                                                                                                                                               |                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <b>Facebook (Total 136,094 Posts – With Total likes – 357; Total shares – 248 and Total link clicks – 969)</b>                                                                                                                                                                                                                   | <b>Reach</b>                                                 |
| 16 August 2017: Free learning opportunity, 23 August, Child Wellbeing & Protection training: see <a href="http://ow.ly/7R6F30erwMR">http://ow.ly/7R6F30erwMR</a> for more info. #childprotectionpk                                                                                                                               | (5,821 reached / 17 likes / 10 shares / 146 link clicks)     |
| 8 January 2018: Free learning opportunity, 2 February 2018, on child protection and wellbeing: <a href="http://ow.ly/BAXH30h3cE2">http://ow.ly/BAXH30h3cE2</a> #childprotectionpk #seebeyond                                                                                                                                     | (4,674 reached / 11 likes / 5 shares / 59 link clicks)       |
| 7 July 2018: Perth & Kinross Child Protection Committee supports this summer's national 'Eyes Open' campaign to encourage people to report concerns about children/young people at risk of harm. #seesomethingsaysomething - call our Child Protection line on 01738 476768 or the Police on 101                                 | (9,228 reached / 61 likes / 50 shares / 2 link clicks)       |
| <b>Twitter (Total 83,435 Impressions – With Total likes – 144; Total retweets – 121; Total link clicks – 261; Total profile clicks – 79 and Total hashtag clicks – 31)</b>                                                                                                                                                       | <b>Reach</b>                                                 |
| 17 April 2018: Excellent services and innovative practice for children and young people, delivered by outstanding staff and leadership in Perth and Kinross have been recognised by @CareInspect in a report published today: <a href="http://bit.ly/2HxiPZr">http://bit.ly/2HxiPZr</a>                                          | 6,922 impressions / 33 likes / 18 retweets / 110 link clicks |
| 17 April 2018: Thank you to everyone who came to mark the publication of the @CareInspect joint inspection of services for children and young people in Perth and Kinross today. You can read the full report which highlights major strengths in local delivery here: <a href="http://bit.ly/2HxiPZr">http://bit.ly/2HxiPZr</a> | 9,687 impressions / 32 likes / 15 retweets / 48 link clicks  |
| 18 March 2018: If you're concerned that a child or young person may be at risk of neglect, harm or abuse, here's what to do: <a href="http://ow.ly/UymI30iViVa">http://ow.ly/UymI30iViVa</a> #NationalCSEDay18                                                                                                                   | 3,486 impressions / 7 likes / 11 retweets / 13 link clicks   |

<sup>7</sup> Note: This focusses on the amount of retweets / shares and link clicks (as opposed to impressions / reach) as an effective measure of engagement.

## ***How good is the delivery of our services for children, young people and families and our operational management?***

This section describes how we are delivering our services and providing help and support to protect children, young people and families. It also describes recent improvement work, led by the CPC, to support and empower practice. This work aims to support competent, confident and skilful multi-agency practitioners to make sound professional judgments when dealing with complex issues.

**Evaluation: We are confident that our child protection services are robust, effective and focused on vulnerability, risk and need. We are working extremely hard to improve the life chances of children and young people. Practice is enabled by evidence-based policy, practice and planning improvements.**

*"The children, young people and families partnership and the child protection committee, supported by robust corporate governance structures, worked collaboratively to scan the national and local environment, to jointly identify new and emerging risks. Significant investment in evidence-based approaches enabled staff to effectively target services to those who needed them most, thereby maximising the impact of approaches to early intervention and prevention. A wide range of services helped to ensure children, young people and families received the right service, from the right people, at the right time. There was a strong culture of collaborative working across organisations and sectors, including adult services"*

*"The assessment of risk and need was good. The extent to which services provided help and support at an early stage was very good. The way in which services initially responded to child protection concerns was a particular strength. Children and young people were kept safe as a result of staff acting promptly and effectively together. When concerns were raised, multi-agency discussions were convened quickly and strong professional relationships supported helpful discussion and effective multi-agency working. Planning for individual children and young people was very good. Plans were high quality with sufficient attention paid across the wellbeing indicators to inform effective case management and decision making. The implementation and reviewing of plans, particularly in respect of child protection plans was a major strength. A wide range of partners made effective contributions to individual children's planning arrangements. Children, young people and families were active partners within planning and review process"*

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

In 2017 / 2018, our quality assurance and self-evaluation activities / processes demonstrate, and the recent external scrutiny and inspection confirms that in Perth and Kinross:

### ***Key Strengths***

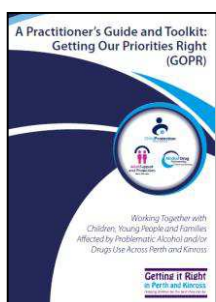
- strong culture of collaborative working across organisations
- commitment to offering help and support at the earliest opportunity
- outreach services providing better engagement with hard-to-reach parents and carers
- clear guidance helping staff to consider thresholds and possible referrals to efficient and well established multi-agency screening processes
- identified strengths in information sharing, decision making and timeliness of interventions supported by comprehensive information sharing guidance
- confident and competent staff identifying vulnerable children and young people and initial responses to child protection concerns are swift, timely and proportionate
- legal measures are used well to secure the immediate safety and wellbeing of children and young people
- strong joint decision making characterised by strong professional relationships that facilitate constructive dialogue within inter-agency referral discussions



- chronologies evident in almost all vulnerable children's records and staff recognition of the value in developing effective integrated chronologies and using them to inform assessments
- overall quality of assessments is strong and in some cases very strong
- quality of plans to manage risks and meet need rated as good or better; a third evaluated as very good or excellent
- plans are individualised, outcome focussed and effectively address all aspects of wellbeing
- arrangements for planning and reviewing children's needs have been streamlined and are effective; quality of the reviewing a clear strength
- improvements in the arrangements for child protection case conference arrangements and improved performance in terms of timescales
- significant efforts made to meaningfully involve children, young people parents using a strengths based approach within child protection work – including in their own assessments, planning and meetings
- staff feel empowered to be creative and solution-focused

### **Areas for Development**

- some vulnerable children would benefit from earlier recognition and response to patterns of accumulated neglect and persistent non-attendance at health appointments
- need to strengthen access to support for pregnant women and their partners and for new parents, to improve early access and prevent neglect
- further strengthen multi-agency protocols and practice to ensure the timely identification and management of vulnerability and risk to pregnant women and their unborn babies
- improve the consistency in recording and dissemination of inter-agency discussions and decisions which could be enabled by technology
- improve the quality and effectiveness of chronologies; relating to quality of recording, lack of analysis, rationale for actions taken and consideration of impact of events which could be enabled by technology
- recording of risk needs to be given a more prominent profile within written assessments
- greater contribution to integrated assessments is needed from adult mental health services
- further strengthen the quality of plans by ensuring they are SMART and include greater detail in terms of timeliness of required actions
- continue to review and monitor the effectiveness of, and timescales for, child protection case conferences



### ***Getting Our Priorities Right: Working with Children, Young People and Families Affected by Problematic Alcohol and / or Drug Use***

Working in partnership with the [Alcohol and Drug Partnership](#) and the [Adult Protection Committee](#), since 2013, the CPC has continued to roll-out and promote [Perth and Kinross Practitioner's Guide and Toolkit: Getting Our Priorities Right \(GOPR\)](#).

This guide and toolkit, developed in partnership with 250+ multi-agency practitioners and managers, continues to support and empower all practitioners and managers working with children, young people and families affected by problematic alcohol and drugs use. It aims to keep children and young people safe; promotes early identification, effective intervention and support. It promotes partnership working across children's services and adult services and practice is supported by a Toolkit with Checklists to aid professional judgement and early assessment.

**In terms of impact,** since June 2016, we have recruited and currently retain 8 multi-agency GPR Training Champions who have to date, collectively facilitated 10 half-day GPR 11 training sessions to 191 multi-agency staff members; all evaluated highly with further sessions planned for 2018 – 2019.



### ***Addressing Neglect and Enhancing Wellbeing (ANew): Getting it Right in Perth and Kinross; Pre-Birth and into the First Year of Life***

*“Meeting the challenges associated with neglect was a key focus for Partners. Partnership working with the Centre for Excellence for Looked After Children in Scotland (CEL CIS), although in the early stages, was helpfully focusing on improving levels of pre-birth support and strengthening responses to young children who may be at risk of neglect pre-birth and in the crucial first year of life. Further services were being commissioned in recognition of the need to strengthen access to support for pregnant women and their partners and for new parents, to improve early access and prevent neglect”*

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

Since August 2016, under the auspices of the CPP, partners within Perth and Kinross; in particular the CYPFP; CPC and other multi-agency Partnerships; Council Services; Health; Police and Third Sector colleagues have continued to work closely together with [The Centre for Excellence for Looked After Children in Scotland \(CEL CIS\)](#) to develop and test improvement approaches aimed at addressing neglect and enhancing wellbeing.

Following a very successful multi-agency conference in Perth Concert Hall on 17 November 2016, entitled: *Are We Caring Enough? Tackling Childhood Neglect* a number of local introductory meetings took place with Chief Officers and Senior Managers. Throughout 2017 – 2018, this has been quickly followed-up by a number of scoping / fact-finding meetings with key stakeholders and visits to particular teams in the local authority and within health.

Following a clearly defined and agreed scientific and methodological approach, much of the work to date has been focussed on examining the current agency early intervention and support pathways / systems / processes in place to identify what works well; what does not work well and how can we make the system, process and experience work even better for pregnant women, infants and their families who are in need of some additional support during this life-changing period.

In 2018, our emerging design focussed on *Getting it right in the pre-birth period and into the first year of life*, which is closely aligned with our work to develop a needs-led early intervention pathway to support pregnant women who are vulnerable and to help prepare them for parenthood and ensure their unborn babies have the best start in life. As a result, we have now identified the following three strands for our long-term improvement work:

1. better enable communities to offer help and support to women and their families
2. better enable people (practitioners, volunteers, community members) to work together to ensure women and their families get the right help at the right time
3. better enable midwifery and health visiting to provide women and families with access to the right help and support

In taking this partnership work forward, Perth and Kinross Council and NHS Tayside, seconded two members of staff to this work as Project Implementation Leads, supported by a multi-agency Implementation Team who are actively working to define the transformation zone for the desired improvement work.

This work forms part of the CPC's Improvement Plan 2018 – 2020 and aligns closely with the priorities contained within the [Tayside Plan for Children, Young People and Families 2017 - 2020](#). Further information can also be found at [CELCIS ANEW](#) and in their [January to March 2018 Summary Update](#).



### **Child Sexual Exploitation (CSE)**

***Child Sexual Exploitation (CSE) is Child Sexual Abuse (CSA).***

Elected Members, Chief Officers and Community Planning Partnership (CPP) partners continue to provide strong strategic leadership, direction and scrutiny of our partnership approach of *zero-tolerance to abuse and exploitation and to ensuring a hostile environment across Perth and Kinross* and they have publicly recorded that *“there is no place for abuse and exploitation in our communities”*.

This work continues to be taken forward via the [CSE Work Plan](#) which contains four workstreams: ***prevention; intervention; disruption and prosecution and recovery.*** ***In terms of impact,*** the following provides a summary of our ongoing partnership work since 2015 and specifically throughout 2017 – 2018 we have:

- established and continued to support the work of the Perth and Kinross multi-agency CSEWG and Workstreams; with clear Terms of Reference and a comprehensive Work Plan which remains subject to regular progress reports and scrutiny
- developed, published and continually promoted the [Perth and Kinross CSE Practitioner's Guide and Toolkit](#)
- developed, maintained and continually promoted the comprehensive [CSE Webpages](#) on the Perth and Kinross CPC website
- developed and distributed widely via partners, a significant number of bespoke / specific CSE information and advice leaflets to [young people](#), [parents and carers](#); [hoteliers, accommodation providers and landlords](#); [licensed premises](#) and [taxi / private hire drivers](#)
- recently developed further bespoke / specific CSE information and advice leaflets which, when distributed, will extend our message and reach to include hairdressers, beauty salons and nail bars; takeaways, restaurants and cafes; public transport staff; taxi marshals and street pastors
- continued to promote and roll-out the NSPCC, their [Speak Out Stay Safe Schools Programme](#) to all PKC Primary Schools and certain Independent Schools across Perth and Kinross; with increasing numbers of children receiving the programme year-on-year
- continued to support the annual GIRFEC - Keeping Your Child Safe events in Perth; with the seventh / latest annual event having taken place on 17 May 2018; with a particular focus on new technologies, abuse and exploitation online; with no less than 3,900 delegates having attended these annual events to date
- continued to support the annual Keeping Yourself Survey across all Schools in Perth and Kinross; with increasing numbers of children and young people completing the survey year-on-year; with this year's survey due to run again in Autumn 2018
- published and distributed a [Perth and Kinross Directory of Support Services for Abuse and Exploitation](#), showing contact numbers; referral pathways and the abuse and exploitation recovery and support services currently available in Perth & Kinross
- held a CSE all-day Masterclass on 3 February 2016 for Elected Members, Chief Officers and Senior Managers and Frontline Managers to learn more about CSE from high-profile guest speakers, table-top discussions and workshops; with a second Masterclass being planned for the end of 2018 / early 2019
- recruited and currently retain 8 multi-agency CSE Training Champions who have to date, collectively facilitated 10 one-day CSE training sessions to 160 multi-agency staff members; all evaluated highly with further sessions planned for 2018 – 2019



- working in partnership with Barnardo's Scotland, held 2 half-day workshops – Learning disability and CSE; 55 multi-agency delegates attended which they evaluated highly
- working in partnership with Barnardo's Scotland, held 2 half-day workshops – Identifying and responding to male victims of CSE; 53 multi-agency delegates attended which they evaluated highly
- promoted awareness and understanding of CSE on PKC / CPC Social Media Platforms (Facebook and Twitter); extended our social media footprint and reach as evidenced by the thousands of shares, likes, impressions and tweets
- refreshed and strengthened our [CPC Inter-Agency Child Protection Guidelines](#) to include CSE; including a requirement to specifically consider and address any suspected CSE in our multi-agency screening group (MASG) arrangements and our inter-agency referral discussions (IRDs).



### **Perth and Kinross Pathfinder: Stop To Listen (STL)**

A key strand of our work to tackle abuse and exploitation was Stop to Listen (STL). STL was a national, multi-agency approach, led by [Children 1st](#), which aimed to develop and improve prevention, early intervention and child-centred responses to children and young people who may be at risk of, or have experienced sexual abuse (CSA) and exploitation (CSE).



The aim of this work was to improve the way in which key services / agencies work alongside children and young people by building strong and trusting relationships, through which children and young people, who have experienced sexual abuse and / or exploitation, are able to have more control over, and involvement in, the process of disclosure, investigation and recovery.

It also aimed to ensure that the multi-agency response process went at their pace as far as possible; responded to their own fears about disclosure and gained trust; whilst offering them support throughout and after the process of disclosure.

In 2015, Perth and Kinross was appointed as one of four national Pathfinder areas for this new initiative, led by Children 1st. The three other national Pathfinder areas were Glasgow, North Ayrshire and Renfrewshire. Within Perth & Kinross a multi-agency STL Steering Group was established, which supported by a STL Pathfinder Project Plan, successfully took forward this pathfinder initiative which concluded in March 2018.

Within Perth and Kinross, we focussed on two specific areas of practice / culture change, namely – *improving joint investigative interviewing and developing a young people's peer support and / or advisory group*. This pathfinder work is now complete and the CPC has published an Evaluation Report which describes our STL journey; our key achievements; challenges and some of the legacy work we are continuing to take forward.

**In terms of impact**, the following provides a summary of our partnership work since between 2015 and March 2018:

### ***Joint Investigative Interviewing and Training***

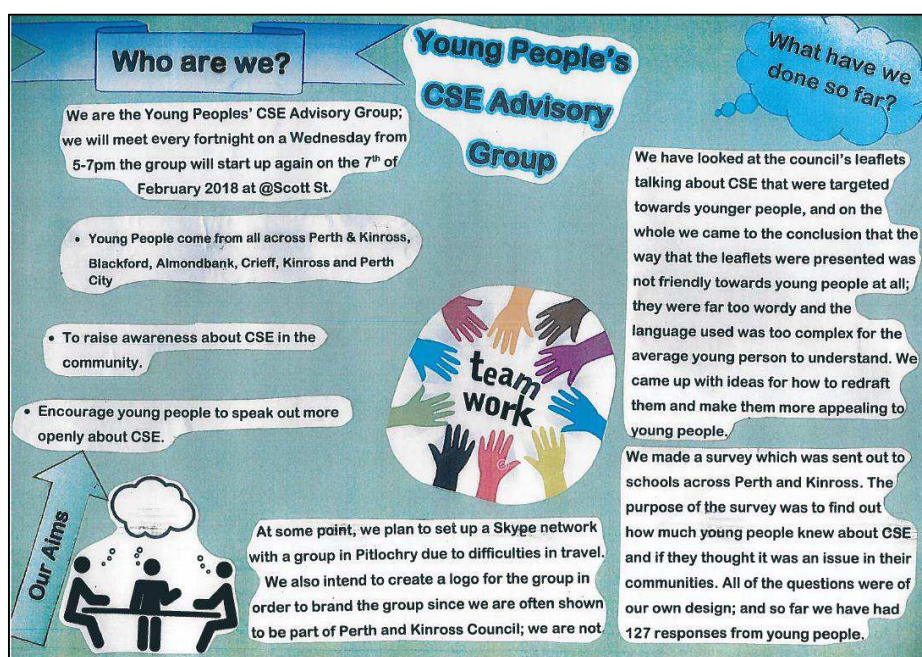
- identified individual cases for support from our STL approach via our multi-agency screening group (MASG) and inter-agency referral discussions (IRDs) processes
- identified local, anonymised, case illustrations to demonstrate our prevention, intervention, disruption and prosecution work and to support future training;
- enhanced preparation, planning and child-centred rapport building opportunities prior to joint investigative interview
- enhanced (improved lighting, decoration, seating and soft furnishings) our interview facility and environment at Almondbank House, Perth making it a more safe, child-centred, comfortable environment



- implemented trauma-informed practice training for our joint investigative interviewers (police and social work) which was evaluated highly
- rolling out further multi-agency trauma informed practice briefings and training, supported by a new trauma informed practice booklet / resource

### **Young People's CSE Advisory Group**

- established and nurtured a Young People's CSE Advisory Group, which has continued to grow and to develop into geographical satellite groups across Perth and Kinross
- supported their self-naming of the group and their developing remit
- supported them to implement a Young People's CSE Survey, which was circulated to all PKC Secondary Schools in December 2017. In total, 574 young people responded to this survey providing information on their knowledge levels of CSE; how and where they currently obtain information about CSE; where they would like to obtain information about CSE; what they would do if they were affected by or worried about CSE. They were also asked if they thought CSE was a problem in their community and they responded as follows – Yes: 18.1%; No: 28.4% and Don't Know: 53.5%)
- provided those participating PKC Secondary Schools with their individual CSE school report and planning a second much larger CSE survey in Autumn 2018
- supported them to review the P&K CSE webpages; to develop new CSE posters and literature and CSE social media messages for young people
- continuing to support their growth and their plans for an Open Day type event early 2019



## How good is our leadership?

This section describes our collective approach to leadership, direction, support, challenge and scrutiny. It describes how we are promoting effective and collaborative partnership working to deliver the best possible outcomes for children and young people. It also describes our commitment to continuous improvement through self-evaluation and our capacity for further improvement across Perth and Kinross.

**Evaluation: We are confident that our individual and collective approach to leadership, direction, support, challenge, scrutiny and joint partnership working is effective and robust and that our commitment to continuous improvement through self-evaluation is providing better outcomes for children and families across Perth and Kinross.**

*“Leaders were visible and known to staff and young people. Leaders and staff across services presented as highly aspirational and were working diligently to improve outcomes for children, young people, families and communities through the delivery of high-quality and effective services. The level and quality of support and challenge provided by chief officers was a major strength. Partners were well sighted on risk as a result of working collaboratively to scan the environment and jointly identifying new and emerging challenges. Rigorous scrutiny by chief officers and elected members set and monitored the pace of change and improvement. A wide range of data, including a developing framework of quantitative and qualitative performance indicators, enabled them to provide challenge and support from an evidence base and a well-informed overview of public protection and associated strategic groups. Elected members received training to ensure they were familiar with the complexities of child protection”*

*“The work of the child protection committee was a model of its type characterised by reflective practice, continuous improvement and public performance reporting. A well established and high performing chief officers group and child protection committee ably demonstrated continuous, sustained improvement in the fulfilment of their key functions in the protection of children and young people. Activities were supported by very effective subgroups with clear responsibilities, remits and work plans. Annual development days helped to consolidate and sustain progress and capture the views of staff from across the whole child protection community”*

*“Eager to learn from others, the committee continually scanned the external environment to adopt learning from significant case reviews, inspection report, research findings and good practice examples. A well-planned calendar of continuous improvement activities included effective targeting of children’s records and external moderation of multi-agency case file audits. This was helping partners become increasingly confident about strengths and areas for development in key processes and their impact on children’s experiences of services and on their wellbeing”*

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)



### **Perth and Kinross Children, Young People and Families Partnership (CYPFP)**

[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 the [Perth and Kinross Children, Young People and Families Partnership \(CYPFP\)](#).

<sup>8</sup> Source: Extracted from [How well do we protect children and meet their needs?](#) (HMIE: 2009)



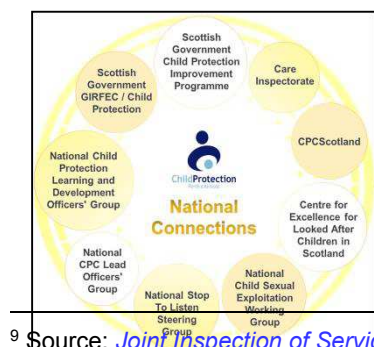
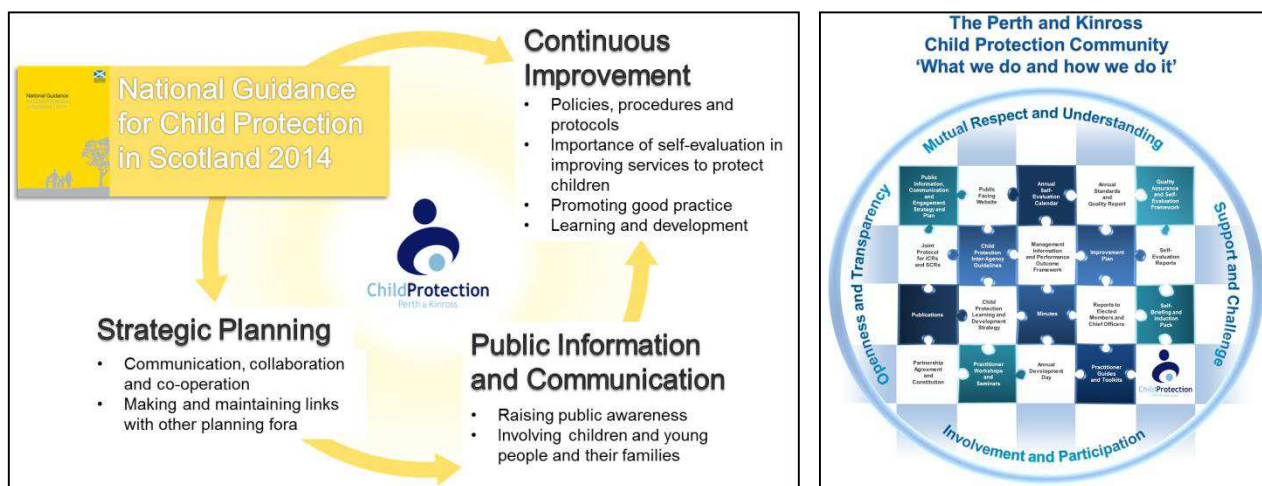
Throughout 2017 – 2018, the partnership has continued to provide the CPC with strong leadership and direction. At its quarterly meetings, the partnership has scrutinised the work of the CPC and received regular progress reports, which have included updates on the review of CPC membership; restructuring of the CPC; refresh of the CPC Inter-Agency Child Protection Guidelines; feedback from the CPC Development Day; progress of the CPC Improvement Plan; CPC Standards and Quality Report; CPC Performance Management Information Reports; progress of the CSE Work Plan; various CPIP policy and practice developments. The partnership has also appointed a new Independent Chair to the CPC.

Following publication of the [Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#), and as directed by the CYPFP, the CPC has:

- carried out an examination of the report and extracted all comments which identify areas for further improvement
- carried out a comparative analysis of all existing plans and confirmed that all the areas for further improvement were already known, being taken forward and that there are no gaps
- confirmed that the key areas for improvement, i.e. chronologies, assessment of risk and independent advocacy (previously known through our own self-evaluation work) are being actively addressed for practice improvement
- received notes of interest and hosted visits from other local authorities / CPC partnerships who wished to explore aspects of our leadership and CPC business model
- refreshed and finalised a comprehensive CPC Improvement Plan 2018 – 2020 to take account of the inspection findings

### **Perth and Kinross Child Protection Committee (CPC) – A model of its type<sup>9</sup>**

**Video Link:** [CLICK](#)



<sup>9</sup> Source: [Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

[Perth and Kinross Child Protection Committee \(CPC\)](#) is the local multi-agency partnership, compliant to existing and emerging national standards, strongly committed to building an active child protection community and securing a culture where the care and protection of children and young people is at the heart of everyone's job. The CPC continues to drive forward a strong focus on continuous improvement, strategic planning and public information and communication.

[Membership of the CPC](#) is intentionally broad and inclusive of all relevant organisations and sectors which have a role to play; which allows the CPC to take a whole community approach to raising awareness of the key risks to children and young people. The CPC continues to nurture positive working relationships through a culture of mutual respect and understanding; involvement and participation; openness and transparency and support and challenge.

The impact of the work of the CPC in improving practice remains significant, as evidenced by the following extract from the [Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#):

"The child protection committee is a mature and very effective multi-agency partnership. Members collectively demonstrate a strong commitment to building an active child protection community and securing a culture where the care and protection of children and young people is at the heart of everyone's job. **Characteristics** of the child protection committee that are delivering high levels of sustained performance include the following:

- *as members of the children, young people and families partnership, elected members and chief officers take their responsibilities extremely seriously and are publicly committed to a zero tolerance of child abuse and exploitation. This is evidenced by the robust challenge and support they provide*
- *quarterly updates on a comprehensive improvement plan are produced, accompanied by performance data and annual progress reports presented for approval to the full committee of the council*
- *there is strong support of staff, who are provided with well-maintained procedures, for example on information sharing, confidentiality and consent. Needs-led training and development opportunities are of a consistently high standard including a range of practical tools and materials*
- *public performance reporting with minutes of meetings and progress reports is made available on a well-designed and easily accessible child protection committee website*
- *change and improvement that is based on learning from national guidelines, significant case reviews, inspections reports, research findings and good practice examples from elsewhere is implemented. It is effectively supported by subgroups working to clear remits and timescales*
- *the committee is fully reflective of the children's services in Perth and Kinross across the public, private and third sector, with wide participation in annual development days, events and problem-solving workshops*
- *there is involvement of children, young people, families and citizens, including the pro-active use of social media platforms, school surveys, coproduction of publicity and information materials, and the recent development of a young people's child sexual exploitation advisory group*
- *the committee leads annual joint self-evaluation programmes using quality indicator frameworks to support continuous improvement, including well moderated and focused multi-agency case file reviews of practice*
- *the committee is outward looking and influential in the development of joint working among the child protection committees in Tayside, in leading the Central and North Scotland Child Protection Committee Consortium, and national policy development and practice learning"*

## **Securing the Future Awards 2018**

In addition to the above, the work of the CPC has also been recognised locally at this year's Perth and Kinross Securing the Future Awards as follows:



### ***Achieving Better Outcomes in Partnership – Gold Winner***

*This multi-agency partnership is creating a child protection community and securing a culture where the protection of children and young people is at the heart of everyone's job. CPC business model will be published this year, as an example of outstanding practice which is sector leading.*

**Award presented by Councillor Shiers who said:** *"Working collaboratively, integrating services, pooling resources and focusing on early Intervention and prevention we can collectively make such a difference to people's lives. The teams nominated in this category are making significant progress in this area, and in so many different and innovative ways"*



### ***Chief Executive's Award for Exceptional Achievement – Winner Perth and Kinross Child Protection Committee (CPC): Business Model***

**Award presented by Bernadette Malone who said:** *"We have a strong foundation of partnership working in this organisation which will grow as we continue to work closely with partners right across the third sector. This particular nomination encompasses all that is good about our partnership working and our organisation. I believe that our people are absolutely at the heart of what we do, not only the people we serve but all of us in this room, in our organisation and our partnerships. This nomination exemplifies all of this and more. It is unique in that the support of everyone in the organisation is required to enable them to deliver their work to the standards that they do. This reflects a genuine team effort and a whole organisation effort. Congratulations to the child protection community!"*

## **CPC Annual Development Day 2018**

This year's CPC Annual Development Day was held on 15 May 2018. The theme for this year's event was: *Now we are talking: A child protection community working together to keep children safe.* A total of 36 members from the CPC and wider child protection community attended this event which they evaluated very highly. In the morning session, members had an opportunity to hear from, and directly engage with, a number of young people and their workers by way of presentations, inputs and film. The groups who presented / attended were:

- Fun Young Individuals (FYI – Care Experienced Young People)
- Young People's Child Sexual Exploitation (CSE) Advisory Group
- RASAC Youth Ambassadors
- Young Carers
- Youth Voice

Each group had an opportunity to describe their current work, key achievements and were invited to set some challenges for the CPC in terms of further involvement, participation and engagement, which members considered at table discussions. This has provided the CPC with a valuable opportunity to develop more formal links with groups of young people and has contributed to the aim of involving young people more directly in its work.

In the afternoon session, members had an opportunity to consider proposals to implement further trauma informed practice approaches; to consider the joint inspection report; the CPC improvement plan and the new / emerging guidance for CPCs; which they did at table discussions following short presentations and their feedback was collated.

At present, in compliance with its business model, the CPC is actively exploring further engagement and consultation opportunities with these groups and young people more widely and considering new innovative and creative ways of doing so. The CPC is also consolidating upon its very ambitious workforce learning and development programme; looking at SMARTer ways of working; planning to promote its work and profile more widely and to develop further synergies between and across the other public protection partnerships in Perth and Kinross.

### **What is our capacity for improvement?**

*"Joint planning to improve services was excellent. A strong, sustained culture of continuous improvement was a core attribute. Dynamic leadership was empowering a confident and ambitious workforce who were who were encouraged and supported to give of their very best. Leadership of improvement and change was excellent. We were confident that leaders were holding one another to account and challenging each other and themselves about what they could do better or differently in order to improve outcomes for children, young people and families"*

[Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#)

Perth and Kinross CPC is committed to continuous improvement through quality assurance and self-evaluation and strives for excellence. ***We know how good we are now, how good we can be and our capacity for improvement remains very strong.***

Building upon our own self-evaluation and the findings from the recent [Joint Inspection of Services for Children and Young People in Perth and Kinross \(Care Inspectorate: 17 April 2018\)](#), we have developed a two-year CPC Improvement 2018 – 2020; which is SMARTer in terms of content; whilst remaining both ambitious and challenging to deliver. We are confident that this comprehensive improvement programme will deliver significant improvements in practice and outcomes for children and young people.

### **Summary of CPC Priority Actions / Tasks 2018 – 2020**

- *continue to develop and make further use of qualitative performance measures for key child protection processes*
- *continue to develop the provision of and the consistency of advocacy arrangements*
- *continue to address neglect and enhance the wellbeing of vulnerable pregnant women and their babies, pre-birth and into the first year of life*
- *continue to develop a consistent approach to inter-agency referral discussions by improving day-to-day culture, practice and recording across the key services / agencies*
- *continue to improve the quality of chronologies and develop them as an effective tool in the holistic assessment of risks and needs and in joint planning*
- *continue to improve the quality of assessments by ensuring that all services / agencies can contribute to the holistic assessment of risks and needs and in joint planning*
- *continue to improve the quality of Child's Plan by ensuring that all services / agencies can timeously contribute to a SMART Child's Plan to address risks and needs and in joint planning*
- *continue to sustain improvement in child protection case conferences; particularly in terms of timescales and the provision of service / agency reports*

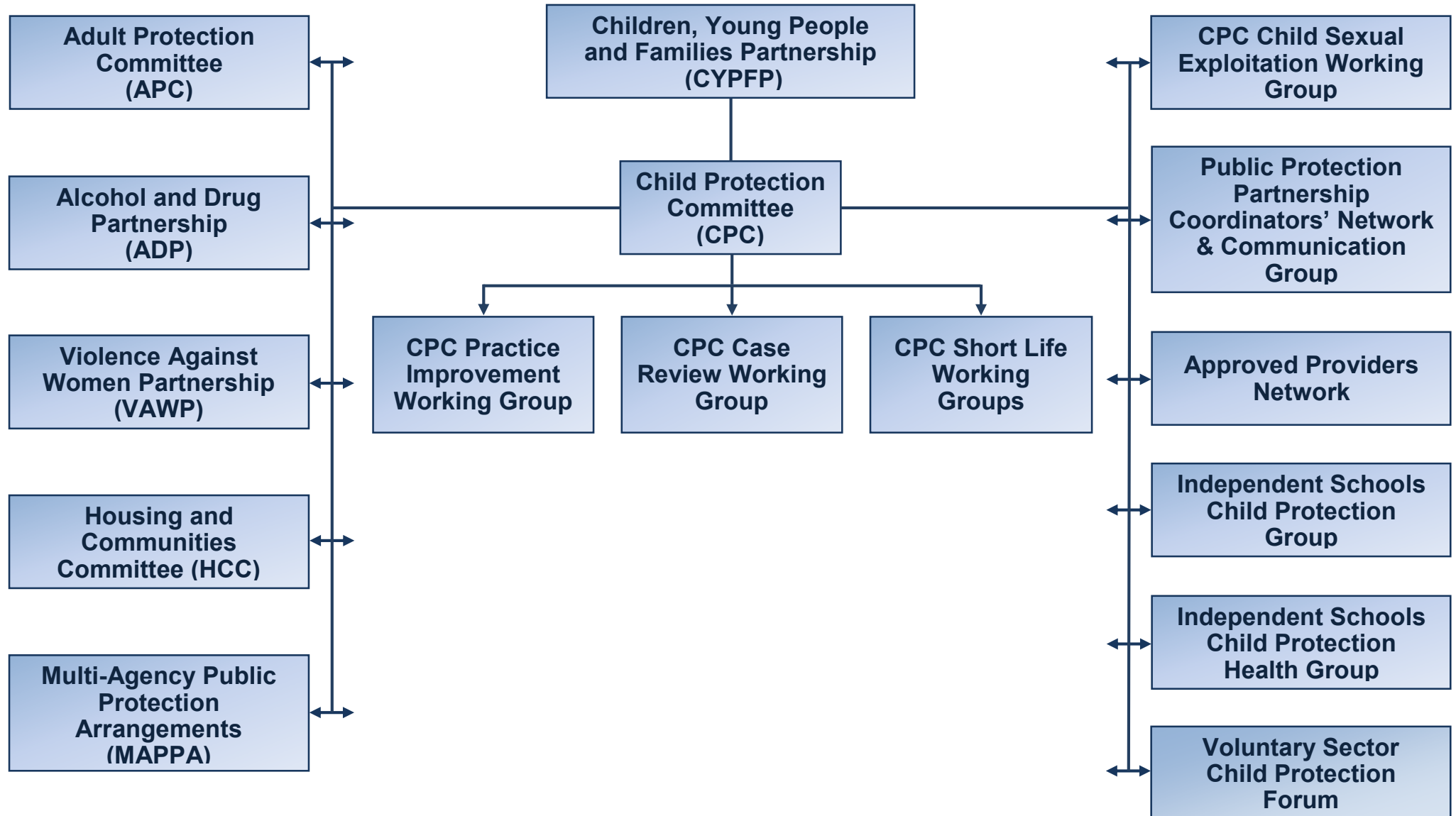


## ***Key Abbreviations & Acronyms Used***

|          |                                                                                                            |
|----------|------------------------------------------------------------------------------------------------------------|
| ADP      | Alcohol and Drug Partnership                                                                               |
| AGM      | Annual General Meeting                                                                                     |
| ANEW     | Addressing Neglect and Enhancing Wellbeing                                                                 |
| APC      | Adult Protection Committee                                                                                 |
| CCR      | Child Concern Report                                                                                       |
| CELCIS   | Centre for Excellence for Looked After Children in Scotland                                                |
| CHIP     | Children's Hearing Improvement Partnership                                                                 |
| CI       | Care Inspectorate                                                                                          |
| COG      | Chief Officers' Group                                                                                      |
| CPC      | Child Protection Committee                                                                                 |
| CPCC     | Child Protection Case Conference                                                                           |
| CPIP     | Child Protection Improvement Programme (Scottish Government)                                               |
| CPO      | Child Protection Officer (Schools)                                                                         |
| CPO      | Child Protection Order                                                                                     |
| CPP      | Community Planning Partnership                                                                             |
| CPR      | Child Protection Register                                                                                  |
| CSA      | Child Sexual Abuse                                                                                         |
| CSE      | Child Sexual Exploitation                                                                                  |
| CSEWG    | Child Sexual Exploitation Working Group                                                                    |
| CSO      | Compulsory Supervision Order                                                                               |
| CSWO     | Chief Social Work Officer                                                                                  |
| CYPFP    | Children, Young People and Families Partnership                                                            |
| CYRO     | Children and Youth Rights Officer                                                                          |
| ECHR     | European Convention on Human Rights                                                                        |
| ECS      | Education and Children's Services                                                                          |
| FOI      | Freedom of Information                                                                                     |
| FYI      | Fun Young Individuals                                                                                      |
| GDPR     | General Data Protection Regulations                                                                        |
| GIRFEC   | Getting it Right for Every Child                                                                           |
| GOPR     | Getting Our Priorities Right                                                                               |
| HCC      | Housing and Communities Committee                                                                          |
| HMIE     | Her Majesty's Inspectorate of Education                                                                    |
| HMP      | Her Majesty's Prison                                                                                       |
| IRDs     | Inter-Agency Referral Discussions                                                                          |
| JII      | Joint Investigative Interview                                                                              |
| LAAC     | Looked-After and Accommodated Children                                                                     |
| LAC      | Looked-After Conferences                                                                                   |
| MAPPA    | Multi-Agency Public Protection Arrangements                                                                |
| MASG     | Multi-Agency Screening Group                                                                               |
| MOMO     | Mind of My Own                                                                                             |
| NHS      | National Health Service (Tayside)                                                                          |
| NP       | Named Person                                                                                               |
| NSPCC    | National Society for the Prevention of Cruelty to Children                                                 |
| P&K      | Perth and Kinross                                                                                          |
| PKAVS    | Perth and Kinross Association of Voluntary Service                                                         |
| PKC      | Perth and Kinross Council                                                                                  |
| QIs      | Quality Indicators                                                                                         |
| RASAC    | Rape and Sexual Abuse Centre                                                                               |
| S&Q      | Standards and Quality Report                                                                               |
| SCRA     | Scottish Children's Reporter Administration                                                                |
| SHANARRI | GIRFEC Wellbeing Indicators - Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; Included |
| SMARTer  | Specific; Measurable; Achievable; Realistic and Time-Limited                                               |
| SPS      | Scottish Prison Service                                                                                    |
| STL      | Stop To Listen (Children 1st)                                                                              |
| UBB      | Unborn Baby                                                                                                |
| VAWP     | Violence Against Women Partnership                                                                         |
| VSCPF    | Voluntary Sector Child Protection Forum                                                                    |
| VPD      | Vulnerable Person's Database (Police Scotland)                                                             |
| VRI      | Visually Recorded Interviews                                                                               |



***Perth & Kinross CPC Structure @ 1 August 2018***





# **FINAL DRAFT FOR APPROVAL BY CYPFP**

## **CPC Improvement Plan 2018 – 2020**

Published: TBC 2018

## Introduction

Welcome to the Perth and Kinross Child Protection Committee (CPC) Improvement Plan 2018 – 2020.

This Improvement Plan builds upon our ongoing self-evaluation work to support continuous improvement, as we strive for excellence in all aspects of our partnership work to protect children and young people.

This Improvement Plan is aligned with and supports the [Tayside Plan for Children, Young People and Families 2017 – 2020](#) and the [Perth and Kinross Community Plan \(Local Outcomes Improvement Plan\) 2017 – 2027](#).

Perth and Kinross CPC and partners are committed to [continuous improvement through self-evaluation](#); as demonstrated by this CPC Improvement Plan 2018 – 2020. This shared commitment is also demonstrated through our partnership CPC Business Model; Quality Assurance and Self-Evaluation Strategy; CPC Management Information and Performance Outcome Framework; CPC Annual Self-Evaluation Calendar; CPC Annual Development Day and our CPC Annual Standards and Quality Report.

## National Context

The Scottish Government wants Scotland to be the best place in the world for children and young people to grow up so that they become: *successful learners; confident individuals; effective contributors and responsible citizens*.

All children and young people (including unborn babies) have the right to be cared for and protected from harm and abuse and to grow up in a safe environment in which their rights are respected and their needs met. Children and young people should get the help they need; when they need it and their safety is always paramount.

The protection of children and young people in Scotland is set within the wider policy context of [Getting it right for every child](#) (GIRFEC); the [Early Years Framework](#) and the [UN Convention on the Rights of the Child](#).

[GIRFEC](#) promotes action to improve the wellbeing of all children and young people across eight indicators of wellbeing. The [wellbeing indicators](#) are designed to optimise wellbeing and guide staff working with children, young people and their families to ensure that they are as **safe; healthy; achieving; nurtured; active; respected; responsible and included** as they can be.

The national policy approach has also been enhanced and strengthened by the [Scottish Government's Child Protection Improvement Programme \(CPIP\)](#) as articulated by:

1. [Protecting Scotland's Children and Young People: It is Still Everyone's Job](#) (Dyer: 2017)
2. [Child Protection Improvement Programme Report](#) (Scottish Government: 2017).

## Tayside Wide Context

### Tayside Plan

Within and across Tayside, the [Tayside Plan for Children, Young People and Families 2017 – 2020](#) is the first joint plan to be produced by the three Community Planning Partnership (CPP) areas of Angus, Dundee and Perth and Kinross.

It reflects shared leadership towards multi-agency cross-border collaboration in the planning, management, commissioning, delivery, evaluation and improvement of services to children, young people and families. It also reflects a shared and longstanding commitment to implementing [Getting it right for every child](#) (GIRFEC).

The Plan has been developed by the three Councils, NHS Tayside, Police Scotland, Health and Social Care Partnerships, the Third Sector and other organisations to ensure a consistent approach towards agreed priorities and an absolute focus on improving outcomes for all children, young people and families, regardless of their circumstances.

The Plan focuses on reducing inequalities, promoting educational attainment and enabling children and young people with additional and complex health concerns to access high quality healthcare services. It promotes targeted support towards the early years and addressing the key issues which can act as barriers to children and young people achieving their full potential as they move towards and into adulthood.

In line with [GIRFEC](#), it will ensure that all partners will:

- Reduce inequalities and disadvantage
- Protect the most vulnerable from harm
- Take the right action to prevent needs arising in the first place
- Provide the right support to meet needs at the earliest appropriate time
- Deliver individualised, proportionate and whole family based support
- Provide services which are experienced as integrated and consistent
- Involve children, young people and parents in the design of services
- Develop holistic services for children, parents and communities
- Improve outcomes.

## **Tayside Vision**

The Plan will achieve the Vision of ensuring 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”***

## **Tayside Priorities**

The Plan contains five shared priorities; all of which are underpinned by a strong policy and legislative context. Individually and collectively, these shared five priorities will help realise the shared vision. Five Priority Groups are taking forward these five shared priorities which are:

1. Our children will have the best start in life, they will be cared for and supported to learn in nurturing environments
2. Our children, young people and their families will be meaningfully engaged with learning and combined with high quality learning experiences, all children and young people will extend their potential
3. Our children and young people will be physically, mentally and emotionally healthy
4. Our children and young people who experience particular inequalities and disadvantage will achieve health, wellbeing and educational outcomes comparable with all other children and young people
5. Our children and young people will be safe and protected from harm at home, school and in the community.

## **Perth and Kinross Context**

### **Perth and Kinross Community Plan**

Within Perth and Kinross, the [Perth and Kinross Community Plan \(Local Outcomes Improvement Plan - LOIP\) 2017 – 2027](#) clearly articulates an ambitious vision for the future of our area, our communities and our families. The Plan clearly describes how the [Perth and Kinross Community Planning Partnership](#) (CPP) will achieve our shared ambition for excellence.

This is our Plan for positive outcomes for everyone in the area and in particular to tackle stubborn and persistent inequalities which can reduce life chances and opportunities for people.

The Plan is about improving the lives and experiences of everyone who lives, works and visits here. Its development and delivery is overseen by the CPP comprising public, private and third sector bodies.

### **Perth and Kinross Vision**

The vision for the next decade is simple and has been developed in dialogue with people who live in Perth and Kinross:

***“Creating a confident, ambitious and fairer Perth and Kinross, for all who live and work here”***

## Perth and Kinross Strategic Objectives

The Plan contains five strategic objectives to deliver the vision:

1. Giving every child the best start in life
2. Developing educated, responsible and informed citizens
3. Promoting a prosperous, inclusive and sustainable economy
4. Supporting people to lead independent, healthy and active lives
5. Creating a safe and sustainable place for future generations.

## Perth and Kinross Fairness Commission

In 2016, under the auspices of the CPP, a [Perth and Kinross Fairness Commission](#) was established to learn more about how people living in the area experience poverty and inequality in their everyday lives, and the circumstances which prevent them from reaching their full potential.

The outcome of this process is the [Perth and Kinross Fairer Futures Report and Recommendations \(2017\)](#), which offers clear direction for public organisations, employers and communities across Perth & Kinross to collectively address the challenges, and in doing so, transform people's lives. The Commission's report is not an end; rather, it is a beginning. This report marks the start of the next stage of our journey with a challenge.

Fairer Futures aims to spark a renewed and re-energised focus across the whole community, of the continued need to tackle poverty and stubborn inequalities, to transform people's lives and ensure a bright future for all in Perth and Kinross.

## Work of the Child Protection Committee (CPC)

The work of the [Perth and Kinross Child Protection Committee](#) in protecting children and young people from harm, abuse, neglect and exploitation and in keeping them safe is fundamental to realising our vision for improving wellbeing and ensuring better outcomes for our most vulnerable and at risk children and young people.

The work of the CPC is articulated in this CPC Improvement Plan, which is aligned with, and supports both the [Tayside Plan for Children, Young People and Families 2017 – 2020](#) and the [Perth and Kinross Community Plan \(Local Outcomes Improvement Plan\) 2017 – 2027](#).

The CPC supports the ethos that ***getting it right for every child is everyone's job*** and that it is ***still everyone's responsibility to keep children safe***.

## Underpinning National Policy Documents

Underpinning the work of the CPC are *three key* national child protection policy documents; namely [National Guidance for Child Protection in Scotland 2014](#) (Scottish Government: 2014) and two quality improvement frameworks [How well do we protect children and meet their needs?](#) (HMIE: 2009) and [How well are we improving the lives of children and young people?](#) (Care Inspectorate: 2014).

Part 2 of the [National Guidance for Child Protection in Scotland 2014](#) describes the functions of Child Protection Committees as ***continuous improvement; strategic planning and public information and communication***.

These are further described as follows:

### Continuous Improvement

- Policies, procedures and protocols
- The importance of self-evaluation in improving services to protect children
- Promoting good practice
- Learning and development

### Strategic Planning

- Communication, collaboration and co-operation
- Making and maintaining links with other planning fora

### Public Information and Communication

- Raising public awareness
- Involving children and young people and their families

## Other Underpinning National Reports and Publications

In addition to the above, there are a number of other national reports and publications underpinning this Improvement Plan. These include:

- [It's everyone's job to make sure I'm alright: Report of the Child Protection Audit and Review](#) (Scottish Executive: 2002)
- [National Framework for Child Protection Learning and Development in Scotland 2012](#) (Scottish Government: 2012)
- [Getting Our Priorities Right: Updated Good Practice Guidance for all Agencies and Practitioners Working with Children, Young People and Families Affected by Problematic Alcohol and / or Drug Use](#) (Scottish Government: 2013)



- [A report on the effectiveness of child protection arrangements across Scotland](#) (Care Inspectorate: 2014)
- [Safeguarding Scotland's vulnerable children from abuse: A review of the Scottish system](#) (Brock: 2014)
- [Scotland's National Action Plan to Tackle Child Sexual Exploitation](#) (Scottish Government: 2014)
- [Progress Report: Safeguarding Scotland's vulnerable children from abuse: A review of the Scottish system \(The Brock Report\) and National Action Plan to Tackle Child Sexual Exploitation](#) (Scottish Government: 2015)
- [National Guidance for Child Protection Committees: Conducting Significant Case Reviews](#) (Scottish Government: 2015)
- [Scotland's National Action Plan to Prevent and Tackle Child Sexual Exploitation – Update March 2016](#) (Scottish Government: 2016)
- [Scotland's National Action Plan to Prevent and Tackle Child Sexual Exploitation – Progress Report 2016 / 2017](#) (Scottish Government: 2017)
- [National Missing Persons Framework for Scotland](#) (Scottish Government: 2017)
- [Trafficking and Exploitation Strategy](#) (Scottish Government: 2017).

### **About this CPC Improvement Plan 2018 – 2020**

This Improvement Plan has been published as an agreed statement of intent, which partners are jointly committed to deliver. We have confirmed that our capacity for improvement remains strong.

It is our individual and collective continuous improvement programme for services to protect children and young people in Perth and Kinross. It describes and sets out our planned programme of improvements for 2018 – 2020. It is a dynamic resource and further areas for development and / or improvement will be added as and when required.

In developing this Improvement Plan we have taken cognisance of the various national and local drivers; including the existing and emerging legislative and policy contexts. It has also taken cognisance of previous and existing improvement planning frameworks and existing and emerging scrutiny and inspection frameworks.

In particular, this Improvement Plan reflects the pre-Inspection Joint Self-Evaluation Report (August 2017) and the [Joint Inspection Report for Services for Children and Young People in Perth and Kinross](#) (Care Inspectorate: April 2018).

This Improvement Plan is outcome-focused. It has been structured in alignment with some of the key questions the Care Inspectorate and other scrutiny bodies have adopted for evaluative purposes and which allows for easy reporting in the CPC Annual Standards and Quality Reports.

These key questions are:

- *What key outcomes have we achieved?*
- *How well do we meet the needs of our stakeholders?*
- *How good is our delivery of services for children, young people and families?*
- *How good is our management?*
- *How good is our leadership?*

This Improvement Plan contains a number of Actions / Tasks; some of which are a priority and others which are ongoing and / or maintenance. These are presented in a way which is intended to be SMART: ***specific; measurable; achievable; realistic*** and ***time-limited***. Each action / task is aimed at keeping children and young people safe; protected them from harm, abuse, neglect and exploitation and at delivering better outcomes for children, young people and their families. Strategic Leads are identified for each of the Actions / Tasks.

### **Monitoring, Evaluation, Outcomes and Impact**

The Child Protection Inter-Agency Coordinator will be responsible for coordinating this Improvement Plan on behalf of the CPC. This Improvement Plan will be monitored, evaluated and reviewed regularly by the CPC. The CPC will consider regular progress / update reports on each Actions / Tasks and will, in turn, provide regular updates to the Children, Young People and Families Partnership (CYPFP).

### **Perth and Kinross Child Protection Committee**

**TBC 2018**

| CPC Improvement Plan 2018 – 2020 |                          |                       |                                 |                             |                               |
|----------------------------------|--------------------------|-----------------------|---------------------------------|-----------------------------|-------------------------------|
| Date                             | Progress / Update Report | Total Actions / Tasks | Total Actions / Tasks Completed | Total Actions / Tasks Added | Total Actions / Tasks Ongoing |
| TBC 2018                         | Publication Date         | 17                    | 0                               | 17                          | 17                            |

#### RAG Legend – Red Amber Green

|          |                                                                                                                                                                                              |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>R</b> | <b>RED:</b> There are <b>significant</b> issues and / or risks that are impacting on the action / task right now = we are not delivering the action / task on time / scope / budget          |
| <b>A</b> | <b>AMBER:</b> There are <b>some</b> issues and / or risks that are impacting on the action / task if not fixed = we are at risk of not delivering the action / task on time / scope / budget |
| <b>G</b> | <b>GREEN:</b> There are <b>no</b> issues and / or risks impacting on the action / task which is progressing according to plan = we are delivering the action / task on time / scope / budget |

| No                                                 | Outcome                                                                                                                                   | Action / Task                                                                                                                                                                                                                                                                                                                                 | Strategic Lead                                      | Timescale           | R A G |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------|-------|
| What key outcomes have we achieved?                |                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                               |                                                     |                     |       |
| 1                                                  | Use of multi-agency performance management information enables us to analyse trends and underpins our self-evaluation and improvement     | 1.1: Develop and test further qualitative measures in relation to the impact of key child protection interventions and processes for children and young people which reflect their experiences of services                                                                                                                                    | Independent Chair of the CPC                        | By 31 March 2019    | A     |
|                                                    |                                                                                                                                           | 1.2: Implement and embed the new Scottish Government / Care Inspectorate / CELCIS Shared Data Set for Vulnerable Children and Young People to further enhance the prevention and scrutiny role of the CPC and the CYPFP                                                                                                                       | CPC Inter-Agency Child Protection Coordinator       | By 31 December 2019 | A     |
| How well do we meet the needs of our stakeholders? |                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                               |                                                     |                     |       |
| 2                                                  | Children and young people’s voices in planning and decision making processes ensures that they are kept safe and promotes their wellbeing | 2.1: Further develop the existing provisions for seeking children and young people’s views before, during and after key decision making meetings and extend the reach and use of the Mind Of My Own (MOMO) App to child protection processes                                                                                                  | Chair of the CPC Practice Improvement Working Group | By 31 March 2019    | A     |
|                                                    |                                                                                                                                           | 2.2: Review and explore the potential resources to strengthen and / or increase the existing advocacy support provisions for children and young people; including Independent Advocacy<br><br>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative – Priority Group 5 (Safeguarding and Child Protection)) | Chair of the CPC Practice Improvement Working Group | By 31 March 2019    | A     |

| No | Outcome                                                                                                                                                        | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Strategic Lead                                                                                                                                                        | Timescale                                              | R A G |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-------|
| 3  | Coordinated help and support to pregnant women and their families ensures earlier intervention and enhances the wellbeing of infants in the first year of life | <b>3.1:</b> Develop and implement in partnership with CELCIS, a three-strand joint programme of work to address neglect and enhance wellbeing – <i>Getting it Right in Perth and Kinross: Pre-Birth and into the first year of life</i> . Three strands of improvement work to: <ol style="list-style-type: none"> <li>1. Better enable communities to offer help and support to women and their families</li> <li>2. Better enable people (practitioners, volunteers, community members) to work together to ensure women and their families get the right help at the right time</li> <li>3. Better enable midwifery and health visiting to provide women and families with access to the right help and support</li> </ol> | PKC ECS Implementation Lead and NHS Tayside Implementation Lead                                                                                                       | By 31 December 2020 (Longer Term Initiative – Ongoing) | A     |
|    |                                                                                                                                                                | <b>3.2:</b> Develop and implement a needs-led early intervention pathway and consistent approach across all services and agencies to support pregnant women who are vulnerable and which supports the identification, assessment and management of concerns for their unborn babies                                                                                                                                                                                                                                                                                                                                                                                                                                           | Lead Nurse, Child Protection, NHS Tayside                                                                                                                             | By 31 March 2019                                       | A     |
| 4  | Children and young people benefit from an effective early response when they may be at risk of poor parenting and neglect                                      | <b>4.1:</b> Develop and implement a robust early response, intervention and support pathway for children and young people who are living in circumstances where poor parenting and neglect may have an adverse impact on their health and wellbeing                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Head of Service Perth and Kinross Council Children, Young People and Families Service<br><br>Head of Service NHS Tayside, Children, Young People and Families Service | By 30 September 2019                                   | A     |

| No                                                                                          | Outcome                                                                                                                                                | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Strategic Lead                                                                                                                                                                                | Timescale               | R A G    |
|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------|
|                                                                                             |                                                                                                                                                        | <b>4.2:</b> Improve responses to children and young people whose health is at risk as a result of missed health appointments                                                                                                                                                                                                                                                                                                                                        | Head of Service<br>Perth and Kinross<br>Council Children,<br>Young People and<br>Families Service<br><br>Head of Service<br>NHS Tayside,<br>Children, Young<br>People and Families<br>Service | By<br>30 September 2019 | <b>A</b> |
| <b><i>How good is our delivery of services for children, young people and families?</i></b> |                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                               |                         |          |
| <b>5</b>                                                                                    | Robust and consistent inter-agency referral discussions ensure highly effective actions to protect children and young people                           | <b>5.1:</b> Develop and implement a consistent approach to inter-agency referral discussions (IRDs) to further improve day-to-day culture and practice; improve information sharing, improve recording and decision making arrangements, all of which provides better outcomes for children and young people<br><br>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative – Priority Group 5 (Safeguarding and Child Protection)) | Chair of the CPC<br>Practice Improvement<br>Working Group                                                                                                                                     | By<br>31 December 2018  | <b>A</b> |
| <b>6</b>                                                                                    | Effective information sharing and compliance with our Code of Practice ensures children and young people are kept safe and their wellbeing is promoted | <b>6.1:</b> Review and refresh the existing Perth and Kinross Practitioner's Guide and Toolkit: Information Sharing, Confidentiality and Consent; in particular the Practitioner's Aide Memoire and Code of Practice to ensure it remains legally compliant with, and takes cognisance of, the General Data Protection Regulation (GDPR) which come into effect on 25 May 2018                                                                                      | CPC Inter-Agency<br>Child Protection<br>Coordinator<br>and<br>Perth and Kinross<br>Council Legal<br>Services                                                                                  | By<br>31 October 2018   | <b>G</b> |

| No | Outcome                                                                                                                                                                                     | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Strategic Lead                                      | Timescale           | R A G |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------|-------|
| 7  | Chronologies are used effectively to identify significant events, patterns of risk and inform multi-agency assessments of risk                                                              | <p><b>7.1:</b> Review and refresh the existing Tayside Practitioner's Guide: Chronologies; in particular the Chronology Template; ensure that all services and agencies, including adult services, can and are able to contribute to a multi-agency Chronology and that it continues to be a high quality and effective tool in the joint holistic assessment of risk and needs and in joint planning to protect children and young people</p> <p>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative – Priority Group 5 (Safeguarding and Child Protection))</p> | Chair of the CPC Practice Improvement Working Group | By 31 December 2018 | A     |
| 8  | High quality assessment frameworks take a holistic approach to assessing risks and are effective in formulating plans to protect children and young people                                  | <b>8.1:</b> Review the existing single service / agency assessment frameworks and ensure that all services and agencies, including adult services, can and are able to contribute to a joint holistic assessment of risks and needs which informs joint planning to protect children and young people                                                                                                                                                                                                                                                                                                 | Chair of the CPC Practice Improvement Working Group | By 31 March 2019    | A     |
| 9  | SMART Child's Plans are used effectively to protect children and young people by clearly setting out timescales for actions and are used well to measure progress against intended outcomes | <b>9.1:</b> Review the existing Tayside Child's Plan and ensure that all services and agencies, including adult services, can and are able to timeously contribute to a SMART Child's Plan to address risks and needs and in joint planning to protect children and young people                                                                                                                                                                                                                                                                                                                      | Chair of the CPC Practice Improvement Working Group | By 31 March 2019    | A     |



| No                          | Outcome                                                                                                                                                                    | Action / Task                                                                                                                                                                                                                                                                                    | Strategic Lead                                                                                                                                                                                        | Timescale        | R A G |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------|
| 10                          | Child Protection Case Conferences are held within specified timescales and multi-agency decision making is supported by the provision of good quality multi-agency reports | 10.1: Continue to monitor and sustain improvement in Child Protection Case Conferences; in particular the timescales for Pre-Birth Child Protection Case Conferences and Initial Child Protection Case Conferences                                                                               | Service Manager (Fieldwork Services) Services for Children, Young People and Families and Midwifery Manager and Lead Nurse / Interim Service Manager, Children, Young People and Families NHS Tayside | By 31 March 2019 | A     |
|                             |                                                                                                                                                                            | 10.2: Continue to monitor the provision and quality of multi-agency reports and assessments for all types of Child Protection Case Conferences                                                                                                                                                   | Service Manager (Fieldwork Services) Services for Children, Young People and Families                                                                                                                 | By 31 March 2019 | A     |
| How good is our management? |                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                       |                  |       |
| 11                          | The CPC continues to be a highly effective multi-agency partnership working tirelessly to protect children and young people                                                | 11.1: Review and refresh the component parts of the existing CPC business model to ensure it remains a high performing and effective multi-agency partnership committed to continuous improvement, strategic planning, public information and communication to protect children and young people | Independent Chair of the CPC and CPC Inter-Agency Child Protection Coordinator                                                                                                                        | By 31 March 2019 | G     |

| No                                        | Outcome                                                                                                              | Action / Task                                                                                                                                                                                                                                                           | Strategic Lead                                                                                               | Timescale        | R A G    |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------------|----------|
| <b><i>How good is our leadership?</i></b> |                                                                                                                      |                                                                                                                                                                                                                                                                         |                                                                                                              |                  |          |
| 12                                        | The work of the Chief Officers' Group; the Chief Social Work Officer and the CPC is compliant with national guidance | <b>12.1:</b> Following the National Chief Officers' Leadership Event (2 May 2018) implement and embed the new Scottish Government Guidance <i>Protecting Children and Young People: Child Protection Committees and Chief Officer Responsibilities</i> (when published) | Independent Chair of the CPC and Chief Social Work Officer and CPC Inter-Agency Child Protection Coordinator | By 31 March 2019 | <b>G</b> |

## Ongoing / Maintenance 2018 – 2020

| No | Ongoing / Maintenance – Actions / Tasks – Monitor by Thematic Progress Reporting to CPC                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Timescale           |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1  | Continue to improve by implementing existing and emerging Scottish Government child protection legislative and policy developments; which also arise from the Scottish Government's Child Protection Improvement Programme (CPIP) Reports (2) per their Recommendations and Action Points and from the Scottish Child Abuse Inquiry (CABI)                                                                                                                                                                                                           | Ongoing 2018 – 2020 |
| 2  | Continue to improve the Multi-Agency Screening Group (MASG), in compliance with emerging legislative and policy developments (i.e. GDPR and the Information Sharing Provisions per Part 4 and 5 of The Children and Young People (Scotland) Act 2014                                                                                                                                                                                                                                                                                                 | Ongoing 2018 – 2020 |
| 3  | Continue to improve the Joint Investigative Interview Arrangements in keeping with National Joint Investigative Interview Requirements; the Scottish Courts and Tribunals Service (SCTS) Evidence and Procedure Review and the Stop To Listen and Trauma Informed Practice approaches                                                                                                                                                                                                                                                                | Ongoing 2018 – 2020 |
| 4  | Continue to improve culture, ethos and practice by implementing and sharing the lessons learned from National and Local Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs)                                                                                                                                                                                                                                                                                                                                                              | Ongoing 2018 – 2020 |
| 5  | Continue to improve and monitor the attendance, provision of written reports and timescales for all Child Protection Case Conferences (CPCCs)                                                                                                                                                                                                                                                                                                                                                                                                        | Ongoing 2018 – 2020 |
| 6  | Continue to improve the involvement and participation of children, young people and their families in key child protection processes and in the work of the CPC                                                                                                                                                                                                                                                                                                                                                                                      | Ongoing 2018 – 2020 |
| 7  | Continue to improve awareness and understanding of abuse and exploitation; in particular Child Sexual Exploitation (CSE); by implementing the provisions of the CSE Work Plan and by supporting the work of the Young People's CSE Advisory Group                                                                                                                                                                                                                                                                                                    | Ongoing 2018 – 2020 |
| 8  | Continue to improve joint partnership working, particularly between the Children, Young People and Families Partnership (CYPFP); Adult Protection Committee (APC); Alcohol and Drug Partnership (ADP); Child Protection Committee (CPC); Multi-Agency Public Protection Arrangements (MAPPA) and the Violence Against Women Partnership (VAWP); to promote an all-system / whole-family approach to children and young people affected by transitions; domestic abuse; parental mental ill-health and parental problematic alcohol and / or drug use | Ongoing 2018 – 2020 |
| 9  | Continue to improve the culture, ethos, practice, competence and confidence of practitioners by delivering and implementing a Workforce Learning and Development Framework and a Programme of Opportunities which includes training on Child Protection; Working with Non-Engagement including Disguised Compliance; Over-Optimism; Professional Challenge and Curiosity; Adverse Childhood Experiences (ACEs) and Trauma Informed Practice                                                                                                          | Ongoing 2018 – 2020 |
| 10 | Continue to improve practice by further promoting, embedding and / or consolidating the <i>Getting it Right for Every Child</i> approach; including the National Practice Model; Named Person and Lead Professional                                                                                                                                                                                                                                                                                                                                  | Ongoing 2018 – 2020 |

# PERTH AND KINROSS COUNCIL

3 October 2018

## PERTH & KINROSS ADULT PROTECTION COMMITTEE BI-ENNIAL REPORT 2016-18

**Report by Chief Social Work Officer (Report No. 18/325)**

### PURPOSE OF REPORT

This report provides an update of the work of the Perth and Kinross Adult Protection Committee (APC) and activity over the 2016-2018 information to protect adults who may be at risk of harm. A bi-ennial report is required for submission to the Scottish Government by law.

### 1. BACKGROUND / MAIN ISSUES

- 1.1 The Adult Support and Protection (Scotland) Act 2007 (The Act) seeks to protect and benefit adults at risk of being harmed who are unable to protect themselves.

The Act defines 'adults at risk' as those who:

- Are unable to safeguard their own well-being, property, rights or other interests;
- Are at risk of harm; and
- Are more vulnerable to being harmed because they are affected by disability, mental disorder, illness or physical or mental infirmity than adults who are not so affected.

Harm means all harm including self-harm and neglect. The definition of an adult at risk includes people aged 16 and over.

- 1.2 The Act places a duty on Local Authorities to make inquiries about a person's wellbeing, property or financial affairs when there is a concern that they may be at risk and to intervene to protect him or her from being harmed. In order to make inquiries, the Act authorises Officers of the Local Authority (Registered Social Workers) to carry out visits, conduct interviews or require health, financial or other records to be produced in respect of an adult at risk. The Act also allows a health professional (e.g. doctor or nurse) to conduct a medical examination. Any intervention must provide benefit to the adult and needs to be the least restrictive option with regard to the adult's freedom and choice. This includes the provision of appropriate services, including independent advocacy.
- 1.3 The Act requires the following public bodies to co-operate with Local Authorities and with each other where harm is known or suspected:

- The Mental Welfare Commission for Scotland;
- The Care Inspectorate;
- The Public Guardian;
- All Councils;
- Chief Constable of Police Scotland;
- Health Boards; and
- Any other public body or office holder that Scottish Ministers specify.

The public bodies and their officers must advise the relevant Local Authority if they know or believe that a person is an adult at risk and that action needs to be taken in order to protect that person from harm.

- 1.4 The Act creates an obligation on Local Authorities to establish multi-agency Adult Protection Committees. These Committees are responsible for overseeing local adult protection arrangements, providing guidance and information across services and must produce a Biennial report on the exercise of the Committee's functions. The Act requires the Convener of the Adult Protection Committee to be independent of the Local Authority. The individual must be seen to be independent in thought and action as well as someone who has the necessary skills and knowledge. It is good practice to appoint a Convener who is independent of all representative bodies. The Perth and Kinross Adult Protection Committee (APC) is chaired by an Independent Convenor. It has a range of statutory, private and voluntary organisations and carer representatives.
- 1.5 The Act places a statutory duty on the Convenor of the Adult Protection Committee to submit a Bi-ennial report to the Scottish Government which is due in October 2018 and produced at Appendix 1. In the interim year the Perth and Kinross Adult Protection Committee produces an annual report to ensure effective monitoring of performance.
- 1.6 Under the The Public Bodies (Joint Working) (Prescribed Local Authority Functions etc.) (Scotland) Regulations 2014 some provisions of the 2007 Act have been delegated to the Integration Joint Board. In Perth and Kinross, the Integration Joint Board has directed that Perth and Kinross Council should continue to carry out these functions on its behalf.

#### 1.7 **Adults at risk in Perth & Kinross**

An analysis of the data over the last two years highlights some important information which the Adult Protection Committee will use to determine its future focus.

Almost half of adults at risk in Perth and Kinross are over 80 years old. This consists of two main client groups with infirmity of old age accounting for two-thirds and people with dementia accounting for the other third.

People with a learning disability account for 30% of all adults at risk. As adults with a learning disability make up only 6% of overall population, this

demonstrates that people with a learning disability are at greater risk of harm and abuse.

Physical harm is identified in over half of adults at risk and neglect is experienced by a quarter.

A Care Home was the location of harm for 56% of people at risk..

## **1.8 The main achievements over the past 2 years**

- Financial harm work is ongoing with introduction of the banking protocol and new processes implemented for financial harm by paid carers.
- Work with Care Homes and Care at Home organisations to explore current issues and develop an action plan to address identified areas.
- Increasing referrals are being received for self-neglect and hoarding which has resulted in specific policies and training in relation to dealing with these issues.
- Improving the management information and performance outcome framework to streamline 6 monthly stats to cover a 4-5 year period to identify trends over time.
- A conference was held in March 2018 on addressing the effects of trauma throughout life. There is ongoing work in relation to adverse childhood experiences and vulnerabilities.
- Working with the Minority Ethnic Hub meeting to gain more understanding of the challenges facing different ethnic groups in Perth & Kinross.
- Health and social care integration has raised the profile of ASP in localities and at a strategic level.
- Police Scotland officers work closely with social work staff to identify repeat victims of harm and disability hate crimes to develop personal safety plans and identify other supports needed.

## **1.9 Main areas for developments 2018-2020**

- Capture service user and carer experience in the best way to ensure views are heard and changes made if required.
- Analyse the ASP national thematic inspection results and carry out self-evaluation in relation to the key messages for APC recorded in report.
- Ensure actions from improvement plan developed following audits have been implemented and reported back to APC in relation to chronologies, protection plans and recording of outcomes.
- GP engagement, their role in process and impact of their involvement as capacity still a key issue.
- Enhance learning and stream line processes in health and social care partnership.
- Agree areas of joint working in Tayside in relation to key processes and learning and development.

## **2. PROPOSALS**

- 2.1 The Adult Support and Protection Committee is accountable to the Perth and Kinross Chief Officers Group which includes the Chief Executives of the Council and NHS Tayside and the Area Commander for Police Scotland as they hold joint accountability for public protection and reports to the Integration Joint Board and Community Planning Partnership. Alex Davison was the Independent Convener of the Committee from 2013 and Bill Atkinson, former Director of Social Work and Housing and Chief Social Work Officer for Perth and Kinross Council took up this role in May 2018 alongside the role of Independent Chair of the Perth and Kinross Child Protection Committee. In order to ensure that all elected members are informed about strategic matters relating to public protection it is proposed that annual reports are provided to Perth and Kinross Council on both child and adult protection. A similar recommendation will be made to the Perth and Kinross Integration Joint Board at its meeting on 28 September 2018.

## **3. CONCLUSION**

The Perth and Kinross Adult Protection Committee is committed to continuous improvement and protecting adults at risk of harm. This report provides assurance that the Committee has, over the last two years, been developing greater oversight of the needs of adults at risk and understanding about areas for improvement. An improvement plan has been developed for 2018 – 2020 and will be closely monitored by the APC to ensure ongoing development. There is also a recognition that the APC now needs to further develop approaches to self-evaluation and opportunities to work more closely with the Perth and Kinross Child Protection Committee.

The Council is requested to:

- 3.1 Note the contents of the bi-ennial report to be submitted to the Scottish Government in October.
- 3.2 Agree to annual update reports on child and adult protection in Perth and Kinross.

### **Author(s)**

| <b>Name</b> | <b>Designation</b>           | <b>Contact Details</b> |
|-------------|------------------------------|------------------------|
| Mary Notman | Adult Protection Coordinator | 01738 476727           |

### **Approved**

| <b>Name</b>    | <b>Designation</b>        | <b>Contact Details</b> |
|----------------|---------------------------|------------------------|
| Jacquie Pepper | Chief Social Work Officer | 19 September 2018      |



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You can also send us a text message on 07824 498145.

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>Y</b>          |
| Corporate Plan                                      | <b>Y</b>          |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>N</b>          |
| Workforce                                           | <b>N</b>          |
| Asset Management (land, property, IST)              | <b>N</b>          |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>N</b>          |
| Strategic Environmental Assessment                  | <b>N</b>          |
| Sustainability (community, economic, environmental) | <b>N</b>          |
| Legal and Governance                                | <b>N</b>          |
| Risk                                                | <b>N</b>          |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>N</b>          |
| External                                            | <b>N</b>          |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>N</b>          |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

#### 1.1 People in Vulnerable circumstances are protected.

Creating safer communities is a key element in protecting people. The wide range of themes in Community Safety allows a broad approach to community safety issues.

#### Strategic Plan

#### 1.2 Key theme 5 – making the best use of available facilities, people and resources.

Our priority is to Ensure that vulnerable people remain safe and are protected from harm from others, themselves and the community through the monitoring and implementation of clinical and care governance standards and adult protection measures

### 2. Resource Implications

#### Financial

#### 2.1 This report contains no proposals which would have a financial impact on the Council.

### **3. Assessments**

#### **3.1 Equality Impact Assessment**

Not relevant

#### **Strategic Environmental Assessment**

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

#### **Sustainability**

- 3.3 There are no issues in respect of sustainability from the proposals in this report.

#### **Legal and Governance**

- 3.4 This report contains no proposals which would have a legal or governance impact on the Council.

#### **Risk**

There are no issues in respect of risk from the proposals in this report.

### **4. Consultation**

Internal - statistics provided

External - multi-agency partners involved in information and statistics

### **5. Communication**

- 5.1 There are no communication issues in respect of the proposals in this report.

### **2. BACKGROUND PAPERS**

None

### **3. APPENDICES**

Adult Protection Committee Bi-ennial Report 2016-18



# **Biennial Report by Independent Chair 2016 -2018**

## **Perth and Kinross Adult Protection Committee**



## **Contents**

1. Introduction- Independent Convenor
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3. Other challenges identified
4. Outcome of activity
  - 4.1 Analysis and outcomes of adult protection activity
  - 4.2 Adult Support and Protection Case Conferences
  - 4.3 Service user and carer involvement
  - 4.4 Independent advocacy
  - 4.5 Large Scale Investigations
  - 4.6 Protection orders
5. Management activity
  - 5.1 Processes, practices and audits
  - 5.2 Information/advice to public bodies/office holders
  - 5.3 Improve skills and knowledge
6. Partnership working
  - 6.1 Communication and cooperation between agencies
7. APC development areas 2018-20

## **Appendices**

- Appendix 1 Adult Protection Committee Structure
- Appendix 2 Biennial Report Statistics 2014-18
- Appendix 3 Improvement Plan 2018-20

## **1. INTRODUCTION - INDEPENDENT CONVENER**

I am pleased to present Perth and Kinross Adult Protection Committees' Biennial Report fulfilling the legal requirement to report to the Scottish Government on the effectiveness of the Committees' responsibilities and functions. Having only recently taken over as Independent Convenor of the Committee I need to acknowledge the significant contribution of my predecessor, Alex Davidson, not only over the period of this report but for the last 9 years as Independent Convenor of the Adult Protection Committee in Perth and Kinross. It is helpful that Alex will still continue to influence Adult Protection services locally through his role as Chair of the National Convenors Group. I am also grateful that Depute Chair, Susan Hunter, and lead officer, Mary Notman, will continue to provide continuity and expert support in the way they have done so effectively to the previous Convenor.

The last two years has been a very busy one for the Committee and this report tries not only to capture the main activity during this period but also the impact of the Committee's work on protecting vulnerable adults in Perth and Kinross. Progress has been made on the Committee becoming more focused on using data, gathered locally and nationally, to inform decision making, evaluating impact through self evaluation activity, including audits, as a tool for improvement and greater emphasis placed on the experience of service users and carers to inform service delivery and planning. The report, therefore, tries to acknowledge achievements, recognising improvements but also focuses on areas for development and improvement over the next two years. There has, for example, been considerable achievement around financial harm work with the introduction of a banking protocol and new processes implemented for financial harm by paid carers; work with care homes and care at home organisations to develop appropriate responses to adult protection issues within these settings; self neglect and hoarding protocols have been produced locally which are recognised as sector leading and a conference was held in March 2018, jointly with the Child Protection Committee, on the impact of early trauma throughout life which was very highly evaluated by those in attendance. However, further improvement areas have been identified including capturing more effectively service user and carer experiences; the continued development of key processes around the assessment and care planning of vulnerable adults including chronologies, care planning and recording; and learning through the experiences of other Committees through sharing self evaluation and benchmarking processes.

Lastly, it is important to recognise that that Adult Protection work will not be effective operating in isolation but positive outcomes for vulnerable adults can only be achieved through collaboration within the wider public protection arena and within the context of the changing local and national organisational structures and policy commitments. A further focus for the Committee over the next two years, therefore, will be to build on the recent success of the joint work with the Child Protection Committee and existing good relations with the Community Safety Partnership to strengthen the public protection approach locally and the Adult Protection work regionally. This will be done within the opportunities arising from the developing integrated structures such as the Health and Social Care Partnership.

Bill Atkinson

## **2. BACKGROUND**

### Vision

- 2.1 People have the right to live independently as possible in a safe environment, free from harm, to have their wishes and feelings taken into account and to have the minimal amount of intervention in to their personal lives

### Purpose

- 2.2 To support and protect adults who may be at risk of harm or neglect and who may not be able to protect themselves.

- 2.3 Who is an adult at risk?

An adult may be at risk if they are unable to safeguard their own wellbeing, property, rights or other interests; are at risk of harm; and Because they are affected by disability, mental disorder, or mental infirmity, are more vulnerable to being harmed than adults who are not so affected:

- 2.4 The Adult Support and Protection Committee

The Adult Protection Committee (APC) is a multi-agency group that meets quarterly on the first Friday in March, June, September and December. The Committee is chaired by an Independent Convenor and has a range of statutory, private and voluntary organisations, carer and other relevant people which oversee Adult Support and Protection (ASP) processes in Perth and Kinross. Representation on the APC has been widened to represent a more diverse range of agencies.

- 2.5 The agenda consists of standing items and encourages partner agencies to submit papers that pertain to ASP performance and issues. At each meeting there is a presentation on either specific areas of interest such as latest research or case studies given by social workers and other staff who are involved in particular cases. The APC find the case studies particularly helpful in raising complex issues and discussing effective management on a multi-agency basis.
- 2.6 There is one combined sub-Committees that meet quarterly and report back to each APC and are allocated any work identified.
- 2.7 The APC is supported by the ASP co-ordinator.
- 2.8 Governance – The APC is accountable to the Executive Officer Group, the Integration Joint Board and the Community Planning Partnership and needs to reflect outcomes through Single Outcome Agreements and other related targets. (See Appendix 1)



- 2.9 The Adult Protection Committee is responsible for the ongoing improvement of work related to adult support and protection and monitoring of the improvement plan to ensure that actions are being progressed.

The 2014-16 Biennial report identified the following areas of work for 2016-18

- 2.10 The committee's achievements with our partners over the past 2 years include:

- Focus on **financial harm** has been continuing with a financial harm conference in October 2016 and ongoing financial harm sub-group. The introduction of the banking protocol has further strengthened the working relationships between police, trading standards, financial institutions and the protecting people agenda. Following a review of a case that involved a paid carer suspected of financial harm, there is now a process in place for arranging a meeting to discuss financial cases that require multi-agency input prior to any action being taken.
- The management information and performance outcome framework has been reviewed to streamline 6 monthly stats to focus on adults at risk and extend annual/bi-ennial statistics to cover a 4-5 year period to identify trends over time.
- Introduction of legislation and updated guidance
- The Health (Tobacco, Nicotine etc and Care) (Scotland) Act 2016 has been fully implemented over the past year
- Part 3 – Wilful neglect and ill treatment was implemented 1 October 2017.
- Duty of candour was implemented on 1 April 2018

- 2.11 Policies have been developed and approved, information disseminated to staff and partner agencies and presentations given at appropriate forums. The change in processes for duty of candour incorporated learning for all adverse events in a central location to ensure appropriate action is taken as required.

- 2.12 Guidance was updated to include Human Trafficking & Exploitation (Scotland) Act 2015 (support for victims) Regulations 2018 which was implemented on January 31.

- The work with Care Homes has continued with survey results and feedback from representatives on the Adult Protection Committee showing improved relationships and more effective joint working. There is a named mental health nurse for each care Home so they know who to contact for support. An audit was conducted on the challenging behaviour policy and although feedback was very low, it appears to be working well. The criteria for Large Scale Investigations and repeated referrals were amended after feedback from audits and surveys.
- The APC hosted a workshop for Care at Home providers and partner agencies in November 2017 to explore current issues and develop an

action plan to address areas raised. Adult social work and social care and the Contracts and Commissioning teams are leading on this work.

- Health and social care integration has raised the profile of ASP in localities and at a strategic level. A survey was carried out for all NHS staff in May 2016 to check awareness of ASP. While the response was not as good as hoped, it highlighted the work that needed to be progressed. There is now an appointed lead for ASP in NHS Tayside who works across the 3 Health and Social Care partnerships. and work groups have been set up in acute health settings to raise awareness. ASP concerns are a reportable event under the NHS DATIX system and reports on adult protection activity are submitted to the joint care and governance group. There is more involvement in partner processes such as LAER (Local Adverse event review) and significant event analysis (SEA) but work needs to be progressed on joint processes to ensure all learning from events is shared across the partnerships.
- The Adult and Child Protection Committees and Violence against women hosted a conference in March 2018 addressing the effects of trauma throughout life. There is ongoing work in relation to adverse childhood experiences and vulnerabilities and there is planned working with trauma workshops for staff planned. There is ongoing work with childcare especially on transitions for those in the 16-18 year age bracket
- The APC Convenor and Co-ordinator attended the Minority Ethnic Hub meeting in August 2017 to gain more understanding of the challenges facing different ethnic groups in Perth & Kinross. It was agreed to do a scoping exercise of supports already in place and any gaps identified. This was followed up with a meeting with the manager of the Perth and Kinross Association of Voluntary agencies in December 2017 to discuss how to improve engagement.
- Independent Advocacy remains a supportive partner but referrals are reducing and this is an area that still requires more work.
- Police Scotland officers work closely with social work staff to identify repeat victims of harm and disability hate crimes to develop personal safety plans and identify other supports needed

### **3. OTHER CHALLENGES IDENTIFIED OVER THE LAST TWO YEARS**

#### **3.1 STRATEGIC**

- Status of Adult Support and Protection at public protection and chief officer forums
- Health and social care partnership – overlap of processes for initial and serious case reviews
- Transitions especially for the 16-18yo old group
- Engagement with GP's and their role in process and impact of their

- involvement as capacity still a key issue
- In Tayside, there was a united approach to ASP since 2007 which was in abeyance for 18 months in 2016-17. This steering group was reconvened in October 2017 and continues to meet regularly to look at consistent approaches and joint working across the areas with police and health colleagues. This has resulted in regular meeting of the ASP coordinators and the formation of a learning and organisational group to develop ASP minimal learning standards across Tayside.
- Support for third sector partners especially in the care at home sector
- Learning from other areas and adverse events
- Better use of communication including social media to inform public
- Representation on the APC is reviewed regularly which includes non-attendance by key partners and identification of other appropriate agencies. This includes GP, Citizens Advice Bureau, Scottish Ambulance Services and financial institutions.
- Perth and Kinross was a pilot site for the national Missing person protocol from May 2016. The group had wide membership to cover all age groups and vulnerabilities and has been effective in a co-ordinated approach to identify and put plans in place to reduce re-occurrence.
- Increase in national profile for ASP in private/voluntary organisations as OSCAR, the National Charity Regulator has released ASP guidance. This has led to PKAVS supporting local private/voluntary sector organisations to develop their own policies.

### 3.2 OPERATIONAL

- **Service user and carer engagement-** Different ways have been tried to obtain feedback from adult at risk and carers but need to reassess how to capture information in best way. Over the past 5 years, service user and carer surveys with return stamped self addressed envelopes were posted to relevant people 2 weeks after ASP process has been completed. There was a very low return rate of 8 surveys which included 6 people who were supported by Independent advocacy to complete form. There has been 2 joint research projects with Stirling University focused on service user engagement that gave some feedback but was resource intensive.  
Service users and carers involved are contacted during case file audits to ascertain if they would like to contribute and give their experience on being involved in the ASP process. This is limited to the case files that are selected.
- Increasing referrals are being received for **self-neglect and hoarding** which has resulted in specific policies and training in relation to dealing with these issues.
- Need to **review policies and procedures** to ensure they are updated to reflect current research and are making a difference to client outcomes.

- Develop processes for effective **transitions** and screening options. There are transition processes in place for young people with learning disabilities and accommodated children but need more effective processes for other young people.
- **ASP thresholds** and referrals workshops are being held to discuss differing interpretation and applications.

#### 4. OUTCOME OF ACTIVITY

##### 4.1 *Analysis and outcomes of adult protection activity*

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

##### **Over 2 years**

|                   | 2016-17 | 2017-18 |
|-------------------|---------|---------|
| VPR               | 650     | 838     |
| AP concerns       | 552     | 421     |
| Total             | 1202    | 1259    |
| ASP process       | 319     | 210     |
| ASP inquiry       | 201     | 141     |
| ASP investigation | 118     | 66      |

In summary the main findings in relation to ASP activity in Perth and Kinross are:

- a) National dataset – In relation to adults at risk of harm the main areas were
- 48% of adults at risk are over 80 years old
  - People with a learning disability are the most prevalent group accounting for 30% of all investigations followed by infirmity of old age (27%) and dementia (21%). As almost half of adults at risk are over 80, people with learning disabilities appear over represented.
  - Physical harm (55%) and neglect (26%) account for 81% of all harm recorded
  - Care homes are the location of harm in 56% of investigations followed by home address (36%)
  - Low conversion rates of ASP investigations to Adult Protection Case Conferences (APCC)
  - Low referral rate from Ethnic minorities
  - ASP thresholds

b) Perth & Kinross ASP Statistics Report highlighted areas

- Only a small percentage of police VPR progress to ASP (2%) but 43% already known to social work services compared to 38% for adult protection concerns
- Low number of referrals to advocacy services
- More referrals related to females
- Decrease in the number of Large Scale Investigations
- 65% of individuals found the intervention to be helpful although just under half lacked the capacity to understand or perceive the impact of the intervention
- Over a quarter of alleged perpetrators were paid carers/workers with relatives the second most common

For further information and details the APC Bi-ennial Report Statistics is attached at Appendix 2.

#### 4.2 **Adult Support and Protection Case Conferences (APCC)**

|                 | 2016/17 | 2017/18 |
|-----------------|---------|---------|
| Initial APCC    | 9       | 4       |
| Review APCC     | 13      | 2       |
| LSI initial     | 9       | 9       |
| LSI review      | 7       | 2       |
| Network meeting | 1       |         |

There was a **total of 56 Adult Protection Case Conferences (APCC)**, 31 initial, 24 reviews, and 1 network meeting. This included Large Scale Investigation meetings which accounted for 18 initial and 9 review AP Case Conferences.

Individually there were 13 initial case conferences, 1 network meeting and 15 reviews.

Attendance at Case Conferences varied according to reason and location of residence and type of harm. There were 13 initial APCC for 12 individuals. Four out of 12 clients (33%) and 8 family members attended (66%) the initial case conference.

Police Scotland were invited to 9/13 (69%). There was NHS and legal representation in 8/13 (62%) and private/voluntary staff attended 7/13 (54%) conferences. Independent Advocacy attended 100% of APCC they were invited to. Others who attended included GP, Psychiatrist, psychologist, Mental health officer, ECS social worker and staff from another local authority who were funding the client.

In relation to the adult at risk

- Females accounted for 75% of cases (9/12),

- 33% were in the 81+ age group (4/12)

### **4.3 Service user and carer involvement**

There are different ways in which the APC gains feedback from service users and Carers:

- Questionnaires are completed at Adult Protection Case Conferences (APCC). The staff member completes the form with the input of client to check if the intervention has been helpful. Advocacy plays a significant role in supporting people. Engagement of users can be problematic due to cognitive and communication difficulties, the nature of involvement and the use of statutory powers, and perceived differences in the outcomes reached in terms of personal safety. Of the results recorded for initial APCC, 53% of people felt safer. While this appears low, just under half had significant cognitive impairment making it difficult to ascertain feelings of safety. The Adult Protection Committee recognise that the current uptake of advocacy is low, there is a lack of feedback from adults at risk and their families and the involvement of voluntary sector has not yet resulted in better engagement so there is more work to be done in this area.
- Participation in audits to give their views.

2 carers agreed to be interviewed in January 2017

1. Daughter felt listened to by the Council and found staff very supported. She was happy that the Chair gave her place as Mum's advocate but felt the chair did not have a good understanding of dementia. She states that Mum's overall care has improved and levels of personal hygiene have improved.

- Son contacted – said the process had a long term detrimental effect on his sister and mother's relationship and his mother has recently moved into a care home near him.

Following this case, a review was held with the team about how the process was implemented and the changes needed for future cases.

- The committee has a carer representative
- Analysis of outcomes on all ASP inquiry and investigation forms. In order to capture impact of intervention for adults at risk whose case did not proceed to APCC, an outcome question was developed to be completed at end of the investigation.
  - 47% felt intervention was helpful
  - 49% lacked the capacity to understand/perceived the impact of intervention.
  - 3% felt it made no difference or was not helpful
  - 1% of cases- no harm had been perpetrated

#### **4.4 Independent advocacy**

In 2016/17 Independent advocacy were offering ongoing support for 13 adults from the previous year, had 28 new referrals and supported 19 adults involved in a Large Scale Investigation.

In 2017/18 this had reduced to 4 new referrals and 8 receiving ongoing support from previous year.

The APS activity over the previous year was reduced from the previous year but does not explain the level of reduction in referrals. The audits have shown that advocacy has been considered in the majority of cases so the Adult Protection Sub-group will explore this with operational leads and Independent Advocacy.

#### **4.5 Large Scale Investigations (LSI)**

|         | Total | Care Homes | Care at Home | Supported acc | Daycare |
|---------|-------|------------|--------------|---------------|---------|
| 2014/15 | 22    | 18         | 1            | 3             | 0       |
| 2015/16 | 18    | 12         | 4            | 1             | 1       |
| 2016/17 | 18    | 12         | 3            | 3             | 0       |
| 2017/18 | 12    | 8          | 4            | 0             | 0       |

There has been a reduction in LSI in the past year following review of the LSI policy which included feedback from managers of organisations, discussions with the Care Inspectorate and Contracts and Commissioning Team and amendment to the policy.

The main issues identified from the LSI audit were

- Mediation errors
- Neglect/lack of care/ hygiene issues
- Staff shortages/lack of experience and knowledge
- Poor communication /record keeping
- Failure to report /seek medication attention
- Aggression between residents

Improvements plans were put in place for individual agencies to address specific issues and were monitored by adult social work, contracts and commissioning team and the Care Inspectorate. Any issues that were across agencies such as aggression between residents led to a policy for dealing with behaviour that was challenging to services and other services users which resulted in a community mental health nurse being allocated to each organisations so they could be supported when required. General contractual issues such as failure to report were raised at the care home and care at home forums, included in newsletters and reminders sent to all service providers.

#### **4.6 Protection Orders**

Over the past 2 years there have been 4 protection orders granted which consisted of 2 temporary banning orders that were both converted to full banning orders. They were all for the same individual who was re targeted 6 months after the initial banning order had lapsed.

### **5 MANAGEMENT INFORMATION**

The Adult Protection Committee oversees the ASP activity in Perth & Kinross and has a robust quality assurance remit. During the past 2 years the APC has ensured that audits have been completed, action plans implemented, policies and procedures updated and any new issues identified have been addressed

#### **5.1 Processes practice and audits**

##### **a) Perth & Kinross Multi-agency operational guidance**

Processes and audits

There is a multi-agency operational guidance in place which was updated in 2015 and is currently under review.

##### **b) Audits**

There are two audits held per year to ensure our policies are working well to identify and protection adults at risk of harm.

##### ***Multi-agency/Large Scale Investigation(LSI) audit***

There is an annual multi-agency audit for 10 cases which either progressed to individual Adult Protection Case Conference or LSI meeting which involved partner agencies.

The following Tables provide an overview of the high-level findings:

##### **Key Strengths**

- .Involvement of relevant people and professionals
- Improvement plans in LSI

##### **Areas for Further Development and/or Improvement**

- ASP thresholds
- Protection plans on IT system and updating of plans to ensure actions completed



- Documentation of decision making, rationale and capacity
- Low number of Adult protection case conferences

An improvement plan was developed and shared with operational managers. The ASP coordinator will carry out an audit in June to ascertain if there are protection plans in place and actions updated, and if decision making is recorded for reason for not proceeding to APCC.

### **Adult protection and vulnerable person report audit**

There is an annual case file audit for Police Scotland Vulnerable Person reports (VPR) and adult protection (AP) concerns from all other sources to check adherence to process and ensure decision making is robust.

### **Summary**

The report shows (see Appendix 1) that the screening process appears to be working well and within timescales. A number of referrals (50%) are open cases compared to 60% last year. In general most areas were well evaluated above 70% with 2 exceptions.

### **In relation to the improvement actions from last year:**

### **Key Strengths**

- Increased documentation in relation to alleged perpetrator
- Increase in the number of ASP inquiries completed within timescales

### **Areas for Further Development and/or Improvement**

- Chronologies
- Advocacy

An improvement plan has been developed to address issues raised that include

- Chronology training
- Sessions on ASP thresholds with Service Managers, team leaders and council officers:
- Audit of all ASP investigations, APCC and LSI to check if protection plans have been recorded and updated when actions completed or reason documented why it has not been achieved.

## 5.2 Information/advice to public bodies/office holder

### a) Webpage

**In terms of impact,** the following Table provides some specific comparative performance management information on the adult protection website; showing single user and page activity. 14/16

| <b>APC website usage</b>   |                                       |                                       |
|----------------------------|---------------------------------------|---------------------------------------|
| <b>Page title</b>          | <b>No of Unique Users<br/>2016/17</b> | <b>No of Unique Users<br/>2017/18</b> |
| ASP information page       | 1476                                  | 1617                                  |
| ASP learning zone          | 1026                                  | 744                                   |
| ASP resource library       | 106                                   | 124                                   |
| Adult Protection Committee | 190                                   | 124                                   |
| <b>Totals</b>              | <b>2849</b>                           | <b>2609</b>                           |

## 5.3 Improve skills and knowledge

The following Tables provide an analysis of the inter-agency adult protection learning and development opportunities we have provided throughout 2016 – 2018.

| <b>On Line Learning and Development Opportunities</b> |                |                |
|-------------------------------------------------------|----------------|----------------|
| <b>Title of Course</b>                                | <b>2016/17</b> | <b>2017/18</b> |
| Adult Support and Protection On Line Module           | 552            | 756            |
| NHS adult protection course                           | 1068           | 1600           |
| <b>Totals</b>                                         |                |                |

| <b>APC Inter-Agency Learning and Development Opportunities</b> |                      |                        |
|----------------------------------------------------------------|----------------------|------------------------|
| <b>Title of Course</b>                                         | <b>No of Courses</b> | <b>No of Attendees</b> |
| Basic Awareness Adult Protection (Half-Day)                    |                      |                        |
| 2016/17                                                        | 7                    | 83                     |
| 2017/18                                                        | 14                   | 168                    |
| Protecting people course                                       | 1                    | 15                     |
| <b>Totals</b>                                                  |                      |                        |

| <b>Specialist training</b>        |                      |                        |
|-----------------------------------|----------------------|------------------------|
| <b>Title of Course</b>            | <b>No of Courses</b> | <b>No of Attendees</b> |
| Enhanced practitioner training    | 3                    | 43 (22 updates)        |
| Adult Protection Case Conferences | 1                    | 13                     |
| Investigative interviewing        | 1                    | 13                     |

### **Impact of training**

All the training has exit questionnaires evaluation which are consistently rated highly.

The following quotations provide a overview of what participants learned and the positive impact the training has had.

“Opens up a different view of ASP”

“Group exercises good and led to a lot of varied discussion and opinion from different perspectives”

“Good to have time and space to discuss and reflect ASP issues”

“Good opportunity to discuss and gain insight from other workers into ASP issues especially common challenges and dilemmas”

“Opportunity to apply learning to case examples and from other workers experiences”

“Developed skills in interviewing and discussions brought other practice issues to consider”

“I enjoyed the input from speech and language therapists and learning more about the best way to plan an interview for people with communication needs”

## **6. PARTNERSHIP WORKING**

The APC hold a self-evaluation day every 12-18months to take time out with the Committee structure to take stock of the work of the Adult Protection Committee, to confirm the Action Plan, and to examine the issues in Adult Support and Protection in Perth and Kinross.

### **6.1 *Communication and Cooperation between agencies***

The APC acknowledges the importance of effective information sharing and multi-agency working and has provided opportunities to explore issues and challenges, the outcomes from the work plan and activity for the committee.

a) ***Perth and Kinross Protecting People Coordinator and Communication Group***

The protecting people group whose membership includes coordinators and lead officers from Adult Protection Committee; Alcohol and Drug Partnership; Child Protection Committee; Community Safety and Environment Outcome Delivery Group; Violence Against Women Partnership; Voluntary Sector Child Protection Forum and Suicide Prevention Steering Group meet quarterly to identify and agree joint areas of work and how to best support other projects. The Network reports to the Community Safety Outcome Delivery Group and the Perth and Kinross Chief Social Work Officer (CSWO).

**7. APC DEVELOPMENTS AREA 2018 - 2020**

The following activities will form the work plan for the committee and relevant agencies for the next two years.

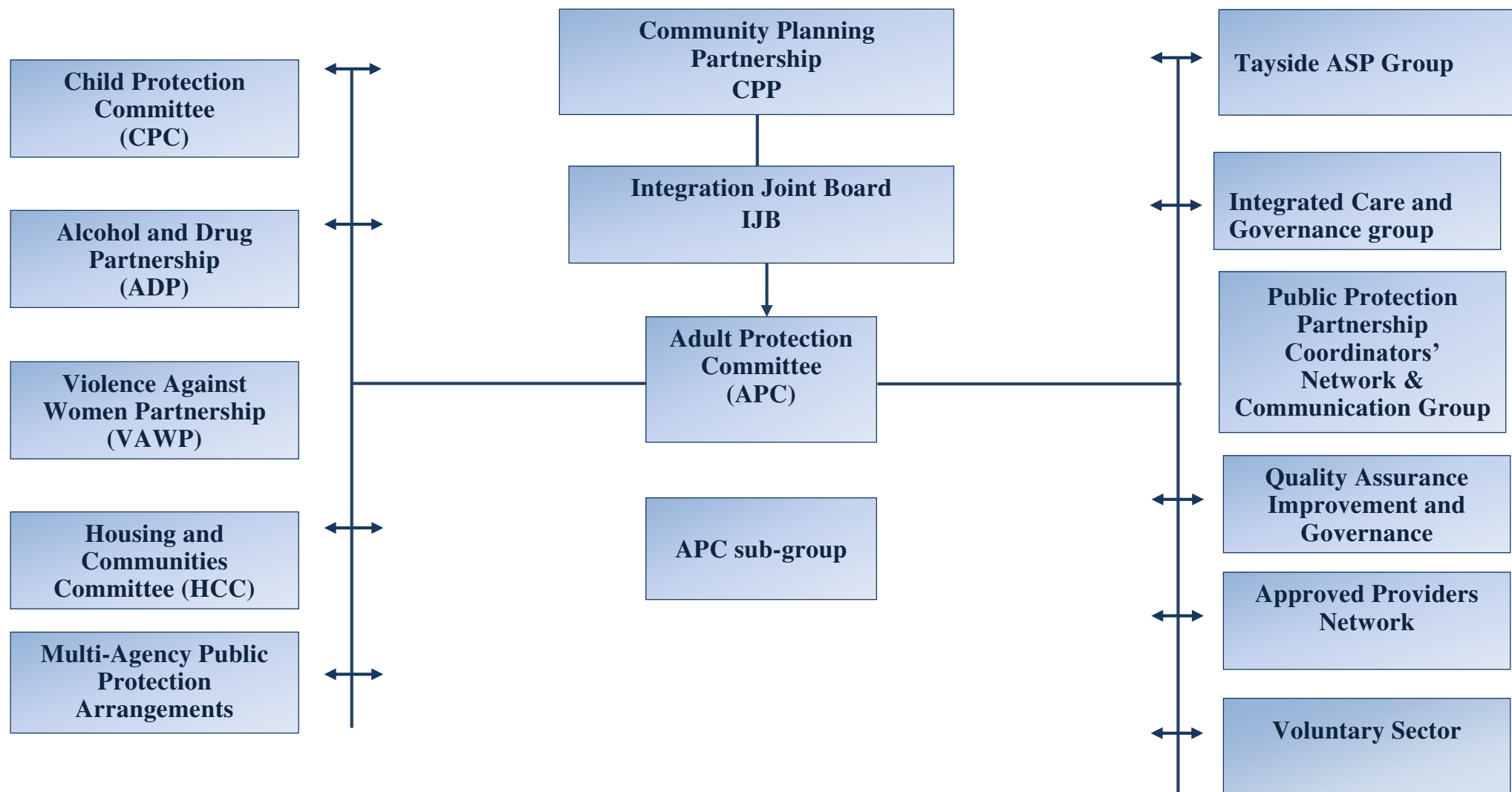
- Service user and carer experience. How to capture information in the best way to ensure views are heard and changes made if required
- Public protection forums – Leadership at Chief Officer Group to ensure ASP has equal status.
- Review policies and procedures to check if they are making a difference to practice and having a positive impact on adults at risk. Review joint policies with childcare especially in relation to transitions and re visit IRD and screening options.
- Update Perth & Kinross multi-agency operational guidance
- Review methods of communication with better use of social media and webpage and updated messages to members of the public
- Analyse the ASP thematic inspection results and carry out self evaluation in relation to the key messages for APC recorded in report
- Ensure actions from improvement plan developed following audits has been implemented and reported back to APC in relation to
  - Chronologies
  - Protection plans and recording of outcomes
  - Conversion rates from investigation to APCC
  - Low referral rates to advocacy
- Support frontline officers in Police Scotland understanding of capacity/ability to safeguard
- GP engagement, their role in process and impact of their involvement as capacity still a key issue
- Informed risk taking both for Practitioner empowerment and in regard to escalation process for other agencies if response not appropriate.
- Learning from other areas/ reviews/ SCR/ national inquiries- need for process in place to collect and disseminate learning and good practice

from other areas

- Health and social care partnership - Enhance learning and stream line processes across areas such as SEA (significant event analysis) and LAER (local adverse event review) and SCR (significant case review) and SCEA (Significant case event analysis)
- Tayside collaboration- Agree areas of joint working, key processes, learning and development, APCC, appropriate adults and harmful practices

For further details see Improvement plan at Appendix 3

## Perth & Kinross APC Structure 2018







Perth and Kinross Adult Protection Committee

Annual Report Statistics, covering period:

01 April 2014 - 31 March 2018



## Housing and Community Care - Adult Support and Protection

### Adult Protection Concerns and Vulnerable Person Reports

Over the last four years the number of Adult Protection Concerns (APCs) and Vulnerable Person Reports (VPRs) has fallen by 39%. The number of Adult Protection Inquiries also fell by 54%. Females aged 81 and over account for the largest proportion of APC's received, inquiries and investigations held. Worries about individuals being physically, financially harmed or neglected were the most common reasons for inquiries/investigations taking place.

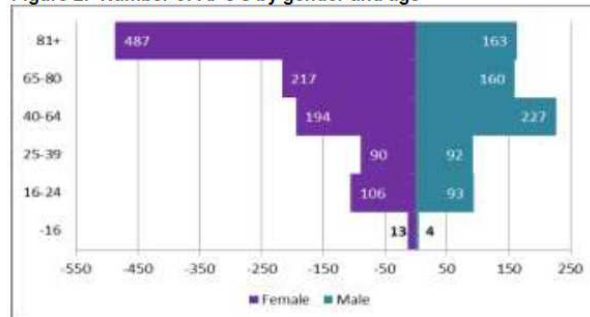
**Figure 1: Number of VPR's and APC's**



The total number of VPR's received in 2017/18 (838 reports) has increased compared to 2016/17 (650 reports) however this is still a reduction of the total number that were received in 2014/15 (1,532 reports). Improved screening processes by Police Scotland has contributed to this reduction.

The total number of APCs received in 2017/18 (413 concerns) fell by 24% compared to the previous year.

**Figure 2: Number of APC's by gender and age**

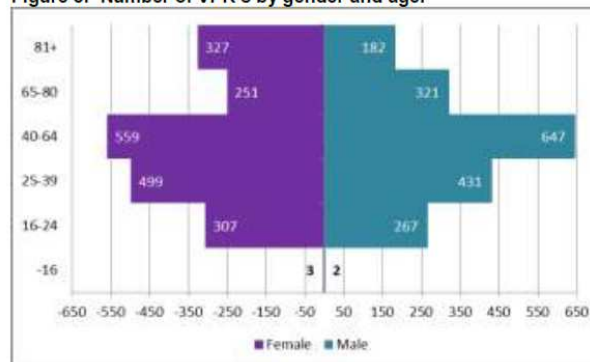


The total proportion of APC's by gender over the four year period was 59% female, 39% male and 1% not recorded.

Females over the age of 81 accounted for over a quarter, 26% of all APC's received.

There were 25 APC's where the age and/or gender of the person was not recorded.

**Figure 3: Number of VPR's by gender and age.**



The total proportion of VPR's by gender over the three year period was 51% female, 48% male.

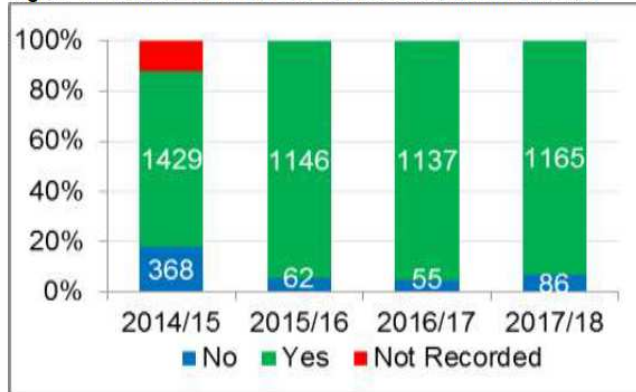
There were 27 VPR's where the age of the person was not recorded.

Males aged 40-64 accounted for 17% of the total VPR's received.

## Housing and Community Care - Adult Support and Protection

### Adult Protection Concerns and Vulnerable Person Reports

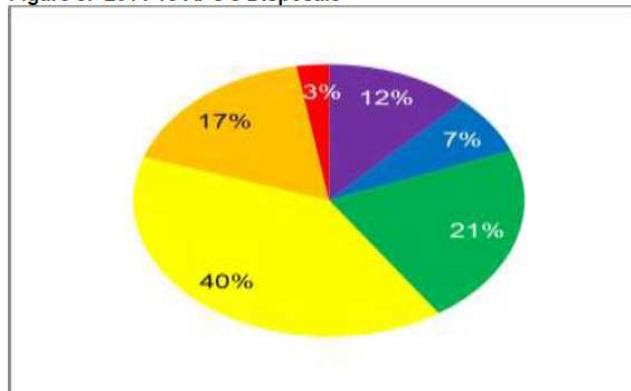
Figure 4: Number of APC's & VPR's screened within 24 hours



In 2017/18 100% of APC's and VPR's had a recorded outcome for screening, again this is an improvement on 2014/15 where 12% of APC's and VPR's were missing a recorded outcome.

During the same time period, 93% of all APC's and VPR's were screened within 24 hours, this is a fall of 2% from 2016/17. Although this is still an improvement on 2014/15 when 70% of all APC's and VPR's were screened within 24 hours.

Figure 5: 2014-18 APC's Disposals



The proportion of APC's progressed to an inquiry has fallen in 2017/18 to 31%, from 47% in 2014/15 and 45% in 2015/16 and 35% in 2016/17.

In 2017/18 the proportion of APC's where there was no further social work intervention rose to 14% from 8% in 2016/17.

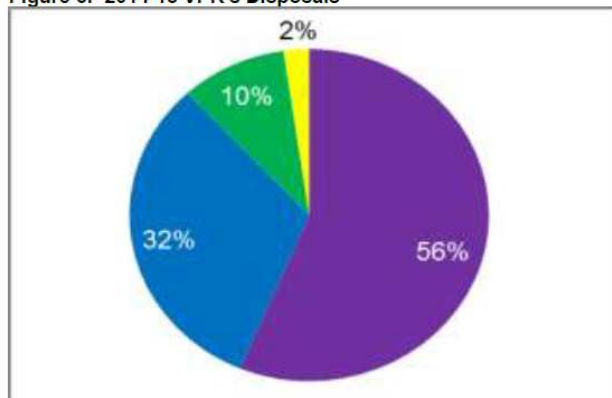
The proportion of APC's progressing to a large scale investigation also fell from

#### Legend

- No Further Social Work Intervention
- Passed to Key Worker
- Passed to Team

- Progressed to Ap Inquiry
- Progressed to Ap Investigation
- Progressed to Large Scale

Figure 6: 2014-18 VPR's Disposals



In 2017/18 the proportion of VPR's with no further social work intervention was 54% a slight rise from the previous year 51%. This resulted in a small proportional rise in those VPR's passed to key worker and passed to team.

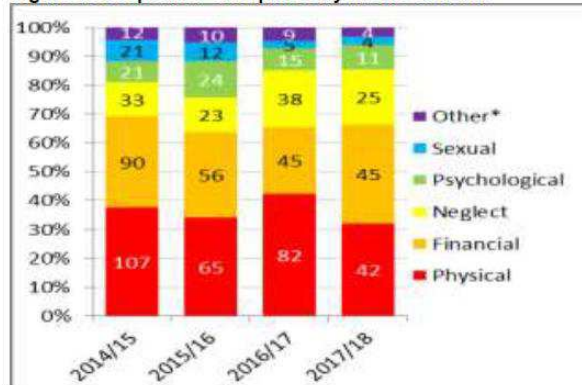
Over the three year period there were fewer than fifteen VPR's progressed to an investigation or large scale investigation.



## Housing and Community Care - Adult Support and Protection

### Adult Protection Inquiries

Figure 7: Proportion of inquiries by nature of harm



In 2014/15 there were 284 adult protection inquiries, in 2017/18 this figure fell by 54% to 131. The most common nature of harm remains physical.

In 2017/18 there were two types of harm which increased by proportion of total inquiries, these were inquiries relating to financial harm and Domestic Abuse<sup>1</sup>.

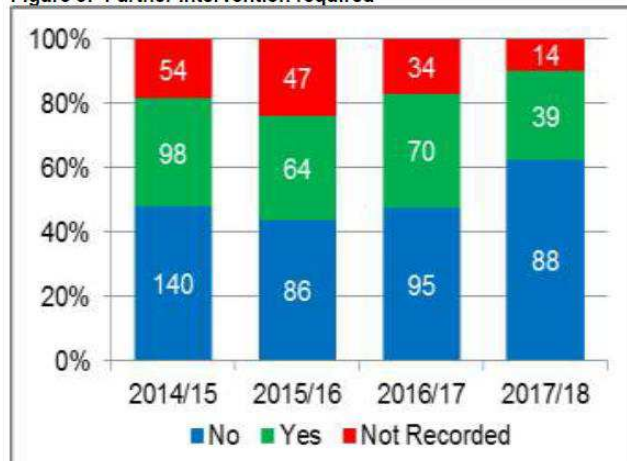
Figure 8: Proportion of inquiries by client group

| Nature of Harm                                         | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|--------------------------------------------------------|---------|---------|---------|---------|
| Public Protection                                      | 0.7%    | 0.5%    | 1%      | 1%      |
| Dementia                                               | 10%     | 17%     | 22%     | 16%     |
| Education & Children's Services                        | 0%      | 1%      | 3%      | 3%      |
| Frailty or Illness                                     | 18%     | 16%     | 19%     | 29%     |
| Learning Disabilities                                  | 33%     | 28%     | 24%     | 16%     |
| Mental Health                                          | 3%      | 6%      | 5%      | 3%      |
| Not recorded                                           | 6%      | 2%      | 1%      | 3%      |
| Other (not further described)                          | 4%      | 5%      | 6%      | 6%      |
| Physical Disabilities Including Frailty Due to Old Age | 22%     | 24%     | 18%     | 21%     |
| Substance Misuse                                       | 3%      | 2%      | 3%      | 1%      |

Over the four years the most commonly reported client groups were individuals with learning disabilities, people with physical disabilities including frailty due to old age, or Frailty/Illness.

In 2017/18 there were 14 inquiries without a recorded outcome as to whether further intervention was required.

Figure 9: Further intervention required



In 2017/18 28% of inquiries required further intervention. This has fallen from 35% the year before.

Of those individuals who engaged with services and had the capacity to understand or perceive the impact of intervention, 65% found the intervention had been helpful.

A further 18% of inquiries did not have response recorded to this question which is an improvement on 2014/15 where 28% were missing a response.

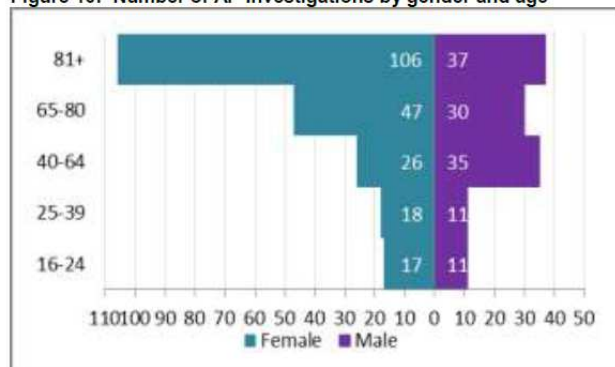
\*Other category includes; domestic abuse, attempted suicide, family violence and self-harm.

<sup>1</sup> Family violence and domestic abuse are contained within the 'Other' category due to the very small numbers involved.

## Housing and Community Care - Adult Support and Protection

### Adult Protection Investigations

Figure 10: Number of AP Investigations by gender and age



Over four years there were a total of 338 Adult Protection Investigations. In 2017/18 there were 69 Investigations.

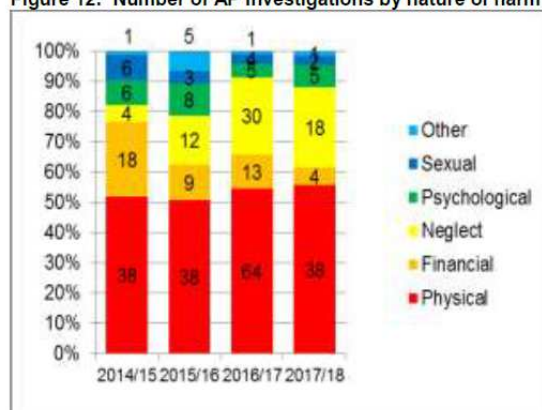
Just under a third of all investigations were for females aged 81 and over.

Figure 11: % of AP Investigations by client group

|                                                        | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|--------------------------------------------------------|---------|---------|---------|---------|
| Public Protection                                      | 0%      | 0%      | 1%      | 0%      |
| Dementia                                               | 20%     | 39%     | 36%     | 25%     |
| Education & Children's Services                        | 0%      | 0%      | 0%      | 1%      |
| Frailty or Illness                                     | 15%     | 13%     | 18%     | 28%     |
| Learning Disabilities                                  | 33%     | 18%     | 27%     | 29%     |
| Mental Health                                          | 4%      | 4%      | 0%      | 4%      |
| Not Recorded                                           | 4%      | 0%      | 0%      | 0%      |
| Other                                                  | 1%      | 11%     | 1%      | 4%      |
| Physical Disabilities Including Frailty Due to Old Age | 21%     | 13%     | 18%     | 9%      |
| Substance Misuse                                       | 1%      | 1%      | 0%      | 0%      |

In 2017/18 all investigations had a recorded client group. In 2017/18 The proportion of investigations where the client was Frail or Ill increased compared to previous years.

Figure 12: Number of AP Investigations by nature of harm



In 2017/18, the total number of Adult Protection Investigations (68 investigations) has fallen from the previous year (118 investigations)

The number of investigations relating to financial harm in 2017/18 (4 investigations) has fallen from 2014/15 (18 investigations)

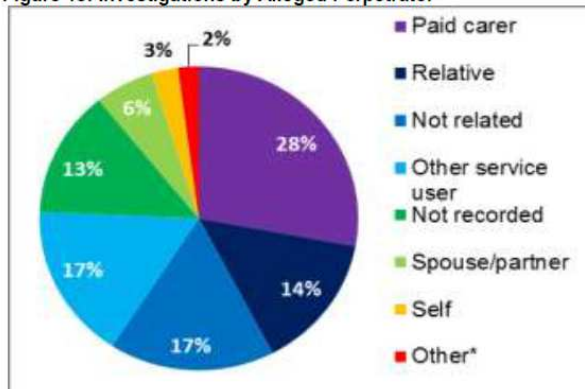
Investigations due to domestic abuse, family violence and self-harm have increased although are aggregated within the 'other'<sup>2</sup> category as the numbers are very small.

<sup>2</sup> Other category includes domestic abuse, family violence and self-harm.

## Housing and Community Care - Adult Support and Protection

### Adult Protection Investigations Cont'd.

Figure 13: Investigations by Alleged Perpetrator



Over a quarter of alleged perpetrators were paid carers/workers.

Relatives were the second most common alleged perpetrator.

Over the four year period there were 5 investigations where the alleged perpetrator was unknown and 40 investigations where the client's relationship with the alleged perpetrator was not recorded.

Figure 14: % Investigations disposals

|                                         | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|-----------------------------------------|---------|---------|---------|---------|
| Further SW Intervention (non AP action) | 56%     | 82%     | 39%     | 25%     |
| Progress to Case Conference             | 25%     | 14%     | 10%     | 8%      |
| Not recorded                            | 13%     | 4%      | 1%      | 0%      |
| No Further SW Intervention              | 6%      | 0%      | 50%     | 24%     |

In 2014/15, 17 investigations progressed to a case conference, in 2017/18 this figure fell to 9 investigations progressed to a case conference.

In 2017/18 there were no investigations without a recorded outcome.

Figure 15: % Investigations - Has intervention has been helpful?

|                | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|----------------|---------|---------|---------|---------|
| Lacks capacity | 49%     | 55%     | 54%     | 48%     |
| No             | 0%      | 0%      | 1%      | 0%      |
| Not recorded   | 13%     | 12%     | 5%      | 0%      |
| Yes            | 38%     | 33%     | 45%     | 52%     |

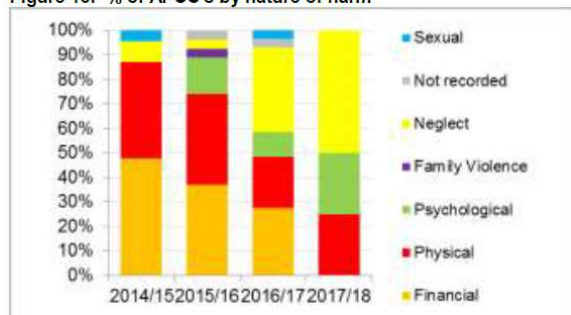
In 2017/18, 33 clients perceived the intervention to be helpful. 31 people lacked the capacity to understand or perceive the impact that the intervention.



## Housing and Community Care - Adult Support and Protection

### Adult Protection Case Conferences

Figure 16: % of APCC's by nature of harm



In 2017/18 there were 4 Adult Protection Case conferences. 50% of these conferences were in relation to alleged neglect.

Over the four years over a third (37%) of conferences were in relation to alleged financial harm.

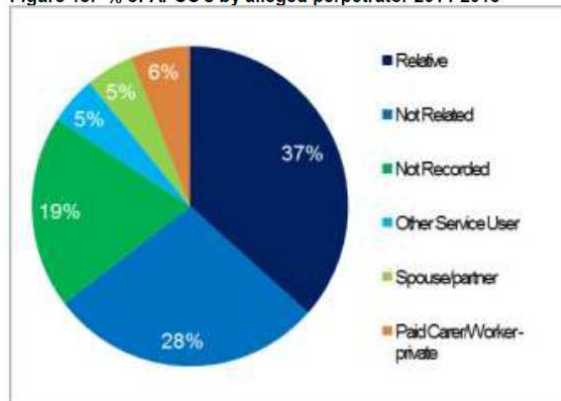
The location of harm cited in case conferences in 2017/18 was equally split between the clients care home or home address.

Figure 17: % of APCC's by client group

|                                                        | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|--------------------------------------------------------|---------|---------|---------|---------|
| Dementia                                               | 14%     | 22%     | 3%      | 50%     |
| Frailty or Illness                                     | 0%      | 4%      | 10%     | 25%     |
| Learning Disabilities                                  | 41%     | 26%     | 38%     | 25%     |
| Mental Health                                          | 14%     | 19%     | 3%      | 0%      |
| No Disability 16-64                                    | 9%      | 0%      | 3%      | 0%      |
| Palliative Care                                        | 0%      | 4%      | 0%      | 0%      |
| Physical Disabilities Including Frailty Due to Old Age | 23%     | 26%     | 14%     | 0%      |

Over the past 4 years the most notable changes were the reduction in clients with mental health issues, No disabilities 16-64 and Physical Disabilities Including Frailty Due to Old age.

Figure 18: % of APCC's by alleged perpetrator 2014-2018



The most commonly cited alleged perpetrator is a relative to the client.

In 2017/18 there were no case conferences without a recorded alleged perpetrator, compared to 10 records having no recorded alleged perpetrators in 2016/17.

## Housing and Community Care - Adult Support and Protection

### Adult Protection Case Conferences

Figure 19: % APCCs by disposals

|                                                  | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|--------------------------------------------------|---------|---------|---------|---------|
| Adult Protection Plan                            | 43%     | 56%     | 52%     | 0%      |
| Ongoing Monitoring Through Mainstream Procedures | 26%     | 19%     | 48%     | 50%     |
| No Further Action                                | 9%      | 19%     | 0%      | 50%     |
| Not Recorded                                     | 22%     | 7%      | 0%      | 0%      |

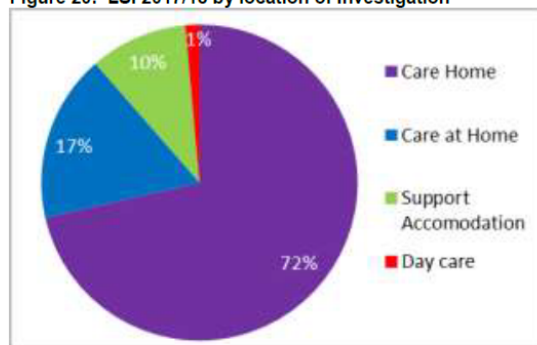
In 2017/18 half of the AP case conferences resulted in ongoing monitoring through mainstream procedures.

In 2016/17 and 2017/18 there were no case conferences without a recorded disposal this is an improvement on the previous years.

## Housing and Community Care - Adult Support and Protection

### Large Scale Investigations

Figure 20: LSI 2017/18 by location of Investigation



Over the four year period there were 70 Large Scale Investigations (LSI), 22 in 2014/15 and 18 in 2015/16, 18 in 2016/17 and 12 in 2017/18.

The majority of these investigations took place in care homes.

The issues identified from the Large Scale Investigation audit in 2017 were

- Medication errors
- Neglect/lack of care/hygiene issues
- Staff shortages/lack of experience and knowledge
- Poor communication/record keeping
- Failure to report/seek medication attention; and
- Aggression between residents

**August 2014 - Removal order applied for and refused.**

This order was requested to remove a son with a learning disability from the family home. The removal order was refused on the grounds that the harm was not serious enough.

**May 2015 - Banning order applied for and granted.**

This order was requested to prevent a son visiting his 85 year old mother who experiences physical and mental health issues. The banning order was to prevent financial exploitation by the son against his mother.

**August – September 2016 - Banning order applied for and granted.**

A temporary/full banning order was requested to prohibit two acquaintances visiting a man with disabilities who was being financially targeted.

**May – July 2017- Banning order applied for and granted.**

Another temporary/full banning order was requested to prohibit two acquaintances visiting a man with disabilities who they had previously targeted and were currently exploiting for financial gain.





# **ADULT SUPPORT AND PROTECTION IMPROVEMENT PLAN 2018-2020**

**The Perth & Kinross Adult Protection Committee and partners are committed to continuous improvement through self evaluation and the work of the sub committee.**

## **Vision**

People have the right to live as independently as possible in a safe environment; to be free from harm; to have their wishes and feelings taken into account; and to have the minimal amount of intervention in their personal lives.

## **Purpose**

To support and protect adults who may be at risk of harm or neglect and who may not be able to protect themselves.

## **Local Context**

Under the auspices of the Community Planning Framework, <http://www.pkc.gov.uk/communityplanning> are the key strategic plans for all services in Perth and Kinross to improve the lives of vulnerable people by ensuring that:

- Resilient, responsible and safe communities
- People in vulnerable circumstances are protected
- Longer healthier lives for all

## Our Local Outcomes: A Whole Life Approach<sup>1</sup>



## **The Work of the Adult Protection Committee (APC)**

The work of Perth and Kinross Adult Protection Committee is fundamental to ensuring better outcomes for vulnerable people who are at risk of harm, neglect and exploitation.

Underpinning the work of the APC

### **Continuous Improvement**

- Policies, Procedures and Protocols
- Self-Evaluation in Improving Services
- Promoting Good Practice
- Learning and Development

### **Strategic Planning**

- Communication, Collaboration and Co-operation
- Making and Maintaining Links with Other Planning Fora

### **Public Information and Communication**

- Raising Public Awareness
- Involving adults at risk and their Families

### **Monitoring, Evaluation, Outcomes and Impact**

The Adult Protection Inter-Agency Coordinator will be responsible for coordinating the plan on behalf of the APC.

### APC Improvement Plan 2015-16

|    | Outcome                                                                                                      | Actions/Tasks                                                                                                                                                                                                                                             | Strategic person responsible                   | Timescales | Monitoring and evaluation      |
|----|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------|--------------------------------|
| 1  | Improved Service user and carer experience                                                                   | How to capture information in the best way to ensure views are heard and changes made if required.<br>More work with Perth & Kinross Voluntary Association of voluntary services and the client and carers groups                                         | APC sub-group<br>PKAVS<br>Independent Advocacy |            |                                |
| 2  | Equal status at Public protection forums                                                                     | Leadership at Chief Officer Group to ensure ASP has equal status                                                                                                                                                                                          | APC Convenor                                   | Ongoing    |                                |
| 3. | Policies and procedures are effective in improving outcomes for adults at risk and their families and carers | Review policies and procedures to check if they are making a difference to practice and having a positive impact on adults at risk.<br>Review joint policies with childcare especially in relation to transitions and re visit IRD and screening options. | APC and APC sub-group                          |            | Arrange meeting with childcare |

|   |                                                                                         |                                                                                                                                                                                                                                                                                                                            |                                                                                             |                                                                                        |                                                        |
|---|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|--------------------------------------------------------|
| 4 | Perth & Kinross Multi-agency Guidance is updated to reflect current issues and practice | Update Perth & Kinross multi-agency operational guidance                                                                                                                                                                                                                                                                   | APC sub group<br>Police Scotland<br>NHS ASP lead                                            | December 2018                                                                          |                                                        |
| 5 | Effective communication with partners and members of the public                         | Review methods of communication with better use of social media and webpage and updated messages to members of the public                                                                                                                                                                                                  | APC Sub-group and communications team                                                       |                                                                                        |                                                        |
| 6 | Learning from ASP national thematic inspections                                         | Analyse the ASP thematic inspection results and carry out self-evaluation in relation to the key messages for APC recorded in report                                                                                                                                                                                       | APC and APC sub-group                                                                       | December 2018                                                                          | Arrange Risk assessment workshop for September/October |
| 7 | Improved processes by implementing audit Improvement plan                               | <p>Ensure actions from improvement plan developed following audits has been implemented and reported back to AC in relation to</p> <p>Chronologies - training</p> <p>Protection plans and recording of outcomes- audit</p> <p>Conversion rates from investigation to APCC- audit</p> <p>Low referral rates to advocacy</p> | <p>ASP Coordinator</p> <p>ASP Coordinator</p> <p>ASP Coordinator</p> <p>ASP Coordinator</p> | <p>September 2018</p> <p>September 2018</p> <p>September 2018</p> <p>December 2018</p> |                                                        |

|     |                                                                                   |                                                                                                                                                                                                                     |                                                            |               |                            |
|-----|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|---------------|----------------------------|
| 8   | Assist to improve knowledge of front line police officers                         | Support frontline officers in Police Scotland understanding of capacity/ability to safeguard                                                                                                                        | Police Scotland ASP Coordinator                            |               | Arrange meeting to discuss |
| 9   | Effective GP engagement                                                           | GP engagement, their role in process and impact of their involvement as capacity a key issue                                                                                                                        | APC and GP rep                                             |               |                            |
| 10. | Informed risk taking                                                              | Informed risk taking both for Practitioner empowerment and in regard to escalation process for other agencies if response not appropriate.                                                                          | APC / HSCP<br>APC sub-group                                |               |                            |
| 11  | Enhance learning and stream line processes in health and social care partnerships | Enhance learning and stream line processes across areas such as SEA (significant event analysis) and LAER (local adverse event review) and SCR (significant case review) and SCEA (Significant case event analysis) | APC/HSCP                                                   |               |                            |
| 12  | Effective Tayside Collaboration                                                   | Agree areas of joint working, key processes, learning and development, APCC, appropriate adults and harmful practices                                                                                               | APC independent Convenors, ASP leads, police Scotland, NHS | Ongoing       | Next meeting 21 September  |
| 13  | Dissemination of learning and good practice from other areas                      | Learning from other areas/ reviews/ SCR/ national inquiries- need for                                                                                                                                               | ASP Coordinator                                            | December 2018 |                            |

|  |  |                                                                                         |  |  |  |
|--|--|-----------------------------------------------------------------------------------------|--|--|--|
|  |  | process in place to collect and disseminate learning and good practice from other areas |  |  |  |
|--|--|-----------------------------------------------------------------------------------------|--|--|--|

DRAFT



## **Adult Protection Committee Bi-ennial report 2016-18**

### **What is Adult Support and Protection**

The Adult Support and Protection Act 2007 gives greater protection to adults at risk of harm or neglect. The Act defines adults at risk as those aged 16 years and over who are **unable** to safeguard their own wellbeing, property, rights or other interests.

### **Vision**

People have the right to live independently as possible in a safe environment, free from harm, to have their wishes and feelings taken into account and to have the minimal amount of intervention in to their personal lives.

### **The role of the Adult Protection Committee**

The Adult Protection Committee (APC) is a multi-agency group that meets quarterly and is chaired by an Independent Convenor. Their role is to oversee Adult Support and Protection (ASP) activity and processes in Perth and Kinross by:

- (a) keeping under review the procedures and practices of the public bodies and office-holders
- (b) giving information or advice, or make proposals, to any public body and office-holder of functions which relate to the safeguarding of adults at risk
- (c) making or assisting in the arrangements for improving the skills and knowledge of officers or employees of the public bodies and office-holders.

In performing its functions, an Adult Protection Committee must have regard to the desirability of improving co-operation between each of the public bodies and office-holders for the purpose of assisting those bodies and office-holders to perform functions in order to safeguard adults at risk present in the council's area.

### **Adults at risk in Perth & Kinross**

The information collected locally show that almost half of adults at risk in Perth & Kinross are over 80 years old. This consists of 2 main client groups with infirmity of old age accounting for 2/3rds and people with dementia for the other 33%.

People with a learning disability account for 30% of all adults at risk. As adults with a learning disability make up only 6% of overall population, this client group appear to be over represented.

Physical harm is the main type identified in over half of cases followed by neglect in a quarter of cases.

Care Homes was the location of harm in 56% of cases with 36% of cases recorded at the home address.

### **The main achievements over the past 2 years**

- Financial harm work is ongoing with introduction of the banking protocol and new processes implemented for financial harm by paid carers.

- Work with Care Homes and Care at Home organisations to explore current issues and develop an action plan to address identified areas.
- Increasing referrals are being received for self-neglect and hoarding which has resulted in specific policies and training in relation to dealing with these issues.
- Improving the management information and performance outcome framework to streamline 6 monthly stats to cover a 4-5 year period to identify trends over time.
- A conference was held in March 2018 on addressing the effects of trauma throughout life. There is ongoing work in relation to adverse childhood experiences and vulnerabilities.
- Working with the Minority Ethnic Hub meeting to gain more understanding of the challenges facing different ethnic groups in Perth & Kinross.
- Health and social care integration has raised the profile of ASP in localities and at a strategic level.
- Police Scotland officers work closely with social work staff to identify repeat victims of harm and disability hate crimes to develop personal safety plans and identify other supports needed.

#### **The Main areas for developments 2018-2020**

- Capture Service user and carer experience in the best way to ensure views are heard and changes made if required
- Analyse the ASP national thematic inspection results and carry out self evaluation in relation to the key messages for APC recorded in report.
- Ensure actions from improvement plan developed following audits has been implemented and reported back to APC in relation to Chronologies, Protection plans and recording of outcomes.
- GP engagement, their role in process and impact of their involvement as capacity still a key issue
- Enhance learning and stream line processes in health and social care partnership.
- Agree areas of joint working in Tayside in relation to key processes and learning and development.

The Adult Protection Committee (APC) is committed to progress the continuous improvement in supporting and responding to concerns about adults at risk of harm, identifying trends and gaps and implementing actions as required.

An improvement plan has been developed for 2018-20 and will be closely monitored by the APC to ensure ongoing development.

**PERTH AND KINROSS COUNCIL**

**Lifelong Learning Committee  
31 October 2018**

**Scrutiny Committee  
28 November 2018**

**Raising Attainment Strategy Update 2018**

**Report by Executive Director (Education and Children's Services) (Report No. 18/352)**

**PURPOSE OF REPORT**

This report provides a 2018 progress update on the Raising Attainment Strategy 2016-2019. It also presents information on a range of measures designed to both improve performance and monitor progress of improvements. Progress and performance highlights are provided in the Executive Summary.

**1. BACKGROUND / MAIN ISSUES**

- 1.1. In March 2017, Scottish Government published [statutory guidance](#) detailing new education authority duties. Education authorities are to demonstrate how they have delivered against the strategic priorities of the [National Improvement Framework](#) (NIF) for Scottish Education. Specifically, education authorities are required to publish annual plans and reports setting out the steps they have taken in pursuance of the NIF with particular reference to reducing inequalities of outcome experienced by pupils as a result of socio-economic disadvantage. This report fulfills this obligation to report annually on progress.
- 1.2. In addition, further guidance issued in April 2018 requested that this reporting include information on the use and impact of [Pupil Equity Funding](#) within the education authority, which is allocated directly to schools, and is targeted at closing the poverty-related attainment gap.

**2. RAISING ATTAINMENT STRATEGY**

- 2.1. The Raising Attainment Strategy was agreed by the Lifelong Learning Committee on 2 November 2016 ([Report No. 16/348 refers](#)). Supporting the [strategy](#) was an implementation plan organised around the four NIF priorities:
  - Improvement in attainment particularly in literacy and numeracy;
  - Closing the attainment gap between the most and least disadvantaged;
  - Improvement in children and young people's health and wellbeing; and
  - Improvement in employability skills and sustained, positive school leaver destinations for all young people.

- 2.2 This report provides information on progress towards each of these priorities. The Executive Summary highlights areas of improved and improving performance. It also indicates areas where greater improvement is required.
- 2.3 The Pupil Equity Fund is a national initiative to provide additional funding directly to schools. The aim of this funding is to close the deprivation related attainment gap. From the national fund of £120 million, a total of £1.6 million was allocated to schools in Perth & Kinross.

This report provides information on the use of that funding within schools, and starts to describe the impact it is having on outcomes for children and young people.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1. The report outlines the ongoing activity and progress across Education and Children's Services to achieve the priorities of the National Improvement Framework for Education, as well as progress of the Council's Raising Attainment Strategy 2016-2019.
- 3.2. It is recommended that the Lifelong Learning Committee considers the contents of this report.
- 3.3. It is recommended that the Scrutiny Committee scrutinises and comments as appropriate on this report.

#### Author(s)

| Name         | Designation                                    | Contact Details                                                      |
|--------------|------------------------------------------------|----------------------------------------------------------------------|
| Rodger Hill  | Head of Education<br>(Secondary and Inclusion) | <a href="mailto:ECSCommittee@pkc.gov.uk">ECSCommittee@pkc.gov.uk</a> |
| Paul Davison | Corporate Research and<br>Information Manager  | 01738 475000                                                         |

#### Approved

| Name          | Designation                                               | Date            |
|---------------|-----------------------------------------------------------|-----------------|
| Sheena Devlin | Executive Director (Education<br>and Children's Services) | 16 October 2018 |

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | Yes               |
| Corporate Plan                                      | Yes               |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | None              |
| Workforce                                           | None              |
| Asset Management (land, property, IST)              | None              |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | None              |
| Strategic Environmental Assessment                  | None              |
| Sustainability (community, economic, environmental) | None              |
| Legal and Governance                                | None              |
| Risk                                                | None              |
| <b>Consultation</b>                                 |                   |
| Internal                                            | Yes               |
| External                                            | None              |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | None              |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This report relates to objective (ii) of the Perth and Kinross Community Plan / Single Outcome Agreement; Developing educated, responsible and informed citizens.

#### Corporate Plan

- 1.2 This report relates to objective (ii) of the Perth and Kinross Council Corporate Plan; Developing educated, responsible and informed citizens.
- 1.3 The report also links to the Education & Children's Services Policy Framework in respect of the key policy area: Change and Improvement.

### 2. Resource Implications

#### Financial

- 2.1 N/A.

## Workforce

2.2 N/A.

## Asset Management (land, property, IT)

2.3 N/A.

## **3. Assessments**

### Equality Impact Assessment

3.1 This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

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

### Strategic Environmental Assessment

3.2 This report has been considered under the Environmental Assessment (Scotland) Act 2005. No further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.

The information contained within this report has been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report.

### Legal and Governance

3.4 N/A.

### Risk

3.5 N/A.

## **4. Consultation**

### Internal

4.1 The report is developed in collaboration with Heads of Service, Managers and staff across ECS.

External

4.2 N/A.

**5. Communication**

5.1 N/A.

**2. BACKGROUND PAPERS**

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

**3. APPENDICES**

Appendix 1 : Education and Children's Services Raising Attainment Strategy Update 2018







## Appendix 1

# Education and Children's Services

# Raising Attainment Strategy Update 2018

# Executive Summary

This report provides an update for the academic session 2017-18 on the progress of the Perth & Kinross [Raising Attainment Strategy](#), agreed by the Lifelong Learning Committee on 2 November 2016 ([Report 16/348](#)) as well as the supporting [implementation plan](#). It meets the requirement set out by the Scottish Government on reporting progress on the priorities set out in the National Improvement Framework ([NIF](#)) for education and also those of the Pupil Equity Fund (PEF) in tackling the poverty related attainment gap.

The report is structured around the four key priorities of the NIF and also the main improvement themes set out in the Council's original strategy. Updates are provided on the actions planned and undertaken throughout 2017/18 as well as the direction of next steps. There has been extensive progress in one year across the large number of activity and improvement areas, but being extended programmes of work many will continue to develop further to meet the objectives of National Improvement Framework.

- Work in **early years** settings on their development, communication and early literacy prepares children for school.
- Schools are increasingly developing new ways of delivering **family learning** opportunities, and wider **parenting** programmes are increasing their support to families with younger and older children.
- Extensive work around **literacy and numeracy** at all levels reinforces the importance that this holds. Effective tracking and monitoring of progress in attainment and also wellbeing is widespread. **Digital** technologies are increasingly used to enhance teaching and learning.
- **Leadership** programmes are developing the appropriate insight, skills and behaviours for current and future education leaders, and all staff increasingly understands the socio-economic contexts of their schools.
- Evidence-based and data-driven **improvement activity** is widespread and continually expanding. Interventions to address the poverty-related gap are well-planned and increasingly well-evaluated to show impact. Effective planning for **school improvement** and implementing PEF draws upon increasingly sophisticated data resources.
- Many staff have both skills and confidence to address **emotional wellbeing** issues raised by children and young people as quickly as possible. Improvement projects to build resilience and coping skills in young people are under way.
- Secondary schools continue to develop their curricular options with a view to increasing **vocational** opportunities while maintaining a broad academic offer. The range and number of foundation apprenticeships is increasing.
- There is an increase in **employer engagement** with schools, employer visits, employer contribution to the curriculum, workplace visits and the number of work experience opportunities have increased.

A range of performance information is presented, describing progress in the principal and supporting measures established in the strategy. As previously reported these explore both **excellence** – raising overall performance for all and **equity** – narrowing the poverty-related gaps in outcomes. Key points highlighted are:

- Small improvements are beginning to be seen in proportions of pre-school children meeting expected **development milestones**. Additionally there are initial indications of a narrowing of the gap across deprivation categories.
- Attainment across **literacy and numeracy** at P1, P4, P7 and S3 continues to increase steadily, based on teacher judgements of Curriculum for Excellence (CfE) levels. There are also early indications of closing the attainment gap at all stages. **Writing** and **numeracy** levels are generally lower than for **reading** and **listening/talking**, especially for P4 and P7, and the poverty-related gaps more persistent, highlighting continuing priorities for the literacy and numeracy strategies that have been established across the authority.
- For **school leavers**, literacy and numeracy qualifications achieved are generally increasing across both SCQF levels 4 and 5. However, more recently this increase has fallen behind the virtual comparator (VC) especially at level 5, indicating continued focus is required. For those S4 and S5 leavers without Highers, 70% achieved a **vocational qualification**.

- **Senior phase attainment** for leavers continues to be good, with an overall upward trend. However poverty-related gaps evident in all areas of attainment and leaver destinations remain. It may be that narrowing of gaps in these areas will be seen over a longer time period, once the effects of improvements and interventions earlier in young peoples' lives (including PEF) become evident for school leavers.
- There are indications that educational outcomes for looked after children are also improving.

Looking at supporting performance measures:

- **Exclusions** from school continue to reduce. Overall **attendance** in secondary is steady and primary attendance has fallen slightly over recent years in line with national trends related to unauthorised parental holidays.
- Most primary schools (95%) have received training in Bounce Back, a programme to promote **resilience** levels of children.
- Around 600 staff (the majority in schools) have now completed training delivered by CAMHS to increase their skills and confidence to address **emotional wellbeing** issues raised by children and young people as quickly as possible before they develop and require specialist intervention.
- Participation in **Active Schools** activities is steadily increasing and in primary the participation gap has largely been eliminated.

It may be helpful to consider this report alongside the Education and Children's Services [Annual Performance Report](#) for 2017/18 which considers the full breadth of services provided in the area, including those supporting children and families in a range of ways which may not relate directly to school-based attainment and achievement but certainly act to support children and young people to achieve their fullest potential.

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# Introduction

The [Standards in Scotland's Schools etc. Act 2000](#) (as amended by the [Education \(Scotland\) Act 2016](#)) requires education authorities to prepare an annual report describing:

- a) Actions taken to reduce inequalities of educational outcome experienced by pupils as a result of socio-economic, or other, disadvantage.
- b) How the authority has due regard for the views of stakeholders, such as pupils, parents and families when making strategic decisions
- c) Actions taken to achieve the strategic priorities of the [National Improvement Framework](#)
- d) The educational benefits for pupils resulting from these actions

This report is a response to that requirement, reporting on the academic session 2017-18, and provides an update on the progress of the Perth & Kinross [Raising Attainment Strategy](#), agreed by the Lifelong Learning Committee on 2 November 2016 ([Report 16/348](#)) as well as the supporting [implementation plan](#).

Pupil Equity Funding is additional funding allocated directly to schools as part of the Scottish Government's [Scottish Attainment Challenge](#) programme, and is targeted at closing the poverty-related attainment gap. In Perth and Kinross, 76 schools shared £1.6M of Scottish Government funding in 2017-18. Authorities are required to report to the Scottish Government summarising the outcomes and performance as a result of the funding.

The report outlines progress towards each of the priorities identified in the National Improvement Framework (NIF) and provides updates on the main actions outlined in the Raising Attainment Implementation Plan against each of these priorities:

- Improvement in attainment particularly in literacy and numeracy
- Closing the attainment gap between the most and least disadvantaged
- Improvement in children and young people's health and wellbeing
- Improvement in employability skills and sustained, positive school leaver destinations for all young people

The report also outlines progress under each of the key drivers of improvement identified in the NIF:

- School leadership
- Teacher professionalism
- Parental engagement
- Assessment of children's progress
- School improvement
- Performance information

# NIF Priority 1 : Improvement in attainment, particularly in literacy and numeracy

All teachers are required to assess and record the progress made by each pupil in every class in Reading, Writing, Listening and Talking and Numeracy. Teacher professional judgement in Perth and Kinross has been supported by the use of the National Benchmarks in Literacy and Numeracy, to ensure that teachers have a shared understanding of expected standards of children at different stages. A focus for this academic session has been to ensure that the benchmarks are understood and used in all schools to help all teachers make informed judgements about progress in learning across the whole curriculum.

This information is monitored at class, school, local management group and authority-wide level as required. The data gathered from these teacher judgements from June 2016 to June 2018, along with figures from previous years, shows a generally improving trend in literacy and numeracy. However, there continues to be no room for complacency as the P4 data shows that improvement has not been as steady as in other stages, although the latest year shows improvement. The improvement in numeracy, in all schools, has not been as strong over the last three years and is an area of focus.

The Perth and Kinross tracking spreadsheets and the Attainment Suite are supporting all primary schools in their attainment discussions. Pupil attainment is also a feature of school improvement visits. To support achievement of a level and full engagement with the Benchmarks, schools are challenged to engage with moderation of their judgements. This will continue to be a focus for our work with schools this year.

Phase 2 of Closing the Communication Gap was rolled out to an additional 13 schools in April 2018. The programme develops practitioners' skills to support children's language and communication development and early reading skills. Parents are also involved in the programme to share with them information on ways to support children's language and communication skills at home. Data gathered from phase 1 has shown an increase in practitioner awareness of their own language levels and style when talking and listening to children, an increase in practitioner awareness of consciously introducing new vocabulary in daily spoken activities and all practitioners said that the programme has changed their practice. Almost all parents said they are more aware of ways to develop children's language development at home as a result of the programme.

Education and Children's Services (ECS) extended the time allocated to literacy and numeracy development in our probationer induction programme to ensure a heightened and more targeted focus on improving literacy and numeracy skills. Evaluations indicated that both primary and secondary probationary teachers now have a greater knowledge of the key opportunities and challenges in raising attainment and closing the gap in literacy and numeracy, are motivated to improve the quality of literacy and vocabulary-rich environments and understand the expectations for all teachers in PKC to deliver excellence and equity.

Strategies for literacy, numeracy (and health and wellbeing) have been developed and distributed widely. The existence and purpose of the National Numeracy Hub continues to be shared widely across Perth and Kinross through a range of communication methods. Schools and individual practitioners are using the Hub for career-long professional learning to suit their school/individual contexts.

The National Children and Young People Improvement Collaborative Stretch Aim by 2020 is that at least 85% of Children within each SIMD quintile will have reached all of their developmental milestones at time of their 27-30 month and 4-5 year child health reviews. Until the latter review is fully established, Perth and Kinross Council collects development milestone information of all pre-school children using its own approach.

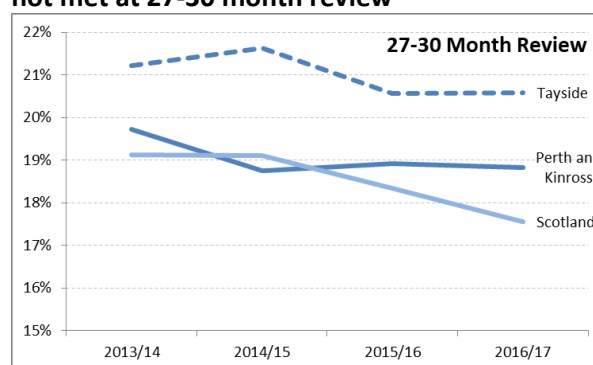
Early intervention in the childrens' development is likely to have long-term benefits across many measurable outcomes. Both measures shown here indicate gradual improvement and there are indications that the gradient (gap) across deprivation categories is reducing.

**Figure 1 : Development milestones at 27-30 Months and prior to starting school (P1)**

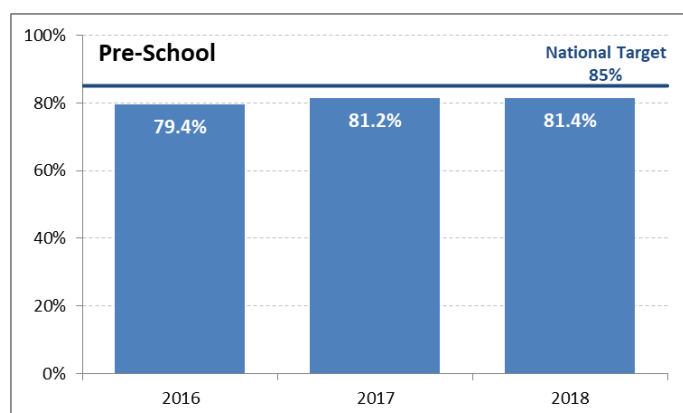
Due to a change in reporting to new domains, a large number of assessments were incomplete across Scotland in 2016/17. This will impact on the headline figure of "no concerns" that is usually reported. Therefore figures of "% that have a concern in any domain" are shown instead and these indicate an improving trend for Perth and Kinross (ie reducing number).

Source: NHS ISD. Data tables are provided in Appendix 1 : Table 1

**Proportion of children where at least one milestone is not met at 27-30 month review**



**Proportion of P1 children meeting all developmental milestones prior to starting school**



There is a gradual improvement (increase) seen in pre-school developmental milestones being met and also indications of a closing of the gap across deprivation categories.

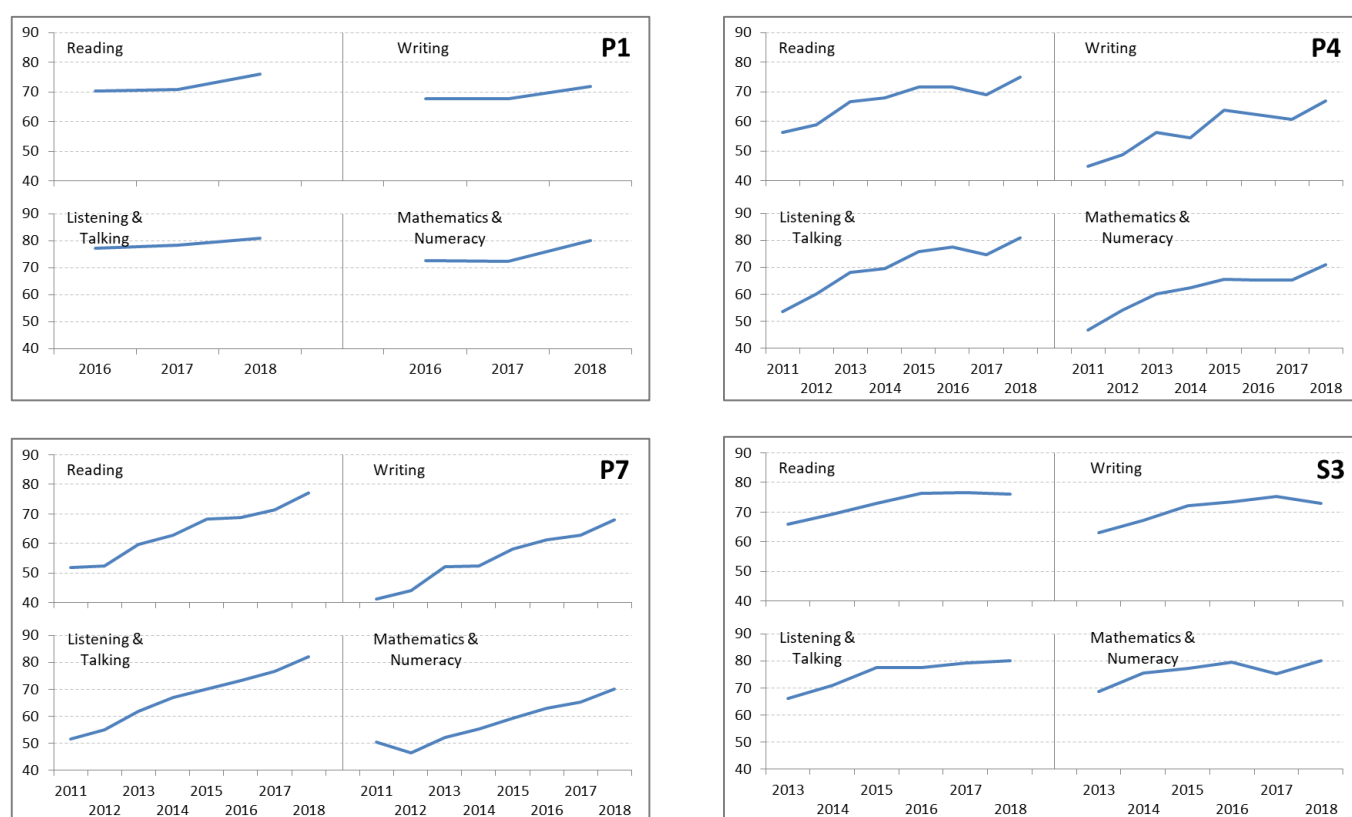
Boys remain more likely to not meet developmental milestones. Emotional development, and speech and language are the development areas most commonly not met.

Source: NHS ISD/ PKC Schools. Data tables are provided in Appendix 1 : Table 2

Prior to 2018, teacher judgements of pupil progress within and across CfE levels were based upon judgments of 'working within a level'. Teacher judgements gathered at the end of P1, P4, P7 were done so without national benchmarks to provide clarity on the national expected standards around early, first and second levels; 'PKC indicators' to inform judgement of levels were developed as a means to support teachers. The 2018 collection is the first one subsequent to publication and use of national benchmarks. Along with a focus on the guidance regarding 'achievement of a level' they mark a new 'baseline' for consideration of future performance, which is lower than that previously reported locally and nationally. A new collection method using tracking and monitoring spreadsheets was used which included a greater detail of recording pupil progress. Previous years' figures are adjusted in line with this. Collection approaches in S3 are unchanged.

Steady progress in levels achieved is shown across all stages and areas. However, writing and numeracy levels are generally lower than for reading and listening and talking, especially for P4 and P7, highlighting priorities for the literacy and numeracy strategies that have been established.

**Figure 2 : Proportion of pupils achieving expected levels (CfE) of literacy and numeracy at P1, P4, P7 and S3**



Source: PKC Schools. Data tables are provided in Appendix 1 : Table 3

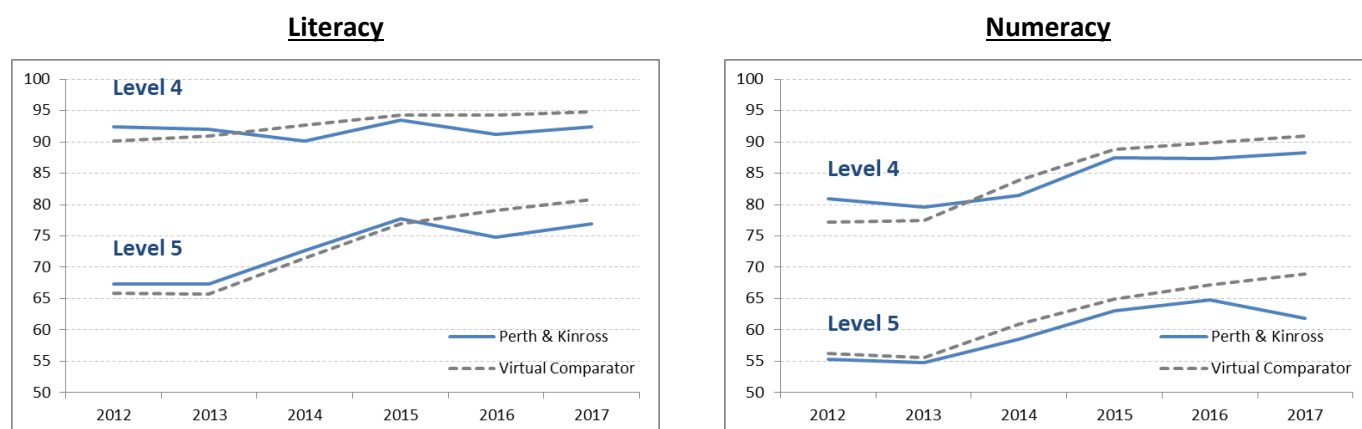


Looking at attainment throughout the Senior Phase (S4-S6 of secondary), the Scottish Government benchmarking tool, *Insight*, assists schools and authorities support the key principles and purpose of Curriculum for Excellence, drawing together a range of attainment data for analysis. *Insight* includes the Virtual Comparator (VC) feature, which takes the key characteristics of each Perth and Kinross pupil that influence attainment and matches them to the average of 10 similar pupils from across Scotland. This benchmark is an effective way to help understand the authority strengths and areas for improvement.

In this section the attainment of school leavers is considered, this being the national approach to benchmarking performance and attainment achieved across S4, S5 and S6. However, for completeness, more traditional measures of the breadth and depth of attainment achieved by individual year groups are included in the Appendix (Table 9). This year, there was an unchanged result for National 5 awards achieved in S4, whereas S5 had a strong performance and S6 results were slightly lower than three very strong years previously.

Reflecting improvements seen in CfE levels, the literacy and numeracy qualifications achieved by school leavers is generally increasing across both SCQF<sup>1</sup> levels 4 and 5. However, more recently this increase has fallen behind the virtual comparator (VC) especially at level 5, indicating continued focus is required.

**Figure 3 : Proportion of school leavers achieving literacy and numeracy at SCQF levels 4 and 5**



Source: *Insight*. Data tables are provided in Appendix 1 : Table 5

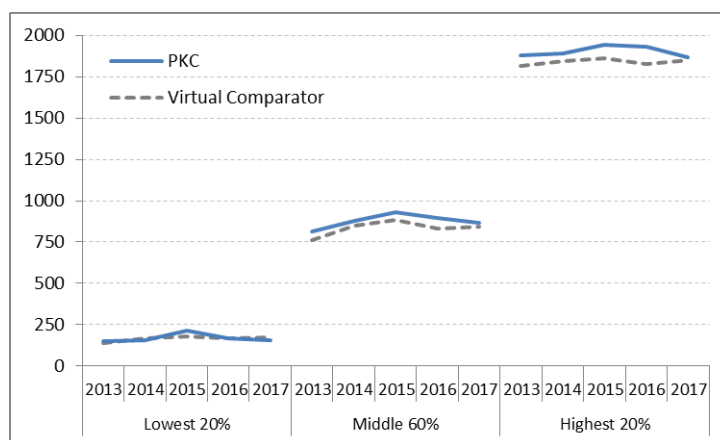
<sup>1</sup> Scottish Credit and Qualifications Framework

Insight uses tariff points to compile ‘latest and best’ attainment for individuals in a way that recognises all types of achievements and awards from a range of providers. Using average total tariff points is a way to produce overall summary measures of attainment.

Overall the average tariff points have remained relatively steady, with a peak in 2015 where results were particularly strong. The average is also consistently higher than the authority’s virtual Comparator, other than the most recent results in the Lowest Achieving 20% group, highlighting the continued focus needed.

Source: Insight. Data tables are provided in Appendix 1 : Table 7

**Figure 4 : Average Total Tariff Score of school leavers, grouped by achievement level**



| Actions for 17/18                                                                                                                                                            | Progress/Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Next Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Literacy and Numeracy benchmarks in use from August 2017. Teachers, schools and LMGs moderate to support teacher professional judgement in achieving a level.</p>         | <p>Teacher professional judgement in Perth and Kinross has been supported by the use of the National Benchmarks in Literacy and Numeracy. Judgements have been based on achievement of a level and there continues to be varying levels of teacher confidence. To support achievement of a level and full engagement with the Benchmarks, schools are challenged to engage with moderation of their judgements.</p>                                                                                                                                                                                                                                                                                                                                          | <p>A continued focus for 18/19.</p>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p>Launch 3-18 Literacy Strategy in November 2018 and develop and launch 3-18 Numeracy Strategy for Raising Attainment.</p>                                                  | <p>The PKC Literacy Strategy provides clear direction for all to ensure that our learners experience the highest quality of literacy learning and teaching at all stages from the early years to adulthood. Educational Psychology input has supported the gathering of sound research to determine effective universal and targeted approaches to raising attainment. Impact is being measured through the improvement in young children's emergent literacy skills, the number of learners attaining appropriate Curriculum for Excellence Levels in P1, P4, P7 and S3 and the percentage of pupils attaining National Qualifications. The strategy was launched in August 2018. A similar process has been undertaken with the PKC Numeracy Strategy.</p> | <p>All ELC (Early Learning and Childcare) settings supported to embed approaches to enhance childrens' early communication and literacy skills.</p> <p>Implement year 1 of literacy and numeracy strategies, including establishing steering group to oversee implementation and measure impact.</p> <p>Good practice in literacy and numeracy continues to be shared at Authority, Local Management Group, School and Curriculum Improvement Network level.</p> |
| <p>Continue to develop and support the role of literacy and numeracy coordinators and share good practice and ideas to improve learning and teaching across all schools.</p> | <p>Literacy and numeracy coordinators in schools support practitioners to develop their understanding of relevance to curricular areas.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Literacy and numeracy remains a priority for the PKC Curriculum Improvement Networks and DHT (Depute Headteacher) School Improvement and DHT Support groups.</p> <p>Establish literacy and numeracy strategy steering groups to oversee implementation of strategy and measure impact.</p>                                                                                                                                                                    |

| Actions for 17/18                                                                                                                                                                                                           | Progress/Evidence                                                                                                                      | Next Steps                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Continue the use of the Primary One Literacy Assessment and Action Resource (POLAAR) in all Primary schools to identify and assess children who are most at risk of developing later difficulties with reading and writing. | Successful CLPL (career long professional learning) sessions for Primary 1 teacher s on the POLAAR resource have been well attended.   | There is a continued expectation that schools in PKC will use POLAAR to reduce barriers to literacy for individual or small groups of pupils.                                                    |
| Implement the Digital Learning Strategy to enhance learning and teaching in literacy and numeracy.                                                                                                                          | Three schools have achieved the <i>Digital Schools Award</i> and a further 15 are registered or are in the process of achieving award. | Identify and provide digital professional learning.<br><br>Review and identify further infrastructure needs<br><br>Implement the Digital Virtual Campus across a number of centres and settings. |
| Support the introduction of Scottish National Standardised Assessments (SNSAs) in 2017-18.                                                                                                                                  | The successful implementation of Year 1 of SNSA, with very high levels of engagement and usage.                                        | Review Scottish National Standardised Assessment policy and procedures with Headteacher focus group and implement.                                                                               |
| All schools use SNSA analysis to support planned interventions in literacy and numeracy.                                                                                                                                    | Initial use of the interim information provided by SNSA has informed teachers' professional judgements.                                | As SNSA evidence becomes fully standardised and more robust, increase understanding and its use in planning.                                                                                     |

## NIF Priority 2 : Closing the attainment gap between the most and least disadvantaged

The targeted use of the **Pupil Equity Fund (PEF)** was a main area of development in 2017/18.

Whilst decision-making on PEF is devolved to schools, Education and Children's Services provides clear guidance to schools to assist in ensuring its use supports both national and local priorities. It was structured as:

- Identify gaps, using the full range of data and information resources made available centrally;
- Decide on appropriate interventions, drawing on appropriate evidence and guidance;
- Measuring impact, particularly for identified target groups.

Supported by Educational Psychologists, schools have been encouraged to engage with action research approaches to ensure evidence of the impact of any interventions was able to be identified and measured. This way of working provided an opportunity for schools to identify their own unique challenges and solutions. Schools established a baseline of current performance in a particular area, eg reading for understanding; identified the appropriate interventions based on evidence of impact; planned and implemented the necessary improvements and then monitored and assessed the impact the changes were having on attainment. Staff continue to plan and implement action research by selecting and analysing appropriate data, and then tracking its impact on pupil's educational experiences.

Key to ensuring that the interventions used in PEF (and others) had the maximum impact, analysis support was provided to schools by the Research and Performance Team centrally and the data resources of the Attainment Suite were further developed (and continue to be).

### Evaluation

After one academic year of planning for the use of PEF, individual school evaluations of progress are at the early stages. The following examples aim to highlight some of the impact which is already evident. Looking ahead to session 2018/19, schools are having an even greater focus on analysing their available data to further target a range of gaps for pupils.

In many schools, additional staffing is providing a more effective way of identifying young people who require targeted support. It is also providing more training and capacity within teams to deliver activities and interventions which support young people in their achievement and their health and wellbeing.

- Secondary schools have enhanced analysis that displays how young people from all backgrounds achieve in comparison to their virtual comparator. Schools have increased the tracking of pupils and are identifying, for example, those at risk of leaving with no qualifications and intervening early.
- In secondary schools, interventions and support, by extended pupil support teams have resulted in improvements such as the recognition of achievements. Young people report improved experiences in areas such as personal support and this has also been achieved through the extended support teams. This includes, for example, enhanced and improved communication with parents and has led to greater capacity to prioritise and deal with individual concerns.
- Staff surveys conducted in some secondary settings show that they have a clear understanding of the social, cultural and economic context of their schools including the demographics surrounding the poverty related attainment gap, how to measure it and also PEF. Most staff who respond to surveys state they use information and data effectively to identify and reduce inequalities in children and young people's

outcomes. There is evidence from departmental reviews and equity tracking conversations that practitioners use this information to plan support for learning in class leading to improved outcomes for learners. PEF Innovation funds that have been established are allowing individuals, groups and departments to be innovative and seek funding to address local inequalities and close the poverty related attainment gap, including participatory budgeting (Local Action Partnership) initiatives. Staff report increased confidence with strategies to support young people's wellbeing.

- Pupils report increasing satisfaction with interventions that are targeted and universal, for example, experiencing silent reading time in class each week. This prioritisation of reading time shows impact which is reflected in the high levels of success in progress in relation to the literacy benchmarks. The introduction of new approaches and resources to delivery in literacy and numeracy have been well received by young people, staff and parents and already are having a beneficial impact.
- In many primary schools staff have been able to work closely to deliver high quality small group support to those learners who have been identified through the data available to the school. Funding has been used to support training, additional resources and staffing. Where there has been a focus on closing the gap in reading accuracy and comprehension for some pupils there has been measurable success with particular interventions which have been supported by Educational Psychology Service. Some recorded evidence of progress record an average gain of 3 years in reading age for a targeted group of pupils. In another example, there has been an average increase of 6 years 5 months in reading accuracy. As a result of another reading intervention, current evidence shows that identified pupils demonstrated an increase in spelling scores and reading accuracy.
- Individual schools are tracking and monitoring the progress of targeted children and are noting progress in literacy and numeracy and areas of emotional wellbeing.

As schools move into the second year of planning for and evaluating the use of Pupil Equity Fund, there will be a greater amount of evidence available. To support the collection of this evidence, baseline measures have been established and the evaluation of the impact of PEF will become more measurable over time through these as well as the main outcome measures reported here. To support its analysis, the authority is well-placed to guide and assist schools to do this most efficiently and effectively.

During the year, the Council's internal audit service carried out a review to examine the arrangements put in place to ensure that schools understand, and can demonstrate consideration of, appropriate utilisation of Pupil Equity Funding in line with national guidance. It concluded that the internal controls in place were strong.

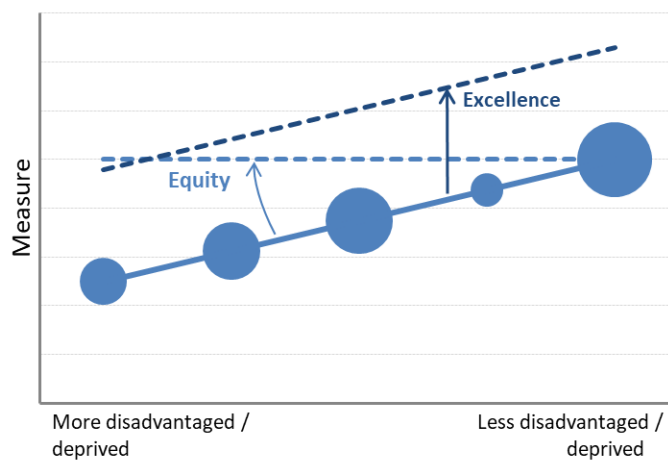
| Actions for 17/18                                                                                                                                                                                                                                                                     | Progress/Evidence                                                                                                                                                                                                                                                                                                                                        | Next Steps                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Using all resources available, including PEF where appropriate, all schools use data to analyse where the most significant educational gaps are and prioritise support, challenge and intervention by selecting the appropriate evidence based interventions that targets those gaps. | The School Improvement Framework has been refreshed to take account of the learning from the first year of PEF. School Improvement Plans contain a more detailed analysis of a school's attainment gaps and the actions and evidence-based interventions that have been identified. PEF spend is also clearly identified in the School Improvement Plan. | Provide ongoing support to schools in implementing evidence-based approaches to close the gap including use of Pupil Equity Funding. |

| Actions for 17/18                                                                                                                                                                  | Progress/Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Next Steps                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Building on the success of the Closing the Gap programme (CTG), all schools identify the baseline data to develop appropriate interventions.</p>                                | <p>The School Improvement Framework has been refreshed to take account of the learning from the first year of the PEF. School Improvement Plans contain a more detailed analysis of a school's attainment gap and the actions and evidence-based interventions that have been identified. PEF spend is also clearly identified in the School Improvement Plan.</p> <p>It is clear from the plans analysed by officers that there is an improved understanding and consistency across schools in identifying gaps and planning for appropriate interventions.</p>                                                                                                                                                                                                                                                                                                                                                                                             | <p>Within the Framework, develop improved guidance and support to schools to make best of use of improving data and analytical resources to identify gaps and evaluate the impact of interventions.</p> |
| <p>All schools and centres will engage in action research approaches or use improvement science models to improve the evidence of impact of interventions.</p>                     | <p>Supported by Educational Psychologists, schools in the Closing the Gap programme have used action research approaches to ensure evidence of the impact of any interventions was able to identified and measured. This provided an opportunity for schools to identify their own unique challenges and solutions. Schools established a baseline of current performance in a particular area, identified the appropriate interventions based on evidence of impact, planned and implemented the necessary improvements and then monitored and assessed the impact the changes were having on attainment.</p> <p>There continues to be a focus on Self-Regulation in Action using action research in primary schools. ECS staff Practitioners were supported to develop young people's self-regulation skills. Evaluations have shown that this led to improvements in attainment and achievement, especially for those from more deprived backgrounds.</p> | <p>Provide ongoing support to schools in implementing evidence-based approaches to close the gap including use of PEF.</p> <p>Support Action Research, Model for Improvement and use of data.</p>       |
| <p>Using the recommendations of the Inclusion Services Review, implementation plans are developed for 2018-19.</p>                                                                 | <p>Significant work undertaken, supported by expert working groups, on understanding predictable needs of learners across schools, as well the exceptional variance that cannot be readily established/predicted.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Implement the Inclusion Review to deliver equitable and excellent education which meets the needs of all learners.</p>                                                                               |
| <p>All schools will review the impact of planned interventions to reduce the attainment gap for pupils in ACORN 5/SIMD 1 and 2 and share successful strategies and programmes.</p> | <p>Significant work undertaken over the last year by schools to identify gaps and review the impact of interventions. Further work is required to ensure that a consistent set of measures are used to measure baseline and progress. A directory of strategies used has been collated and shared with schools.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Provide ongoing support to schools in implementing evidence-based approaches to close the gap including use of PEF.</p> <p>Support Action Research, Model for Improvement and use of data.</p>       |

## Excellence and Equity

In order to identify if the actions taken to improve our priorities have been effective, measures are aligned to the strategy's two overall objectives.

1. **Excellence** – we strive to improve performance across the board. In simple terms we aim to increase the combined 'average' of all individuals and **raise the line**.
2. **Equity** – we strive to reduce the “gaps” between those disadvantaged in different ways because of their circumstances. In simple terms we aim to **flatten the line** across groups of different advantage/deprivation.



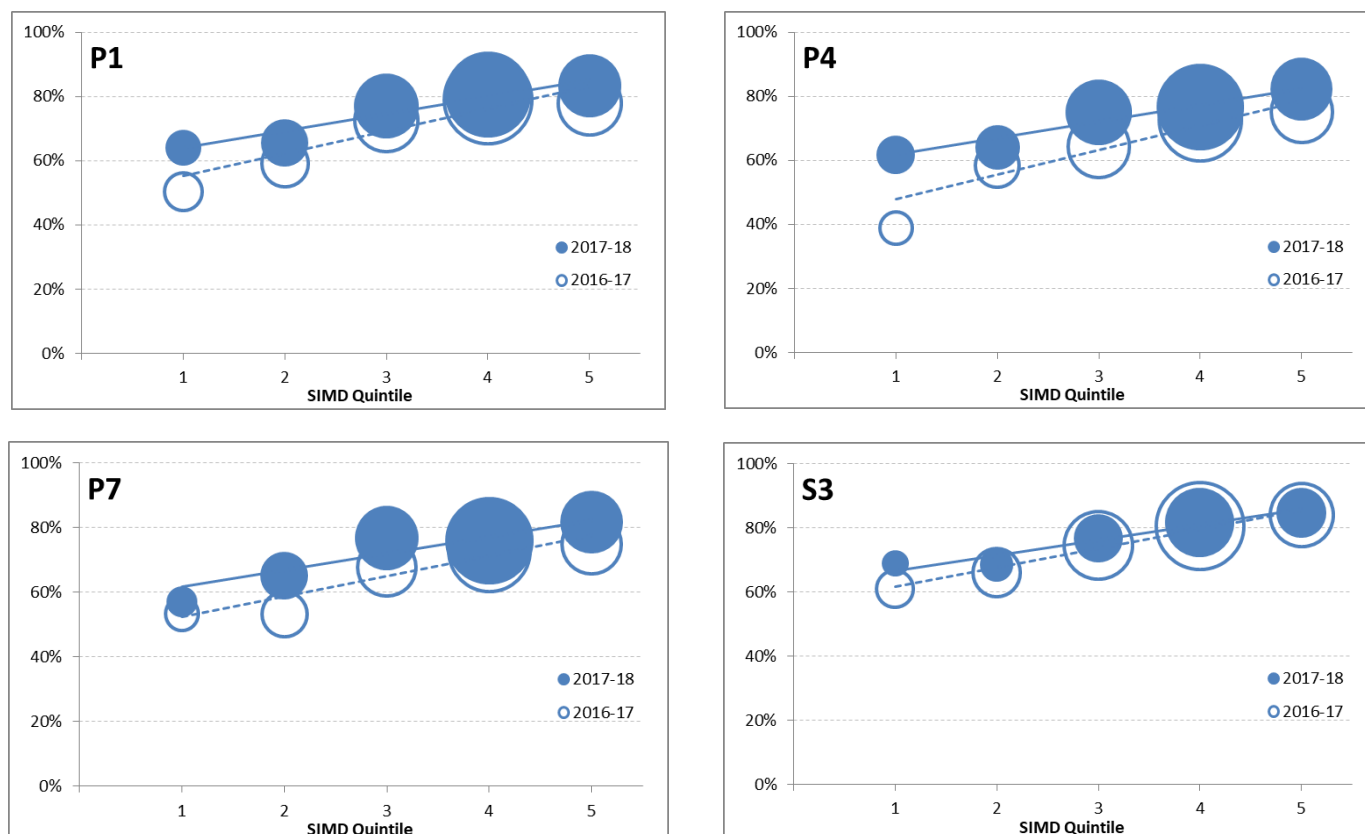
These principles are shown simply below but progress will likely be a complex combination of these two factors. In showing progress, we aim to draw upon a broad range of evidence rather than relying on single, narrow measures. Changes are likely to be seen reliably over several years and year-by-year comparison should be done with care. In this report, at authority level, the Scottish Index of Multiple Deprivation (SIMD) is used to understand the effects of poverty. However, for the majority of schools, SIMD is considered weak for differentiating pupil background or statistical analysis, and the ACORN classification is used preferentially.



## Broad General Education (P1 – S3)

There is a similar gap at each stage, when viewed across SIMD Quintiles (in Figure 5) with all curricular areas combined, and for pre-school developmental milestones (not shown). Initial indications show the gap narrowed in all cases last year, with the gradient of the inequality line flattening as **shown in Figure 5**. This is also confirmed when using alternative measures of deprivation such as ACORN<sup>2</sup>. There are indications that the gap in **writing** is harder to close for all ages as well as **numeracy** for older pupils. Further years of data will be needed to confirm these as established trends.

**Figure 5 : Proportion of pupils achieving expected levels (CfE) by SIMD Quintile**



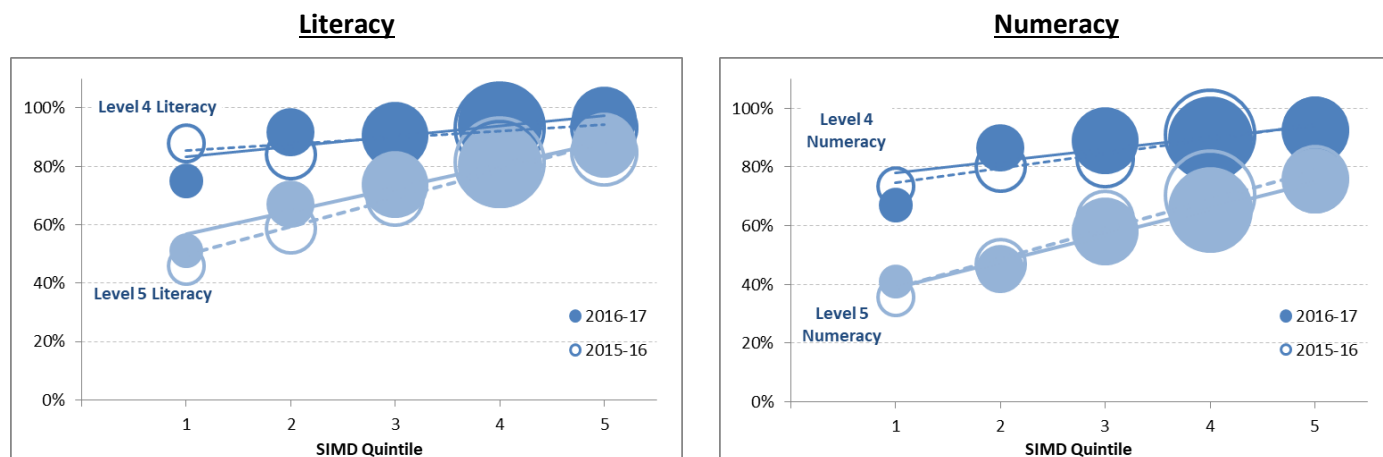
Source: PKC Schools. Data tables are provided in Appendix 1 : Table 4

<sup>2</sup> ACORN is a small-area classification used in P&K alongside or in place of SIMD to understand communities and households.

## Senior Phase (S4 – S6)

Consideration of attainment in Literacy and Numeracy for school leavers across SIMD quintiles clearly shows the attainment gap, particularly at SCQF level 5. There are indications of slight improvements (closing the gap) for both level 5 literacy and numeracy (Figure 6).

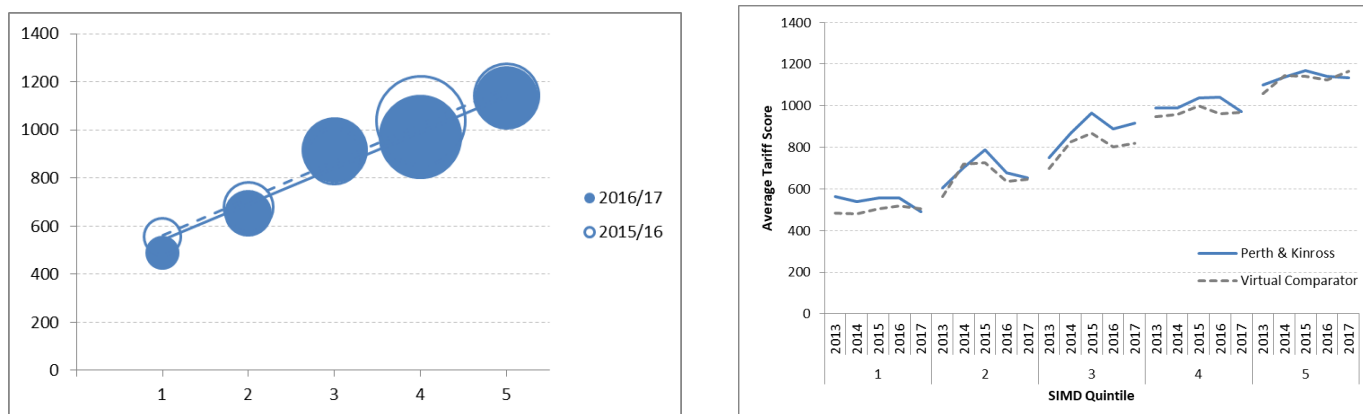
**Figure 6 : Proportion of school leavers achieving literacy and numeracy at levels 4 and 5 by SIMD Quintile**



Source: Insight. Data tables are provided in Appendix 1 : Table 6

The average total tariff score of school leavers also shows a clear attainment gap. Pupils from lower deciles tend to leave school earlier and this has a strong influence on number of tariff points accrued. This gap is relatively unchanged between 2015/16 and 2016/17, although the overall average has reduced from **958** in 2015/16 to **926** in 2016/17. In comparison to the Virtual Comparator, PKC is generally higher although the overall trend is similar.

**Figure 7 : Average Total Tariff Score of school leavers by SIMD Quintile**



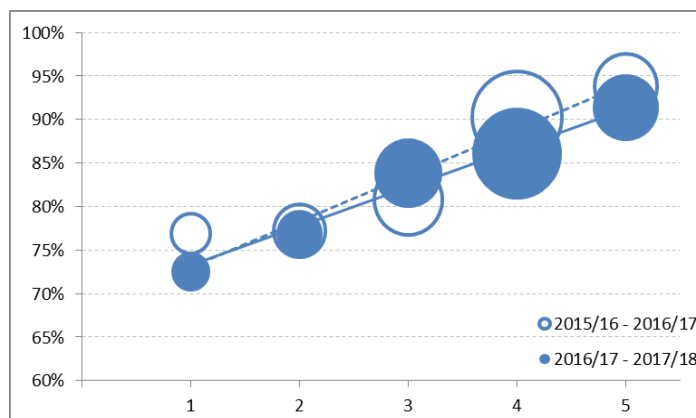
Source: Insight. Data tables are provided in Appendix 1 : Table 8

## Staying on Rates S4 to S5

Attainment in the senior phase is strongly related to the stage of leaving school. Overall, 85% of S4 pupils from 2016/17 stayed on to S5 the following year, which is down slightly from 86% the previous year. There is a clear pattern when viewed across SIMD quintiles, with pupils from more deprived areas being less likely to stay on. As with most measures, a longer time series of information is required to consider trends.

Source: ECS/ SEEMiS Data tables are provided in Appendix 1 : Table 10

**Figure 8 : Proportion of S4 pupils staying on to S5 by SIMD Quintile**



## **Action**

Use available data to monitor the attainment, attendance and levels of exclusion of identified groups of children in ACORN 4 & 5 or SIMD 1-3 and vulnerable group i.e. LAC, at key stages.

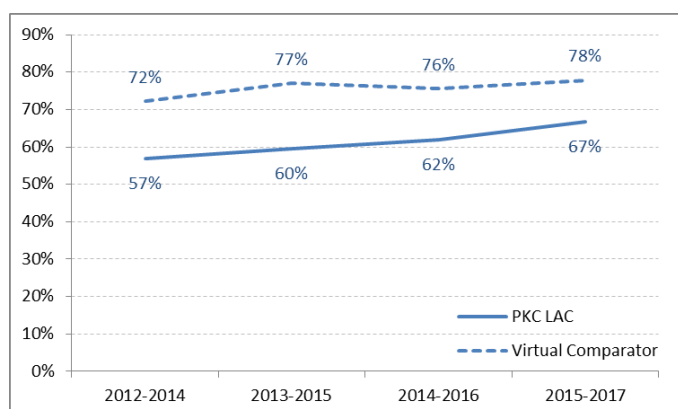
## Looked After Children/ Vulnerable Groups

Care should be taken when interpreting measures for Looked After Children due to the small numbers involved. Typically less than 20 young people fall into the looked after School Leavers cohort and for this reason, 3 years results have been combined to create rolling averages which allow for a slightly clearer view of trends.

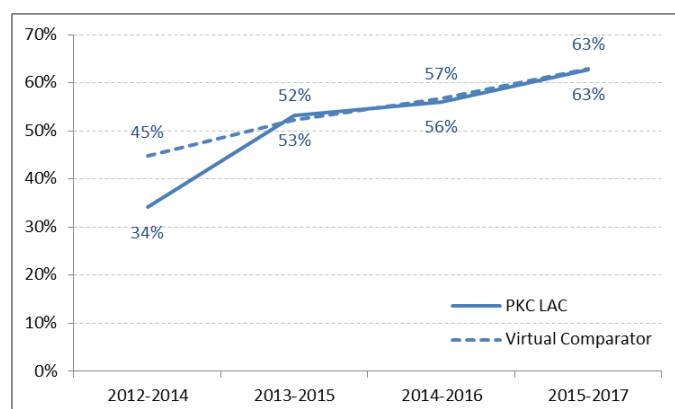
The trends in attainment of Looked After children are generally in line with the virtual comparator, which is the attainment of the general pupil population from a similar SIMD background, gender and stage of leaving school, although Level 4 literacy is consistently lower

**Figure 9 : Proportion of Looked After Children achieving literacy and numeracy at levels 4 and 5**

### Literacy

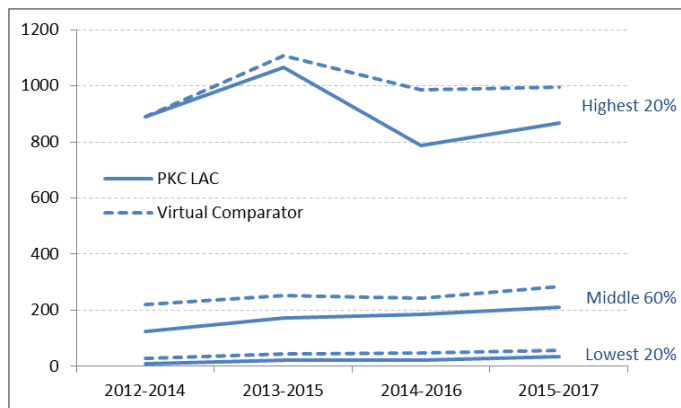


### Numeracy



Source: Insight. Data tables are provided in Appendix 1 : Table 11

**Figure 10 : Average total tariff points for Looked After school leavers**



As with Literacy and Numeracy above, the trend in the attainment of Looked After Children is in line with the Virtual Comparator, although it is consistently lower.

Considering gypsy travellers as a specific group potentially experience vulnerability, analysis of 6 years of leavers data indicated that the majority left school at S4 or early in S5 and this will have a significant impact on attainment. However positive initial leaver destinations was relatively high at 79% and around 60% achieved literacy and numeracy qualifications at or above SCQF level 3.

*Source: Insight. Data tables are provided in Appendix 1 : Table 12*

| Actions for 17/18 (continued)                                                                                                                                                                  | Progress/Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Next Steps                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop a clearer understanding of the additional costs associated with participation in school.                                                                                               | All schools have available data tools to help them understand participation in a range of activities, and to understand any 'gaps' that may be evident.                                                                                                                                                                                                                                                                                                                                                                                      | Continue to work with schools in order to reduce the cost of the school day for all young people.                                                                                                                                                                                 |
| All schools and centres have a clear understanding of their duties and responsibilities detailed in PKC's Accessibility Strategy and audit current practice to identify areas for improvement. | The development of an Accessibility Strategy has been completed along with an audit toolkit for schools. Schools will audit their provision using the toolkit.                                                                                                                                                                                                                                                                                                                                                                               | Implement and review Accessibility Strategy                                                                                                                                                                                                                                       |
| Review and develop the Parental Involvement Strategy.                                                                                                                                          | <p>Strategy updated to take into account of national developments. The final Strategy to be completed in November 2018. Almost all schools involve and inform parents in advance of key learning planned for their children and parents have regular opportunities to see and comment on evidence of their child's learning. Almost 4 out of 5 schools have a parental involvement strategy in place.</p> <p>In almost all schools, parents are involved in setting and supporting areas for improvement in the School Improvement Plan.</p> | Identify and complete key actions from Parenting Strategy specific to 0-5 age group.                                                                                                                                                                                              |
| Develop and implement a leadership and management strategy.                                                                                                                                    | ECS Educational Leadership and Management Strategy developed with stakeholders. Clearly sets out the expectations of leaders within ECS and the professional learning opportunities available to develop capacity.                                                                                                                                                                                                                                                                                                                           | <p>Strategy will be publicised across all schools and centres and it will be used as the basis for a Tayside approach to educational leadership.</p> <p>Implement a middle leader's leadership of change and improvement programme working with a range of external partners.</p> |

## NIF Priority 3 : Improvement in children and young people's health and wellbeing

Children and young people have contributed to a consultation on their health and wellbeing priorities which has informed the Perth and Kinross ECS Health and Wellbeing Strategy.

In 2017/18 558 young people received support from Services for Young People focusing on reducing youth offending and addressing levels of vulnerability and harmful risk taking behaviours. This has ranged from 1:1 individual support, thematic group work and support to foster and kinship placements. Many of the young people receiving support were able to stay within their own communities, re-engage with education, identify improvements with their behaviour, receive achievements or move onto more positive outcomes.

The [Strengthening Families Programme](#) has engaged with 30 families including 35 young people and 45 parents/carers to improve their resilience by enhancing family communication, their awareness and skills to manage or reduce peer pressure and risk taking behaviour, and to improve future thinking and health and wellbeing.

The [Emotional Wellbeing Collaborative](#) has provided opportunities for professionals from across the Community Planning Partnership to come together and work collectively to improve the emotional wellbeing of children and young people.

Staff at Navigate have been working closely with [Child and Adolescent Mental Health Services](#) (CAMHS) in developing awareness not only of mental health concerns, but that of developmental trauma, which links in with the recent work around Adverse Childhood Experiences.

Work supported jointly by the Educational Psychology Service (EPS) and CAMHS has taken place over the course of this session with Secondary Schools to review good practice in the area of mental health. Four Schools have gone on to carry out practitioner enquiry projects to review needs and interventions specific to their school. In one Secondary School the Educational Psychologist has linked with key staff to further develop a programme to support 'exam resiliency' and reduce anxieties around exam performance. This has involved a combination of universal curricular input along with targeted group work.

Most primary schools (95%) have now been trained by the EPS in Bounce Back (BB), a programme to promote resilience levels of children. As well as ongoing initial training, EPS support schools to review the fidelity and effectiveness of their implementation of BB. Training and support has also continued to embed Restorative Approaches across the authority.

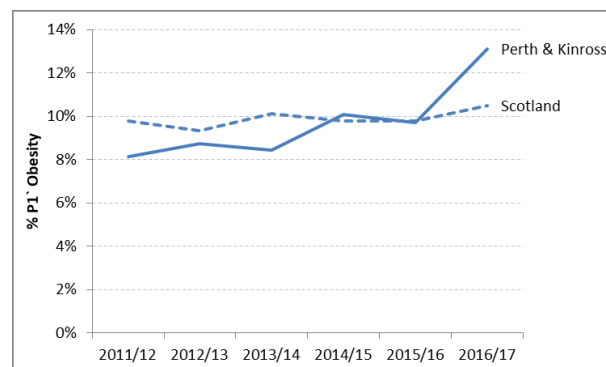
| Actions for 17/18                                                                                                                                                                                                                                        | Progress/Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Next Steps                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Support the implementation of a Health and Wellbeing strategy which provides: curricular direction for schools; clarity about workforce development priorities; and guidance on assessing progress in health and wellbeing for children and young people | The Health and Wellbeing Strategy was launched to schools in June 2018. The views of children and young people were pivotal in determining the scope of the strategy. They told us what would best help them keep mentally, physically and emotionally well.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Establish the Health and Wellbeing Strategy monitoring group and Health and Wellbeing Network<br><br>Prepare for national developments in 2019/20 which will fill the gap of comprehensive data on (self-assessed) health and wellbeing of young people.   |
| Restorative Approaches (RA) is embedded in the practice of all schools in supporting “A Positive Approach to Preventing and Managing School Exclusions” (Scottish Government 2017).                                                                      | RA Champions have been trained and supported over the last two years. As part of initial probationary teacher training in Perth and Kinross, RA sessions have been included in the programme in both August 2017 and August 2018. There has been close working with Community Link Workers and Community Learning and Development staff to ensure common approaches.<br><br>The approach taken to implementing and sustaining RA within Perth and Kinross has been identified as an example of good practice nationally.                                                                                                                                                                                                                           | A continued high profile for RA. A conference is planned for Spring 2019, to share good practice across Perth and Kinross schools and emphasise the expectation of RA as a fundamental part of our relationships and wellbeing strategy across schools.    |
| Further develop the Perth and Kinross Improving Emotional Wellbeing Collaborative to build resilience and coping skills in young people. (11-15 year olds)                                                                                               | The improvement projects developed have included the use of the Wellbeing Web Tool to improve use of data to inform school planning, raised awareness of Adverse Childhood Experiences through roll out of a series of screenings of the <a href="#">Resilience</a> film to over 1000 staff members, and completion of a Wellbeing survey by Blairgowrie High School to inform development of health and wellbeing actions in the coming year.<br><br>Staff at Navigate have been working closely with <a href="#">Child and Adolescent Mental Health Services</a> (CAMHS) in developing awareness not only of mental health concerns, but that of developmental trauma, which links in with the recent work around Adverse Childhood Experiences. | Continue to develop the Emotional Wellbeing Collaborative with a focus on Resilience of children and young people, parents and staff<br><br>Establish a range of training for staff to enhance their skills and confidence in leading improvement projects |
| Staff training and curricular materials to promote positive mental health and resilience in secondary school pupils are reviewed and piloted.                                                                                                            | Around 600 staff (the majority in schools) working with children and young people in Perth and Kinross have now completed training delivered by CAMHS to increase their skills and confidence to address emotional wellbeing issues raised by children and young people as quickly as possible before they develop and require specialist intervention.                                                                                                                                                                                                                                                                                                                                                                                            | In partnership with Employee Support and OD services pilot support for the workforce to actively enhance their own wellbeing.                                                                                                                              |

| Actions for 17/18                                                                                                                                                         | Progress/Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Next Steps                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Continue to implement, monitor and evaluate the impact of the range of targeted multi-agency projects evidenced/designed to improve Health and wellbeing outcomes.</p> | <p>A wide range of activity exemplified by the following:</p> <ul style="list-style-type: none"> <li>• The Start Active, Stay Active project is a partnership between Live Active Leisure and Perth and Kinross Council, also involving NHS Tayside and third sector partners. It integrates four intervention programmes that enable a pathway of active living from early years in the family setting. It supports children to become 'school ready' and encourage the engagement of inactive primary school age children in sport and physical activity out of school hours.</li> <li>• Four Schools have carried out practitioner enquiry projects to review needs and interventions specific to their school.</li> <li>• Most primary schools (95%) have now been trained by the EPS in Bounce Back, a programme to promote resilience levels of children.</li> <li>• Delivery of the Cook-It programme this year has focused on supporting the parents of children in their early years to improve their cooking skills and understand the benefits to their children of having a healthy diet.</li> <li>• To ensure pupils receive the correct amount and quality of PE, almost all Local Management Groups have established a Physical Education, Physical Activity &amp; Sport (PEPAS) group - specialists, teachers, Active Schools and clubs work collaboratively to facilitate links, organise events, improving P7 to S1 transition, and building consistency between schools and professional learning opportunities.</li> <li>• Sixteen schools were successful in obtaining funding to support health and wellbeing from NHS Tayside. Projects included developments in outdoor learning, food and nutrition, mountain biking, play and other developments linked to the Health and Wellbeing curriculum.</li> </ul> | <p>Development of improvement projects meeting the objectives of the Health and Wellbeing Strategy.</p> <p>Promotion of events and learning opportunities for young people throughout Perth and Kinross.</p> |



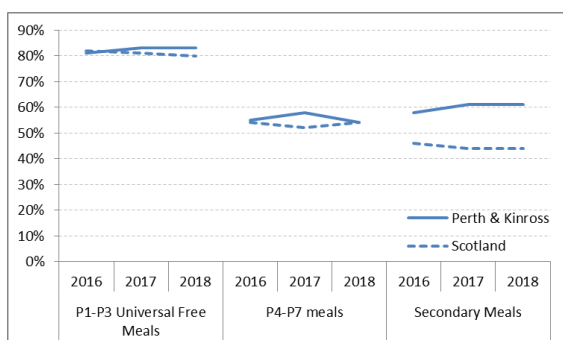
The number of P1 children classed as at risk of obesity – those within the top 5% of the UK reference range for their age - has remained relatively unchanged in recent years at just less than 1 in 10, similar to the Scottish average. There was a significant increase in 2016/17 and work is underway with NHS Tayside to understand the factors that may be influencing this change. Early indications for 2017/18 suggest that the increase was short-term and figures are likely to return to previous levels.

**Figure 11 : Proportion of P1 pupils at risk of obesity**



Source: NHS Information Services. Data tables are provided in Appendix 1 : Table 13

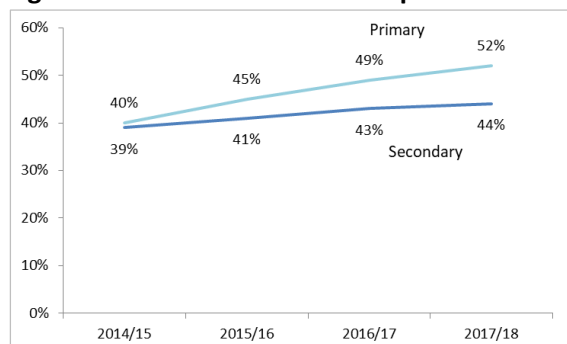
**Figure 12 : Uptake of School Meals**



Source: Scottish Government Healthy Living Survey/ Census. Data tables are provided in Appendix 1 : Table 14

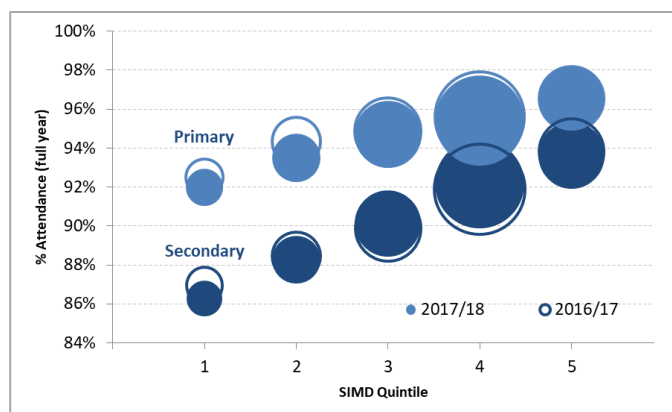
Participation in Active Schools activities in both primary and secondary (organised by Live Active Leisure Active School Co-ordinators) has increased steadily since formal monitoring commenced in 2014/15. This has been achieved by a steady closing of the participation gap related to poverty, especially in primary where it has largely been eliminated.

**Figure 13 : Active Schools Participation**



Source: Live Active Leisure/ECS. Data tables are provided in Appendix 1 : Table 15

**Figure 14 : Primary and Secondary Attendance**



The number of **exclusions** from school continues to reduce in both primary and secondary. Overall **attendance** in secondary is steady although primary attendance has fallen slightly over recent years and is related to unauthorised holidays/ trips away. As can be seen in the SIMD chart, the main contributors to this small drop in the last year are the more deprived SIMD quintiles 1 and 2. This is confirmed by ACORN data showing a 1 percentage point reduction in both primary and secondary ACORN 5 (most deprived) attendance.

Source: Scottish Government Healthy Living Survey/ Census. Data tables are provided in Appendix 1 :Table 16 and Table 17

# NIF Priority 4 : Improvement in employability skills and sustained, positive school leaver destinations for all young people

After the publication of [The Wood Report](#) in 2015 Perth & Kinross Council were at the 'cutting edge' of employability and enterprise policy. At that time PKC developed an Enterprise and Employability Policy for secondary schools followed swiftly by the PKC Skills Framework and the PKC Wider Achievement Standard. These policy documents acknowledged the importance of wider achievement beyond the classroom and emphasised the importance of skills development for learning, life and work in relation to [Building the Curriculum 4](#).

In alignment with the Scottish Government [15-24 Learner Journey Review](#), the young people of Perth & Kinross should be equipped with the skills and knowledge they need to reach their full potential in both their careers and their wider lives. In order to achieve this there needs to be a coherent progression pathway for skills development, employer engagement and employability skills right through from nursery to destinations post-school. Consideration of this needs to be an integral part of schools' vision and values, their curriculum planning and learning and teaching, to equip our young people for their lives beyond school.

| Actions for 17/18                                                                                                                                                                                                                                                                                                                                                     | Progress/Evidence                                                                                                                                                                                                                                                                                                                                                                                                                                    | Next Steps                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expand the offer of vocational and academic courses to be offered to senior phase pupils including further development of Foundation Apprenticeships and an increase in quantity and quality of work placement and work experience opportunities, continued support of modern apprenticeship opportunities and continued support for programmes such as Career Ready. | Schools continued to develop their curricular options at the Senior Phase with a view to increasing vocational opportunities while maintaining high expectations for attainment and achievement. The Perth City Campus continues to provide a wide range of options for the Perth city schools. Work is ongoing to widen this offer through the use of a virtual campus which will serve and support all secondary schools across Perth and Kinross. | Publish and implement 3-18 DYW Strategy.<br><br>Working with the DYW Regional Team, develop further approaches to employer engagement, partnerships and involvement.<br><br>Build on the work of the pilot work in the virtual campus to roll out virtual learning opportunities                  |
| Work with the DYW Board Team to further encourage and support schools and local employers to work in partnership and to increase numbers of employers delivering in school, pupils going to work experience, pupils undertaking foundation apprenticeships, vocational courses and moving to Modern Apprenticeships.                                                  | The DYW Regional Board is fully established working in partnership with local employers, PKC and SDS. There is an increased employer focus on engagement with schools, modern apprenticeships and work experience opportunities and an increase in the number and quality of partnership arrangements with our schools.<br>The Resolutions programme has improved outcomes for those at risk of entering the 'NEET' group.                           | Career Education Strategy Group 3-18 formed to develop a coherent strategic approach to delivering the career education standard through a focus on skills development and collaboration with partners and employers.<br><br>Increase the number of schools accessing support from the programme. |

| Actions for 17/18                                                                                                                                  | Progress/Evidence                                                                                                                                                                                                           | Next Steps                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Co-ordinate and enable collaboration between schools and local employers and strengthen the school/employer partnerships in all secondary schools. | Schools maintain a large number of employer partnerships across the full breadth of size and sectors present in the P&K economy and reflecting labour market information.                                                   | Further development of employer partnerships, including a greater understanding of the depth and nature of engagement. Sharing good practice across schools.                                                                                                                                |
| Review and develop the range and quality of work experience and work placement opportunities for local young people.                               | The Career Ready programme, supported by PKC, is a high quality mentoring and work placement programme for targeted young people. Secondary schools are increasing numbers of flexible, ongoing work experience placements. | Further work is required, with the support of the DYW Board, to increase the involvement of employers in working with all schools and also to improve the range and quality of work experience placements available for our Senior Phase pupils.<br><br>Publish and implement DYW Strategy. |

### Action

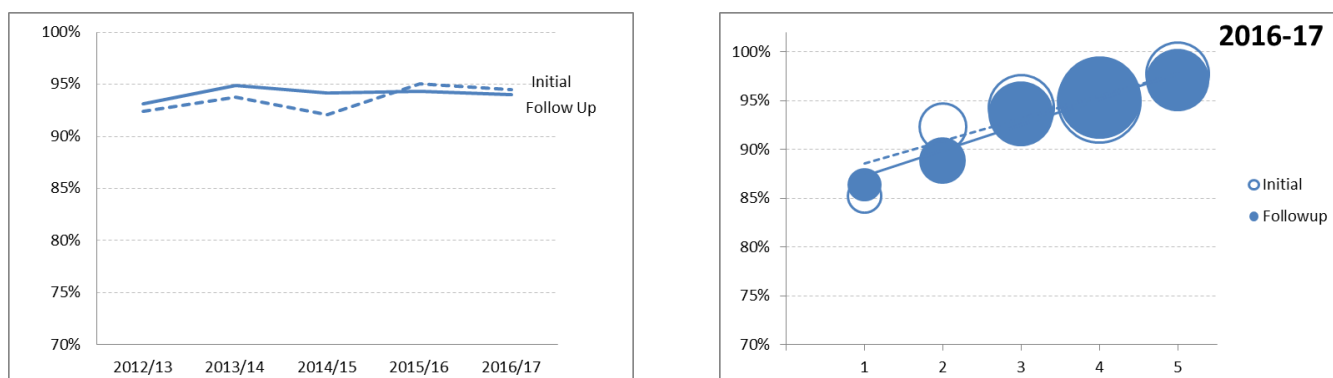
Continue to engage with young people currently not in positive destinations to support them to develop positive pathways into employment, training, or employment - particularly focus on young people who are looked after, with disabilities, and those from more disadvantaged backgrounds or areas.

### Positive Destinations for Young People

Information on the destinations of school leavers is collected by Skills Development Scotland (SDS) and provides information on the outcomes for young people recorded initially in October, approximately three months after leaving school, supplemented by a follow-up survey in March the following year. School leavers who are engaged in higher education, further education, training, voluntary work, employment or activity agreements are classified as having a 'positive destination'. Other destinations include school leavers who are unemployed and not seeking employment or training, unemployed and seeking employment or training, and individuals where their initial destination is not known.

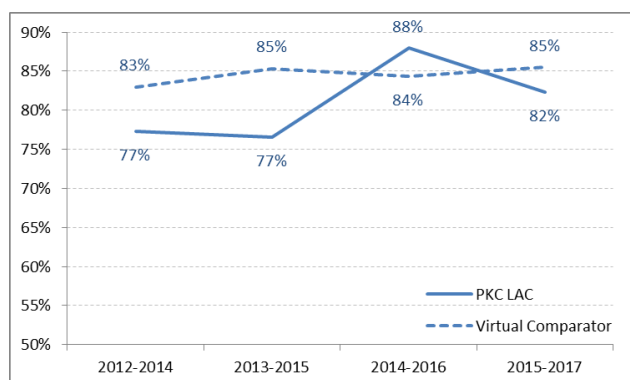
The proportion of young people entering positive destination on leaving school has been generally improving, and is also largely maintained in the follow-up survey. There is a clear gap when viewed across SIMD quintiles, with a similar profile for Initial and Follow-up destinations.

**Figure 15 : Proportion of school leavers in positive initial and follow-up destinations: Time Series and latest year by SIMD quintiles**



Source: Insight Senior Phase Benchmarking Tool; SDS. Data tables are provided in Appendix 1 : Table 18 and Table 19

**Figure 16 : Proportion of Looked After school leavers in positive Initial destinations (3 year combined average)**

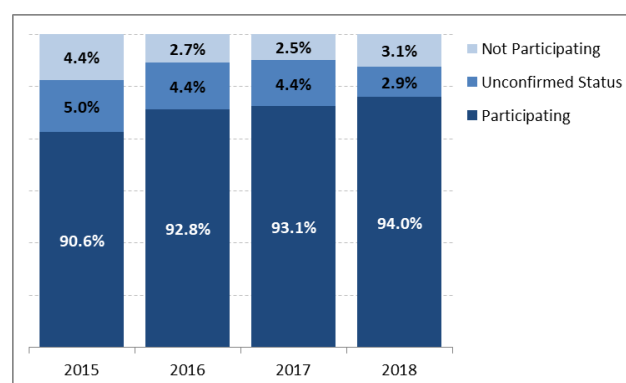


Looked After children who leave school enter positive destinations at a lower rate than the overall cohort of school leavers, though this is broadly in line with the Virtual Comparator. The small numbers of Looked After school leavers mean that caution should be used when looking at these figures.

Source: Insight Senior Phase Benchmarking Tool; Skills Development Scotland. Data tables are provided in Appendix 1 : Table 20

To supplement the school leaver information, SDS also reports the Annual Participation Measure. This measure reports on participation in education, training or employment for all 16-19 year olds from across the population rather than focussing specifically on school leavers. The measure shows a gradual improvement in the proportion of young people in education, training or employment over the last four years. The participation figures are several percentage points above the Scottish average.

**Figure 17 : Proportion of young people (aged 16-19) in education, training or employment**



Source: Skills Development Scotland. Data tables are provided in Appendix 1 : Table 21

### School Leavers: Highers and vocational qualifications

Many school leavers achieve few or no Higher level qualifications, which are key to continuing to Higher Education and or employment. Vocational qualifications will have greater importance for these cohorts of leavers. In 2016/17 there were a total of 608 total school leavers from S4 and S5 (compared to 556 in 2015/16). Of these, 74% left school without a SCQF Level 6 (Higher) qualification, the same proportion as the previous year. In 2016/17, 70% of those leaving without a Higher achieved some form of vocational qualification at any level. This is a slight reduction on 73% of previous year (recalculated to take account of different qualifications). The poverty-related gradient remains persistent in this measure.

Source: Insight Analytical Dataset/ ECS. Data tables are provided in Appendix 1 :Table 22

| Actions for 17/18 (continued)                                                                                      | Progress/Evidence                                                                               | Next Steps                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Review the Enterprise and Employability policy including the use of the Careers Education Standard in all schools. | All schools are working to adopt the Career Education Standard.                                 | Career Education Strategy Group to develop a coherent plan for DYW, Career Education, Skills, Wider Achievement and Profiling 3-18 in partnership with partner providers, SDS, Perth College and the DYW Board.                                                                     |
| Continue to extend approaches to developing Skills for Learning, Life and Work in early years and primary schools. | Schools DYW group formed to advise schools on skills progression from early years to secondary. | <p>Revise the strategy for DYW, Career Education, Skills and Profiling 3-18 in partnership with partner providers, SDS, Perth College and the DYW Board.</p> <p>Support the use of Education Scotland and Skills Development Scotland resources to implement the strategy 3-18.</p> |

# Leadership at all levels

## *National Driver : School Leadership*

In partnership with the University of Highlands and Islands, 13 staff have attended the ECS Future Leaders and Managers Programme and successfully achieved their SCQF level 6 qualification in 'first line management'. In addition, 24 Principal teachers from Primary and Secondary schools have completed the new Middle Leaders Programme to enhance their leadership of change and improvement.

Across the authority, forty-eight Headteachers engaged in Headteacher Improvement Partnerships (HIP groups), formed of three Headteachers who identified shared areas of improvement, working

collaboratively on school improvement priorities. Across the year, Headteachers have visited other schools and shared approaches. Planned days for Headteachers have supported these priorities. The days have been supported by Quality Improvement Officers, Education Officers and Education Scotland officers. Staff members from across the authority have also shared approaches in their schools which have been successful in developing these priorities. Feedback from these events has been positive in supporting school improvement and sharing local and national guidance.

# Excellence in learning and teaching

## *National Driver : Teacher Professionalism*

Throughout session 2017/18, 14 teachers have undertaken the role of Quality Assurance and Moderation Support Officers (QAMSOs). They have engaged in national quality assurance and moderation of literacy and numeracy, with an aim to supporting effective assessment and moderation across Perth and Kinross.

Input has been successfully delivered to probationer teachers with feedback stating that the session was 'very useful as we will be able to use it in class to enhance our assessment.'

# Effective interventions

## *National Drivers : School Improvement, Assessment of Children's Progress*

The School Improvement Framework provides robust criteria for PKC Education Services to know their schools well. All schools are using the Framework to support improvement planning.

All schools adhere to Perth and Kinross's School Improvement Framework, updated for 2018-19. As part of this Framework, schools are required to prepare and submit school improvement plans and standard and quality reports. Within these reports, school evaluate their progress against these key indicators. All schools are visited by their Quality Improvement Officers on a termly basis to discuss progress in the school improvement plan and to moderate quality indicator evaluations.

In almost all schools, parents are involved in setting and supporting areas for improvement in the School Improvement Plan. Almost all staff are engaged and consulted in preparing improvement priorities based on data analysis, self-evaluation and collaborative working.

There are programmes of Extended Learning and Achievement Visits (ELAVs) and Learning and Achievement visits (LAVs) which involve teams of officers and peers carrying out detailed scrutiny within our schools. The ELAV programme helps to provide a deeper look at progress in our schools and outcomes from the reviews are reported to the Lifelong Learning Executive Sub Committee. This process provides an appropriate level of scrutiny by elected members.



The Perth and Kinross tracking spreadsheets and the Attainment Suite are supporting all schools in their attainment discussions. Pupil attainment is also a feature of school improvement visits.

In 2018/19 the SEEMIS Progress and Achievement Tracking module will be tested and piloted with the intention to roll out to all schools for session 2019/20.

## Engaging with families and communities

### *National Driver : Parental Engagement*

All schools continue to report that they are engaged in family learning activities, and this was a focus for a local authority led Headteacher Improvement Partnerships (HIP) sessions where practitioners shared their practice. Almost all schools have identified family learning or parental engagement as a priority in their School Improvement Plans.

Perth and Kinross Council is now running Incredible Years Parenting Programmes to scale (approximately 20 groups per year), and have an increasing number of parents engaged in other programmes such as Strengthening Families.

Schools are increasingly developing new way of delivering family learning opportunities with families, and are using PEF to support it. As an example, two schools appointed an intergenerational officer. Early evaluations of this project are extremely positive with impact on outcomes for learners. 'Sharing our Learning' events have an increasing impact on learning through effective partnership activities with parents and families.

PKC has reviewed the Parental Involvement Strategy to take into account the changes which impact on this strategy nationally, including the National Improvement Framework and the Scottish Government response to the NPF review. The final Strategy document will be completed in November 2018.

Targeted use of other parenting and family learning, such as the [Peep Learning Together Programme](#), have improved levels of social & emotional development and early literacy and numeracy skills for children. An increased number of staff from a range of early learning and childcare settings completed training to deliver the Peep Learning Together Programme.

Pause Prompt Praise, an evidence-based intervention to close the attainment gap, has been further developed by Letham Primary School in partnership with the Educational Psychology Service, and extended to other schools as a parental engagement programme around literacy.

## Use of evidence and data

### *National Driver : Performance Information*

The recent [Joint Inspection of Services for children and young people in Perth and Kinross](#), required intensive self-evaluation (the quality of which was recognised by the inspectors) across the Service and the benefits of this will be built on, with an expectation of further systematic self-evaluation across all areas.

The inspection highlighted the use of performance information across the service as a key strength, noting the 'sophisticated and intelligent use of data to inform and support decision making, service planning and delivery and management of performance'.

The authority's 'Attainment Suite' of shared, interactive data tools which are under constant improvement, development and expansion, encourage investigation and interrogation of data by a wide range of practitioners and benchmarking of performance to help drive improvement. Data literacy sessions are included within leadership and other development programmes to improve confidence and understanding of the tools that are available, and support is given to establishments for effectively gathering and analysing their own data.



## Conclusion

This report describes the considerable progress achieved across Perth and Kinross schools in academic year 2017/18 in raising attainment for all and tackling the poverty-related attainment gap. The very wide range of ongoing or expanding activities indicates the many contributing factors, and indeed partners, that influence educational outcomes in some way.

The result of these actions will be seen in performance measures over coming years, but already the progress seen in the many performance measures is encouraging. Attainment overall shows a generally improving trend and almost all school leavers achieve positive destinations. There are indications that the poverty-related gap is being closed for younger children before they start school and early in primary. As they grow and develop this effect should be seen more strongly in later years, where poverty-related 'gaps' currently remain stubborn. To achieve sustained change in the deep-rooted societal issues that lie behind the poverty-related attainment gap, long term sustained action will be required and the results of this be measured over a similar period.

# Appendix: Supporting data

## Development Milestones of Pre-school Children

**Table 1: 27-30 Month Child Health Review: Proportion of Children with a concern in any domain**

|                   | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|-------------------|---------|---------|---------|---------|
| Perth and Kinross | 20%     | 19%     | 19%     | 19%     |

|         | SIMD Quintile     |     |     |     |                    |
|---------|-------------------|-----|-----|-----|--------------------|
|         | 1 (most deprived) | 2   | 3   | 4   | 5 (least deprived) |
| 2016/17 | 25%               | 19% | 19% | 18% | 16%                |

Note: A change in collection methods in 2016/17 required a shift from proportion with **no reported** concern, as previously reported, to the figures above and therefore only one year of SIMD quintiles figures are shown.

**Table 2: Pre-school Development Milestones: Proportion of P1 meeting all milestones**

|                   | 2016  | 2017  | 2018  |
|-------------------|-------|-------|-------|
| Perth and Kinross | 79.4% | 81.2% | 81.4% |

|             | SIMD Quintile |     |     |     |      | Gradient |
|-------------|---------------|-----|-----|-----|------|----------|
|             | 1             | 2   | 3   | 4   | 5    |          |
| <b>2018</b> | 81%           | 82% | 83% | 80% | 86 % | 0.02     |
| <b>2017</b> | 77%           | 65% | 82% | 84% | 85%  | 0.04     |
| <b>2016</b> | 61%           | 70% | 84% | 82% | 83%  | 0.05     |

## Broad General Education (P1 – S3)

**Table 3: Proportion of pupils achieving expected levels (CfE) of literacy and numeracy at P1, P4, P7, S3**

| Stage                    | Area                | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|--------------------------|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| <b>P1 – Early Level</b>  | Reading             | -       | -       | -       | -       | -       | 70%     | 71%     | 76%     |
|                          | Writing             | -       | -       | -       | -       | -       | 68%     | 68%     | 72%     |
|                          | Listening & Talking | -       | -       | -       | -       | -       | 77%     | 74%     | 81%     |
|                          | Maths & Numeracy    | -       | -       | -       | -       | -       | 73%     | 72%     | 80%     |
| <b>P4 – First Level</b>  | Reading             | 56%     | 59%     | 67%     | 68%     | 72%     | 72%     | 69%     | 76%     |
|                          | Writing             | 45%     | 49%     | 56%     | 55%     | 64%     | 62%     | 61%     | 68%     |
|                          | Listening & Talking | 53%     | 60%     | 68%     | 69%     | 76%     | 78%     | 75%     | 83%     |
|                          | Maths & Numeracy    | 47%     | 54%     | 60%     | 62%     | 65%     | 65%     | 65%     | 73%     |
| <b>P7 – Second Level</b> | Reading             | 52 %    | 52%     | 60%     | 63%     | 68%     | 69%     | 71%     | 78%     |
|                          | Writing             | 41%     | 44%     | 52%     | 52%     | 58%     | 61%     | 63%     | 69%     |
|                          | Listening & Talking | 52%     | 55%     | 62%     | 67%     | 70%     | 73%     | 77%     | 83%     |
|                          | Maths & Numeracy    | 50%     | 46%     | 52%     | 55%     | 59%     | 63%     | 65%     | 70%     |
| <b>S3 – Third Level</b>  | Reading             | -       | -       | 66%     | 69%     | 73%     | 76%     | 76%     | 79%     |
|                          | Writing             | -       | -       | 63%     | 67%     | 72%     | 73%     | 74%     | 76%     |
|                          | Listening & Talking | -       | -       | 66%     | 71%     | 77%     | 77%     | 79%     | 81%     |
|                          | Maths & Numeracy    | -       | -       | 69%     | 75%     | 77%     | 79%     | 75%     | 81%     |

**Table 4: Proportion of pupils in each SIMD quintile achieving expected levels at P1, P4, P7, S3**

| 2017/18        | SIMD Quintile |     |     |     |      | Gradient |
|----------------|---------------|-----|-----|-----|------|----------|
|                | 1             | 2   | 3   | 4   | 5    |          |
| <b>P1</b>      | 64%           | 66% | 77% | 81% | 83%  | 0.05     |
| <b>P4</b>      | 62%           | 64% | 75% | 77% | 82%  | 0.05     |
| <b>P7</b>      | 57%           | 65% | 77% | 76% | 82%  | 0.05     |
| <b>S3</b>      | 69%           | 68% | 77% | 82% | 85%  | 0.05     |
| <b>2016/17</b> |               |     |     |     |      |          |
| <b>P1</b>      | 50%           | 59% | 73% | 79% | 78 % | 0.07     |
| <b>P4</b>      | 39%           | 58% | 64% | 73% | 75%  | 0.08     |
| <b>P7</b>      | 53%           | 53% | 68% | 73% | 75%  | 0.06     |
| <b>S3</b>      | 61%           | 66% | 74% | 80% | 84%  | 0.06     |

### Senior Phase (S4 – S6)

**Table 5: Proportion of school leavers achieving literacy and numeracy at SCQF levels 4 and 5**

| Literacy       |                            | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|----------------|----------------------------|---------|---------|---------|---------|---------|---------|
| <b>Level 4</b> | <b>Perth &amp; Kinross</b> | 92%     | 92%     | 90%     | 93%     | 91%     | 92%     |
|                | <b>Virtual Comparator</b>  | 90%     | 91%     | 93%     | 94%     | 94%     | 95%     |
| <b>Level 5</b> | <b>Perth &amp; Kinross</b> | 67%     | 67%     | 73%     | 78%     | 75%     | 77%     |
|                | <b>Virtual Comparator</b>  | 66%     | 66%     | 71%     | 77%     | 79%     | 81%     |
| Numeracy       |                            | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
| <b>Level 4</b> | <b>Perth &amp; Kinross</b> | 81%     | 80%     | 82%     | 87%     | 87%     | 88%     |
|                | <b>Virtual Comparator</b>  | 77%     | 77%     | 84%     | 89%     | 90%     | 91%     |
| <b>Level 5</b> | <b>PKC</b>                 | 55%     | 55%     | 58%     | 63%     | 65%     | 62%     |
|                | <b>Virtual Comparator</b>  | 56%     | 56%     | 61%     | 65%     | 67%     | 69%     |

**Table 6: Proportion of school leavers by SIMD Quintile achieving literacy and numeracy at SCQF levels 4 and 5 (Latest year: 2016/17)**

| 2016/17         |                | SIMD Quintile |     |     |     |     | Gradient |
|-----------------|----------------|---------------|-----|-----|-----|-----|----------|
|                 |                | 1             | 2   | 3   | 4   | 5   |          |
| <b>Literacy</b> | <b>Level 4</b> | 75%           | 92% | 91% | 94% | 96% | 0.04     |
|                 | <b>Level 5</b> | 51%           | 67% | 74% | 80% | 87% | 0.08     |
| <b>Numeracy</b> | <b>Level 4</b> | 67%           | 86% | 89% | 89% | 93% | 0.04     |
|                 | <b>Level 5</b> | 41%           | 45% | 58% | 65% | 75% | 0.09     |
| <b>2015/16</b>  |                |               |     |     |     |     |          |
| <b>Literacy</b> | <b>Level 4</b> | 88%           | 84% | 90% | 93% | 93% | 0.02     |
|                 | <b>Level 5</b> | 46%           | 59% | 70% | 81% | 85% | 0.10     |
| <b>Numeracy</b> | <b>Level 4</b> | 73%           | 80% | 83% | 91% | 92% | 0.05     |
|                 | <b>Level 5</b> | 38%           | 47% | 62% | 70% | 76% | 0.10     |

**Table 7: Average total tariff scores of school leavers, grouped by achievement level.**

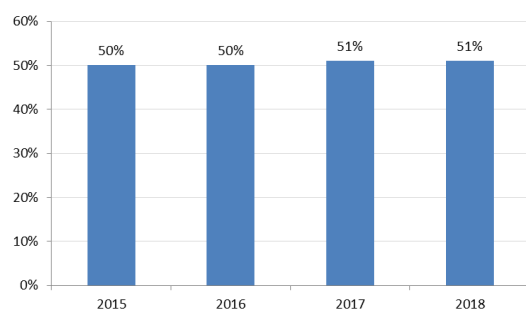
|                    |                       | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|--------------------|-----------------------|---------|---------|---------|---------|---------|
| Perth & Kinross    | Lowest Achieving 20%  | 150     | 158     | 216     | 167     | 159     |
|                    | Middle 60%            | 813     | 877     | 928     | 897     | 868     |
|                    | Highest Achieving 20% | 1877    | 1888    | 1940    | 1931    | 1865    |
| Virtual Comparator | Lowest Achieving 20%  | 139     | 170     | 179     | 168     | 171     |
|                    | Middle 60%            | 762     | 851     | 882     | 833     | 843     |
|                    | Highest Achieving 20% | 1812    | 1845    | 1864    | 1827    | 1848    |

**Table 8: Average total tariff scores of school leavers by SIMD Quintile.**

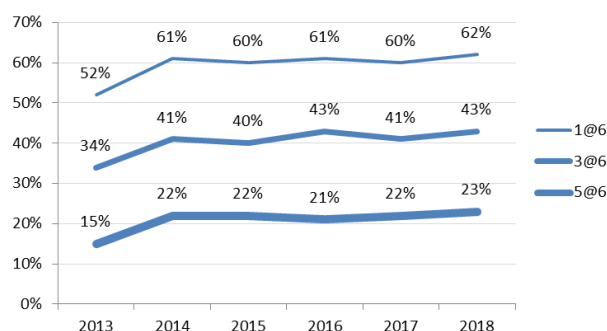
|                    |         | SIMD Quintile |     |     |      |      | Gradient |
|--------------------|---------|---------------|-----|-----|------|------|----------|
|                    |         | 1             | 2   | 3   | 4    | 5    |          |
| Perth & Kinross    | 2012/13 | 565           | 604 | 751 | 989  | 1101 | 157      |
|                    | 2013/14 | 538           | 702 | 866 | 989  | 1137 | 145      |
|                    | 2014/15 | 557           | 788 | 964 | 1037 | 1168 | 136      |
|                    | 2015/16 | 558           | 678 | 889 | 1040 | 1143 | 153      |
|                    | 2016/17 | 490           | 653 | 917 | 971  | 1133 | 150      |
| Virtual Comparator | 2012/13 | 482           | 563 | 699 | 947  | 1057 | 163      |
|                    | 2013/14 | 481           | 719 | 826 | 957  | 1143 | 151      |
|                    | 2014/15 | 506           | 727 | 869 | 999  | 1139 | 148      |
|                    | 2015/16 | 517           | 637 | 803 | 962  | 1124 | 156      |
|                    | 2016/17 | 505           | 645 | 820 | 969  | 1166 | 166      |

**Table 9: Attainment Breadth and Depth 'Legacy' Measures (all based on relevant S4 roll)**

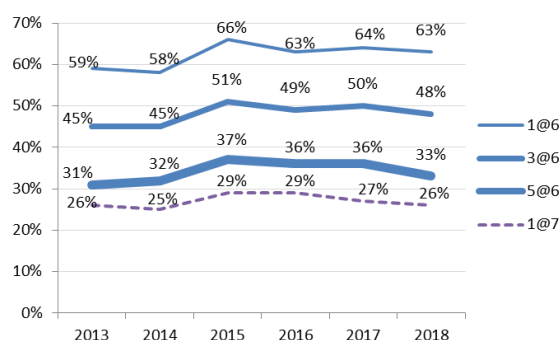
**Proportion achieving 5 or more awards at SCQF Level 5 in S4**



**Proportion achieving 1, 3, 5 or more awards at SCQF Level 6 (Higher) in S5**



**Proportion achieving 1, 3, 5 or more awards at SCQF Level 6 (Higher), and 1 more award at SCQF Level 7 (Advanced Higher) in S6**



## Staying On Rates

Table 10: Proportion of S4 pupils staying on to S5 by SIMD Quintile

|                             | SIMD Quintile |     |     |     |     | Gradient |
|-----------------------------|---------------|-----|-----|-----|-----|----------|
|                             | 1             | 2   | 3   | 4   | 5   |          |
| S4 (2015/16) – S5 (2016/17) | 77%           | 77% | 81% | 90% | 94% | 0.05     |
| S4 (2016/17) – S5 (2017/18) | 73%           | 77% | 84% | 86% | 91% | 0.04     |

## Looked After Children

Table 11: Proportion of Looked After school leavers attaining Literacy and Numeracy as SCQF Level 4. (3 year avg.)

*Looked After at the time of the Pupil Census*

|          |                    | 2012-2014 | 2013-2015 | 2014-2016 | 2015-2017 |
|----------|--------------------|-----------|-----------|-----------|-----------|
| Literacy | PKC                | 57%       | 60%       | 62%       | 67%       |
|          | Virtual Comparator | 72%       | 77%       | 76%       | 78%       |
| Numeracy | PKC                | 34%       | 53%       | 56%       | 63%       |
|          | Virtual Comparator | 45%       | 52%       | 57%       | 63%       |

Table 12: Average total tariff points of Looked After school leavers (3 year avg.)

*Looked After at the time of the Pupil Census*

|                    |                       | 2012-2014 | 2013-2015 | 2014-2016 | 2015-2017 |
|--------------------|-----------------------|-----------|-----------|-----------|-----------|
| Perth & Kinross    | Lowest Achieving 20%  | 891       | 1065      | 786       | 868       |
|                    | Middle 60%            | 123       | 172       | 186       | 210       |
|                    | Highest Achieving 20% | 8         | 21        | 21        | 34        |
| Virtual Comparator | Lowest Achieving 20%  | 890       | 1107      | 986       | 996       |
|                    | Middle 60%            | 219       | 253       | 241       | 285       |
|                    | Highest Achieving 20% | 29        | 44        | 47        | 56        |

## Health & Wellbeing

Table 13: Proportion of P1 pupils classed as at risk of obesity

|                 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|-----------------|---------|---------|---------|---------|---------|---------|
| Perth & Kinross | 8%      | 9%      | 8%      | 10%     | 10%     | 13%     |
| Scotland        | 10%     | 9%      | 10%     | 10%     | 10%     | 11%     |

Table 14: Uptake of School Meals

| Measure                   | Area            | 2016 | 2017 | 2018 |
|---------------------------|-----------------|------|------|------|
| P1 – P3 Free School Meals | Perth & Kinross | 81%  | 83%  | 83%  |
|                           | Scotland        | 82%  | 81%  | 80%  |
| P4 – P7 School Meals      | Perth & Kinross | 55%  | 58%  | 54%  |
|                           | Scotland        | 54%  | 52%  | 54%  |
| S1 – S6 School Meals      | Perth & Kinross | 58%  | 61%  | 61%  |
|                           | Scotland        | 46%  | 44%  | 44%  |

**Table 15: Active Schools Participation**

|           | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|-----------|---------|---------|---------|---------|
| Primary   | 40%     | 45%     | 49%     | 52%     |
| Secondary | 39%     | 41%     | 43%     | 44%     |

|                   | SIMD Quintile |     |     |     |     |
|-------------------|---------------|-----|-----|-----|-----|
|                   | 1             | 2   | 3   | 4   | 5   |
| Primary 2017/18   | 48%           | 43% | 53% | 54% | 52% |
| Primary 2014/15   | 31%           | 32% | 37% | 46% | 39% |
| Secondary 2017/18 | 29%           | 35% | 42% | 47% | 50% |
| Secondary 2014/15 | 25%           | 29% | 39% | 40% | 44% |

## Attendance and Exclusion

**Table 16: Overall attendance in primary and secondary schools.**

|           | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|-----------|---------|---------|---------|---------|---------|---------|
| Primary   | 95.3%   | 95.7%   | 95.4%   | 95.3%   | 95.2%   | 94.8%   |
| Secondary | 92.4%   | 92.5%   | 91.9%   | 91.5%   | 91.1%   | 91.1%   |

**Table 17: Exclusion rate in primary and secondary schools (exclusion incidents per 1000 pupils)**

|           | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|-----------|---------|---------|---------|---------|---------|---------|
| Primary   | 16      | 10      | 10      | 11      | 9       | 6       |
| Secondary | 46      | 52      | 51      | 48      | 46      | 45      |

## Positive Destinations

**Table 18: Proportion of school leavers with positive initial and follow-up destinations**

| Measure               | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|-----------------------|---------|---------|---------|---------|---------|
| Initial destination   | 92%     | 94%     | 92%     | 95%     | 94%     |
| Follow-up destination | 93%     | 95%     | 94%     | 94%     | 94%     |

**Table 19: Proportion of school leavers with positive initial and follow-up destinations by SIMD quintile**

| 2016/17   | SIMD Quintile |     |     |     |     | Gradient |
|-----------|---------------|-----|-----|-----|-----|----------|
|           | 1             | 2   | 3   | 4   | 5   |          |
| Initial   | 85%           | 92% | 94% | 95% | 98% | 0.02     |
| Follow-up | 86%           | 89% | 94% | 95% | 97% | 0.03     |

**Table 20: Proportion of Looked After school leavers with positive initial destinations**

*Looked After at the time of the Pupil Census*

|                             | 2012-2014 | 2013-2015 | 2014-2016 | 2015-2017 |
|-----------------------------|-----------|-----------|-----------|-----------|
| Looked after school leavers | 77%       | 77%       | 88%       | 82%       |
| Virtual Comparator          | 83%       | 85%       | 84%       | 85%       |

**Table 21: Proportion of young people (aged 16-19) in education, training or employment**

| Measure            | 2015  | 2016  | 2017  | 2018  |
|--------------------|-------|-------|-------|-------|
| Participating      | 90.6% | 92.8% | 93.1% | 94.0% |
| Not Participating  | 4.4%  | 2.7%  | 2.5%  | 3.1%  |
| Unconfirmed Status | 5.0%  | 4.4%  | 4.4%  | 2.9%  |

**Table 22: Proportion of S4/S5 Leavers without Highers who achieve a vocational qualification (at any level)**

|                                                                     | 2015/16 | 2016/17 |
|---------------------------------------------------------------------|---------|---------|
| Number of S4 and S5 Leavers                                         | 556     | 608     |
| % of leavers without Highers who achieve a vocational qualification | 73%     | 70%     |

**Table 23: Claimant Count of Universal Credit or Job Seekers Allowance, aged 16-24. 3 month rolling average**

|      | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2014 | 450 | 462 | 468 | 462 | 428 | 395 | 380 | 382 | 367 | 335 | 300 | 287 |
| 2015 | 285 | 297 | 305 | 292 | 268 | 252 | 248 | 250 | 243 | 233 | 212 | 200 |
| 2016 | 210 | 235 | 253 | 250 | 240 | 233 | 238 | 253 | 253 | 248 | 232 | 227 |
| 2017 | 225 | 237 | 258 | 277 | 282 | 278 | 277 | 278 | 273 | 262 | 248 | 238 |
| 2018 | 233 | 240 | 258 | 270 | 270 | 253 |     |     |     |     |     |     |





# PERTH AND KINROSS COUNCIL

## Scrutiny Committee

28 November 2018

### COUNCIL COMPLAINTS PERFORMANCE REPORT FOR 2017-18

Head of Legal & Governance Services (Report No. 18/396)

#### PURPOSE OF REPORT

To provide assurance that the Council has an adequate and effective Complaints Handling Procedure (“CHP”) in place and details of work undertaken to improve the Council’s handling of complaints and to support staff in dealing with complaints.

To satisfy the public performance reporting requirements in accordance with the Scottish Public Services Ombudsman’s performance measures for local authorities.

#### 1. EXECUTIVE SUMMARY

- 1.1 The Council’s [Complaints Handling Procedure](#) (CHP) is appropriate and effective; performance is within acceptable limits and is in line with the Scottish Public Services Ombudsman’s (SPSO) requirements.
- 1.2 There were 1807 complaints recorded in 2017-18 representing approximately a 10% increase on 2016-17 figures.
- 1.3 It should be noted however following a change in legislation, this is the first year that Social Work complaints have been processed and reported under the Council’s CHP.
- 1.4 There has also been an ongoing programme of training throughout 2017/18 to increase awareness of the Council’s CHP, both amongst the public and staff, including a Council- wide exercise using the SPSO’s Improvement Framework on Accessibility. It is not unusual for there to be an increase in recorded complaints as the public and staff become more aware and confident in respect of the CHP
- 1.5 Chargeable Garden Waste Permits were also introduced in 2017/18 and approximately 85 Stage 1 complaints were received about the implementation of this Council policy out of more than 36,500 permits sold, which represents 0.02%.
- 1.6 The CHP provides for escalation of any complaint to Stage 2 of the CHP if they remain dissatisfied after receiving a response to their Stage 1 complaint.

- 1.7 In a small number of cases (36 during 2017-18) the nature of the complaint (i.e. the complexity of the sensitivities of the case) are such that these are processed under Stage 2 procedures in the first instance.
- 1.8 Of the overall total, 92% of complaints were resolved at the Stage 1 process (94% of the total considered under Stage 1 in the first instance) .
- 1.9 109 (6%) of the cases considered under Stage 1 were escalated to Stage 2 of the process. Taking into account the 36 complex cases referred to above, the total number of cases considered under Stage 2 was 145 (8%).
- 1.10 12 complaints which had completed the Council's CHP were investigated by the SPSO ( representing 0.7% of the total of complaints received by the Council in 2017-18)
- 1.11 In line with advice from the SPSO to all Scottish local authorities, a change to the categorisation of complaints has been made during 2017/18. Single points of complaint are no longer partially upheld; instead a definite conclusion i.e. upheld or not upheld is reached for each point. However complaints containing multiple complaint points where some are upheld and some not upheld, are now classified as partially upheld.
- 1.12 Of the 12 complaints investigated by the SPSO, 7 (58%) were fully or partially upheld. This is in line with the rate for local authorities overall. It should be noted, however, that this equates to only 0.4% of the total number of complaints processed under the Council's corporate complaints procedure.
- 1.13 The number of complaints taken prematurely to the SPSO reduced considerably from 34.8% in 2016/17 to 19.6% in 2017/18. This decrease may reflect work done by Services and the Corporate Complaints Team to improve awareness of the CHP among staff and the public.
- 1.14 67% of Stage 1 complaints considered during 2017/18 were responded to within the 5 day timescale outlined in the CHP. In the other cases it was necessary to extend the time for response for a variety of reasons, including workload, complexity of the complaint, and school holidays meaning staff were not available to provide information.
- 1.15 64% of Stage 2 complaints considered during 2017/18 were processed within the 20 day timescale outlined in the CHP. This represents an improvement on the same figure for 2016/17, despite the 6% increase in the number of Stage 2 complaints considered in 2017/18. Once again, extensions to the 20 day timescale were granted when necessary for reasons including workload, complexity of the complaint and school holidays.
- 1.16 The Corporate Complaints Team has provided advice, tools and awareness training to staff about resources available to assist with difficult behaviours

displayed by complainants, and guidance for staff on handling difficult conversations.

- 1.17 A “Customer Contact – Unacceptable Actions” Policy has been developed and will be presented to the Strategic Policy & Resources Committee for approval early in February 2019.

This policy aims to support staff as well as ensuring that the Council’s effectiveness is not compromised by the actions of individuals who make excessive demands on Council resources. It will replace the Unacceptable Actions by Complainants Policy.

- 1.18 The Corporate Complaints Team and Service Complaints Co-ordinators have continued to work to ensure the accessibility of the CHP, through training, changes to the Council’s website and checks on the availability of the Council’s complaints leaflet and posters.

- 1.19 Work is continuing with the Local Authority Complaints Handlers Network and the SPSO at a national level to develop a Customer Satisfaction Survey suitable for used across the whole sector.

It is recognised that there are challenges in developing a survey which encourages sufficient responses to provide meaningful survey results. The survey currently used by the Council to measure satisfaction with how Stage 2 complaints have been handled does not have a return rate which allows for meaningful analysis.

## **2. BACKGROUND**

- 2.1 The Council’s CHP was introduced in 2013 and is based on the model developed by the SPSO in conjunction with all Scottish local authorities. It is a two-stage procedure which seeks to resolve as many complaints as quickly as possible at the point of delivery as Stage 1 complaints. A small proportion of these are escalated to Stage 2 of the Procedure as explained above.

- 2.2 Further information on the Council’s CHP can be found [here](#)

- 2.3 Complaints are valued by the Council as a way of identifying areas where improvements to services and processes may be made. Services are encouraged to record all expressions of dissatisfaction about the authority’s actions or lack of action, or about the standard of service provided, as complaints, in line with the CHP.

- 2.4 Good practice throughout the sector is shared through the Local Authority Complaints Handlers Network, established in conjunction with the SPSO, which meets regularly. All Service Complaint Co-ordinators are given the opportunity to attend, as well as a representative from the Corporate Complaints team.

- 2.5 The Council's Complaint Handlers Group, consisting of Complaints Co-ordinators from each Service and members of the Corporate Complaints team, meet regularly to discuss current issues and strategies for improving complaints performance.
- 2.6 National recording and reporting systems have been established and performance indicators have been agreed. These performance indicators allow Local Authorities to benchmark, identify and address emerging trends.
- 2.7 As the CHP seeks to resolve complaints at the point of service delivery, individual Services are responsible for responding to complaints and issuing their own findings to Stage 1 complaints. To ensure consistency across the organisation in relation to Stage 2 complaints, the Corporate Complaints Team conducts a quality assurance review of each Stage 2 complaint scope and final response.
- 2.8 The Corporate Complaints team also carry out Stage 2 investigations when necessary and provide advice to Services, as well as liaising with the SPSO, and preparing statistics and reports on complaints handled by the Council.

### **3. PERFORMANCE INFORMATION AND SPSO INFORMATION**

- 3.1 The Scottish Public Services Ombudsman Act 2002 and the Public Services Reform (Scotland) Act 2010 give the Scottish Public Services Ombudsman (SPSO) the authority, in defined circumstances, to investigate complaints about Scottish public authorities, including local authorities.
- 3.2 The SPSO, in conjunction with all Scottish local authorities, has developed eight high-level performance indicators, against which authorities assess and monitor their complaints handling performance. The Council's figures for these indicators for 2017/18 are shown in Appendix 1.
- 3.3 Information on complaints in relation to each Council Service and each complaint category is provided in Appendix 2.
- 3.4 The SPSO reports on complaints in two different ways; if it considers that a complaint which it has considered is of national significance an Investigation Report is laid before the Scottish Parliament. Decision Reports are issued in relation to other complaints considered by the Ombudsman; these are published on the [SPSO's website](#) . The SPSO did not lay any Investigation Reports about Perth and Kinross Council before the Scottish Parliament in 2017/18.
- 3.5 Whilst 12 complaints were investigated by the SPSO, they received a total of 51 complaints about Perth and Kinross Council in 2017/18. Of these complaints 39 were not considered for the following reasons:-
- 10 could not be considered by the SPSO as they had not completed the Council's CHP.

- 7 were not duly made or were withdrawn after the SPSO had offered advice
  - 5 were outwith the SPSO's jurisdiction or were not duly made or were withdrawn
  - 4 complainants sought an outcome which was not achievable
  - 13 were not investigated because the SPSO considered that it would be disproportionate to do so.
- 3.6 12 Decision Reports in relation to the Council were issued by the SPSO during 2017/18. This represents an increase on the number of Decision Reports issued in 2016/17, when 6 Decision Reports were issued.
- 3.7 It should be noted however that that the apparent increase in Decision Reports reflects delays in the SPSO issuing decisions as opposed to a significant increase in the number of cases being investigated. Two of the complaints that the SPSO reported on in 2017/18 were originally considered by the Council in 2015, and a further 7 in 2016. Only 3 of the complaints that the SPSO reported on in 2017/18 were initially received during that year.
- 3.8 The 12 Decision Reports issued in 2017/18 had the following outcomes: -
- 3 were fully upheld with recommendations\*
  - 4 were partially upheld, 3 of which had recommendations
  - 5 were not upheld, 1 of which had recommendations
- \*Decision Reports issued by the SPSO routinely contain recommendations with which authorities are expected to comply with in order to remedy an injustice, apologise for a failure in service or to ensure improvements.
- 3.9 A summary of the SPSO'S determinations in relation to the Council in 2017/18 is shown in Appendix 3.
- 3.10 A summary of the recommendations made by the SPSO in 2017/18 is shown in Appendix 4.
- 3.11 A summary of the subject area of complaints considered by the SPSO in respect of the Council and across the sector is shown in Appendix 5

#### **4. PROPOSALS**

- 4.1 The Corporate Complaints team and the Service Complaints Co-ordinators will continue to keep the CHP and associated materials under review to ensure they remain adequate and fit for purpose. They will also continue to provide training and support to staff involved in dealing with complaints.
- 4.2 Work will be undertaken to develop and implement a replacement to the existing IT systems used to manage complaints as part of the wider project to replace the Council's Customer Relationship Management system.

## 5. CONCLUSION AND RECOMMENDATION

- 5.1 The Council has an appropriate and effective Complaints Handling Procedure in place and the performance statistics demonstrate that our complaints handling is acceptable.
- 5.2 The performance information and subject matter of the complaints received is considered and monitored to identify any particular trends, issues or service areas which require focussed improvement efforts. No such areas have been identified from the CHP information for 2017-18.
- 5.3 It is recommended that the Scrutiny Committee:
- (i) Consider and comment on this report.
  - (ii) Note that the performance of the Complaints Handling Procedure will continue to be monitored and reviewed throughout the year.

### Author(s)

| Name             | Designation                    | Contact Details |
|------------------|--------------------------------|-----------------|
| Donald Henderson | Information Governance Manager | 01738 475000    |

### Approved

| Name          | Designation                                      | Date          |
|---------------|--------------------------------------------------|---------------|
| Jim Valentine | Depute Chief Executive (Chief Operating Officer) | November 2018 |

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All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>None</b>       |
| Corporate Plan                                      | <b>None</b>       |
| <b>Resource Implications</b>                        | <b>None</b>       |
| Financial                                           | <b>None</b>       |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  | <b>None</b>       |
| Equality Impact Assessment                          | <b>None</b>       |
| Strategic Environmental Assessment                  | <b>None</b>       |
| Sustainability (community, economic, environmental) | <b>None</b>       |
| Legal and Governance                                | <b>None</b>       |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 | <b>None</b>       |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>None</b>       |
| <b>Communication</b>                                | <b>None</b>       |
| Communications Plan                                 | <b>None</b>       |

### 1. Strategic Implications

Community Plan/Single Outcome Agreement

1.1 N/A

Corporate Plan

1.2 N/A

### 2. Resource Implications

Financial

2.1 N/A

Workforce

2.2 N/A

Asset Management (land, property, IT)

2.3 N/A

### **3. Assessments**

#### Equality Impact Assessment

3.1 N/A

#### Strategic Environmental Assessment

3.2 N/A

#### Sustainability

3.3 N/A

#### Legal and Governance

3.4 N/A

3.5 N/A

#### Risk

3.6 N/A

### **4. Consultation**

#### Internal

4.1 Service Complaints Co-ordinators were consulted in the preparation of this report.

#### External

4.2 N/A

### **5. Communication**

5.1 N/A

## **2. BACKGROUND PAPERS**

None

## **3. APPENDICES**

Appendix 1 – SPSO Performance Indicators

Appendix 2 – What was complained about

Appendix 3 – SPSO information

Appendix 4 – SPSO recommendations

Appendix 5 – SPSO Council and sector details



## SPSO PERFORMANCE INDICATORS

### Indicator 1 - The total number of complaints received per thousand of the population.

This indicator records the total number of complaints received by the Council. The mid-year estimate of the Council's population in 2017-18 is 151,100. Figures for 2016-17 are based on the 2011 Census figure of 150,680.

| Year    | Total number of complaints received | Total complaints closed* at Stage 1 | Total closed* at Stage 2 | Total number of complaints closed | Number of complaints per 1000 population |
|---------|-------------------------------------|-------------------------------------|--------------------------|-----------------------------------|------------------------------------------|
| 2017/18 | 1807                                | 1662                                | 145                      | 1807                              | 12                                       |
| 2016/17 | 1637                                | 1501                                | 136                      | 1637                              | 11                                       |

\* The term "closed" refers to a complaint to which a customer has had a response, or which they have chosen to withdraw

### Indicator 2 - Complaints closed at Stage 1 and Stage 2 as a percentage of all complaints closed.

| Year    | Total number of complaints closed | Stage 1 complaints closed as a % of all complaints | Stage 2 complaints closed as a % of all complaints |
|---------|-----------------------------------|----------------------------------------------------|----------------------------------------------------|
| 2017/18 | 1807                              | 92% (1662)                                         | 8% (145)                                           |
| 2016/17 | 1637                              | 92% (1501)                                         | 8% (136)                                           |

### Indicator 3 - The number of complaints upheld, partially upheld or not upheld at each stage as a percentage of complaints closed in full at each stage.

This indicator records the formal outcome recorded for each complaint. Stage 1 complaints generally have one point of complaint whereas Stage 2 complaints generally have multiple points.

#### Complaints closed at Stage 1

| Year    | Number of complaints closed | % upheld  | % partially upheld | % not upheld |
|---------|-----------------------------|-----------|--------------------|--------------|
| 2017/18 | 1662                        | 27% (448) | 23% (382)          | 50% (832)    |
| 2016/17 | 1501                        | 26% (397) | 22% (331)          | 52% (773)    |

## Complaints closed at Stage 2

| Year    | Number of complaints closed | % upheld | % not upheld |
|---------|-----------------------------|----------|--------------|
| 2017/18 | 145                         | 51% (74) | 49% (71)     |
| 2016/17 | 136                         | 53% (72) | 47% (64)     |

The SPSO indicator as detailed above requires that an overall outcome is recorded for each complaint. If any aspect of the complaint is upheld then the overall outcome is recorded as “upheld”. By way of explanation, if a complaint comprises five points, of which two are upheld, two not upheld and one partially upheld, then the overall outcome would be upheld.

The table below shows a breakdown of findings in respect of each complaint point considered at stage 2.

| Stage 2 | Number of complaints closed | Number of points within complaints | % complaint points upheld | % complaint points partially upheld | % complaint points not upheld |
|---------|-----------------------------|------------------------------------|---------------------------|-------------------------------------|-------------------------------|
| 2017/18 | 145                         | 556                                | 18%(100)                  | *4% (24)                            | 78%(435)                      |
| 2016/17 | 136                         | 456                                | 16% (72)                  | 11% (49)                            | 73% (335)                     |

\* The SPSO has advised that whenever possible individual complaint points should not be partially upheld. Further reductions in this category are likely in 2018/19.

## Indicator 4 - The average time, in working days, for a full response to complaints at each stage.

This indicator represents the average time in working days to close complaints at Stage 1 and at Stage 2.

SPSO procedures specify Stage 1 complaints to be resolved within 5 working days.

| Stage 1 | Number of Complaints. | Total number of working days taken to close complaints | Average time to respond to complaints |
|---------|-----------------------|--------------------------------------------------------|---------------------------------------|
| 2017/18 | 1662                  | 9205                                                   | 5.5 days                              |
| 2016/17 | 1501                  | 9623                                                   | 6.4 days                              |

SPSO procedures specify Stage 2 complaints should be resolved within 20 working days.

| <b>Stage 2</b> | <b>Number of Complaints.</b> | <b>Total number of working days taken to close complaints</b> | <b>Average time to respond to complaints</b> |
|----------------|------------------------------|---------------------------------------------------------------|----------------------------------------------|
| 2017/18        | 145                          | 2846                                                          | 20 days                                      |
| 2016/17        | 136                          | 2790                                                          | 21 days                                      |

**Indicator 5 - The number and percentage of complaints, at each stage, which were closed in full within the set timescales of 5 and 20 working days.**

This indicator presents the number and percentage of complaints closed within 5 working days at Stage 1 and 20 working days at Stage 2.

| <b>Stage 1</b> | <b>Number of complaints closed</b> | <b>Number of complaints closed within 5 working days</b> | <b>Number of complaints closed within 5 working as % of complaints closed</b> |
|----------------|------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------|
| 2017/18        | 1662                               | 1114                                                     | 67%                                                                           |
| 2016/17        | 1501                               | 989                                                      | 66%                                                                           |

| <b>Stage 2</b> | <b>Number of complaints closed</b> | <b>Number of complaints closed within 20 working days</b> | <b>Number of complaints closed within 20 working days as % of complaints closed</b> |
|----------------|------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------|
| 2017/18        | 145                                | 93                                                        | 64%                                                                                 |
| 2016/17        | 136                                | 82                                                        | 60%                                                                                 |

**Indicator 6 - The number and percentage of complaints, at each stage, where an extension to the 5 or 20 working days timeline has been authorised.**

The Council's CHP allows for an extension to the timescales to be authorised in certain circumstances. An example would be where a key member of staff is on annual leave or when during school holidays.

| <b>Stage 1</b> | <b>Number of complaints closed</b> | <b>Number of complaints closed where an extension had been authorised</b> | <b>Number of complaints closed as % of all complaints closed where an extension had been authorised</b> |
|----------------|------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| 2017/18        | 1662                               | 548                                                                       | 33%                                                                                                     |
| 2016/17        | 1501                               | 512                                                                       | 34%                                                                                                     |

| <b>Stage 2</b> | <b>Number of complaints closed</b> | <b>Number of complaints closed where an extension had been authorised</b> | <b>Number of complaints closed as % of all complaints closed where an extension had been authorised</b> |
|----------------|------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| 2017/18        | 145                                | 52                                                                        | 39%                                                                                                     |
| 2016/17        | 136                                | 54                                                                        | 40%                                                                                                     |

**Indicator 7 - A statement to report customer satisfaction with the complaints service.**

Work with the SPSO to develop a standard Complaints Handling Customer Feedback Survey, to be used by all local authorities, is ongoing at a national level.

**Indicator 8 - A statement outlining changes or improvements, to services or procedures, as a result of the consideration of complaints.**

This qualitative indicator is intended to identify service improvements/learnings from complaints that were derived from complaints during the reporting period.

The Council aims to record all service improvements arising from complaints. Complaints performance information, including improvement actions, are considered routinely at management team meetings.

The Council is keen to understand the types of “expressions of dissatisfaction” being received and records the types of complaints received under the seven headings agreed by the SPSO. This approach provides the opportunity for identifying emerging trends and pinpointing areas for staff development and training. This information is detailed within Appendix 2.

**WHAT WAS COMPLAINED ABOUT?****Complaints by Service**

| Stage 1                         | 2017/18           | 2016/17            |
|---------------------------------|-------------------|--------------------|
|                                 | Number (%)        | Number (%)         |
| Corporate & Democratic          | 15 (<1)           | 18 (1)             |
| Education & Children's Services | 352 (21)          | 439 (29)           |
| Housing & Community Care        | 612 (37)          | 586 (39)           |
| The Environment Service         | 706 (>42)         | 458 (31)           |
| <b>Total Stage 1</b>            | <b>1662(100%)</b> | <b>1501 (100%)</b> |

| Stage 2                         | 2017/18           | 2016/17           |
|---------------------------------|-------------------|-------------------|
|                                 | Number (%)        | Number (%)        |
| Corporate & Democratic          | 7 (5)             | 7 (5)             |
| Education & Children's Services | 40 (28)           | 42 (31)           |
| Housing & Community Care        | 54 (37)           | 50 (38)           |
| The Environment Service         | 44 (30)           | 37 (27)           |
| <b>Total Stage 2</b>            | <b>145 (100%)</b> | <b>136 (100%)</b> |

**Complaints by Category**

| Stage 1              | 2017/18            | 2016/17            |
|----------------------|--------------------|--------------------|
|                      | Number (%)         | Number (%)         |
| Service Provision    | 671 (40)           | 678 (45)           |
| Employee             | 341 (21)           | 293 (20)           |
| Policy & Procedure   | 282 (17)           | 175 (12)           |
| Communication        | 171 (10)           | 174 (<12)          |
| Equality             | 9 (1)              | 7 (<1)             |
| Other                | 188 (11)           | 174 (<12)          |
| <b>Total Stage 1</b> | <b>1662 (100%)</b> | <b>1501 (100%)</b> |

| Stage 2            | 2017/18    | 2016/17    |
|--------------------|------------|------------|
|                    | Number (%) | Number (%) |
| Service Provision  | 76 (52)    | 70 (52)    |
| Employee           | 26 (18)    | 21 (15)    |
| Policy & Procedure | 33 (23)    | 36 (27)    |
| Communication      | 8( >5)     | 7 (5)      |
| Equality           | 1 (<1)     | 2 (1)      |
| Other              | 1 (<1)     | 0          |
| Total Stage 2      | 145 (100%) | 136 (100%) |

## **SPSO Information**

The SPSO publishes information on complaints received by subject and authority on the [Statistics](#) page of its website.

### **Complaints made to the SPSO in relation to Perth and Kinross Council**

| <b>Stage</b>            | <b>Outcome Group</b>                   | <b>2017/18<br/>Complaints</b> | <b>2016/17<br/>Complaints</b> |
|-------------------------|----------------------------------------|-------------------------------|-------------------------------|
| <b>Advice</b>           | Not duly made or withdrawn             | 7                             | 10                            |
|                         | Out of jurisdiction (discretionary)    | 0                             | 0                             |
|                         | Out of jurisdiction(non-discretionary) | 0                             | 0                             |
|                         | Premature                              | 1                             | 14                            |
|                         | <b>Total</b>                           | <b>17</b>                     | <b>24</b>                     |
| <b>Early Resolution</b> | Out of jurisdiction(discretionary)     | 3                             | 1                             |
|                         | Out of jurisdiction(non-discretionary) | 1                             | 0                             |
|                         | Not duly made or withdrawn             | 1                             | 0                             |
|                         | Outcome not achievable                 | 4                             | 8                             |
|                         | Resolved                               | 0                             | 0                             |
|                         | Premature                              | 0                             | 2                             |
|                         | Proportionality                        | 13                            | 5                             |
|                         | <b>Total</b>                           | <b>22</b>                     | <b>16</b>                     |
|                         |                                        |                               |                               |
| <b>Investigation</b>    | Fully upheld                           | 3                             | 1                             |
|                         | Some upheld                            | 4                             | 2                             |
|                         | Not upheld                             | 5                             | 3                             |
|                         | <b>Total</b>                           | <b>12</b>                     | <b>6</b>                      |

| <b>2017/18</b>             | <b>Perth and Kinross Council</b> | <b>All Local Authorities</b> |
|----------------------------|----------------------------------|------------------------------|
| Total Premature Complaints | 10                               | 434                          |
| Premature Rate             | 19.6%                            | 28.1%                        |

| <b>2017/18</b>                | <b>Perth and Kinross Council</b> | <b>All Local Authorities</b> |
|-------------------------------|----------------------------------|------------------------------|
| Total Investigation Decisions | 12                               | 165                          |
| Total Upholds                 | 7                                | 96                           |
| Uphold Rate                   | 58.3%                            | 58.2%                        |



## RECOMMENDATIONS MADE BY THE SPSO IN 2017/18

The table below list the recommendations made by the SPSO in Decision Reports which were issued in 2017/18.

| Case reference            | Complaint description                                     | Decision issued | SPSO Recommendation(s)                                                                         | Council Action                                              |
|---------------------------|-----------------------------------------------------------|-----------------|------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| 201605942<br>fully upheld | Complaint about Multi Use Games Area (MUGA)               | Sept 2017       | Council to issue apology                                                                       | Letter of apology issued                                    |
|                           |                                                           |                 | MUGA to be operated with revised management plan or closed                                     | Necessary changes made to management plan                   |
|                           |                                                           |                 | Council to consider its complaints responses                                                   | Appropriate action taken in relation to complaints training |
| 201606223<br>fully upheld | Complaint about issues arising from secondary school trip | Dec 2017        | Council to issue apology                                                                       | Letter of apology issued                                    |
|                           |                                                           |                 | Young people to be allowed to express their opinions and contribute to decision making process | Recommendation fulfilled                                    |
|                           |                                                           |                 | Staff training about managing pupils' health conditions                                        | Recommendation fulfilled                                    |
|                           |                                                           |                 | Excursion policy should refer to Equalities Act 2010                                           | Policy amended                                              |
|                           |                                                           |                 | Council staff should be aware of responsibilities under Equalities Act 2010                    | Recommendation fulfilled                                    |
|                           |                                                           |                 | Decisions about reasonable adjustments should be tailored to individual                        | Recommendation fulfilled                                    |

|                           |                                                                                             |            |                                                                                                                                          |                                                    |
|---------------------------|---------------------------------------------------------------------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 201700422<br>fully upheld | Issues arising from secondary school complaint                                              | March 2018 | Council to issue apology                                                                                                                 | Letter of apology issued                           |
|                           |                                                                                             |            | Council to provide complainant with additional information                                                                               | Additional information provided                    |
|                           |                                                                                             |            | Staff training in complaints handling                                                                                                    | Training undertaken                                |
|                           |                                                                                             |            | Letters confirming delay in investigation to provide explanation and timescale                                                           | Template letter changed to reflect recommendation. |
| 201605040<br>not upheld   | Complaint about issues arising from a planning decision                                     | March 2018 | Council to issue apology                                                                                                                 | Letter of apology issued                           |
|                           |                                                                                             |            | Recommendation regarding Scottish Planning Policy                                                                                        | Scottish Planning Policy adhered to                |
| 201600783                 | Issues arising from Social Work Complaints Review Committee (previous complaints procedure) | Sept 2017  | Council to issue apology in respect of delay in progressing complaint to Complaints Review Committee                                     | Letter of apology issued                           |
|                           |                                                                                             |            | Council to issue apology for failing to satisfactorily address one of the findings of the Complaints Review Committee                    | Letter of apology issued                           |
| 201604905                 | Complaint about Multi Use Games Area (MUGA)                                                 | Feb 2018   | Council to issue apology                                                                                                                 | Letter of apology issued                           |
|                           |                                                                                             |            | Council to engage an acoustic consultant                                                                                                 | Ongoing                                            |
| 201607918                 | Complaint about licensing arrangements for licensed premises                                | Feb 2018   | Council to issue apology                                                                                                                 | Letter of apology issued                           |
|                           |                                                                                             |            | Officers to document administrative process of approval and reasoning behind decisions in relation to applications for minor variations. | Recommended changes to procedures in place         |

## Local Authority complaints received by the SPSO in 2017/18

| PKC Service                    | SPSO Category           | PKC                |           |              |             | All Local Authorities |             |              |             |
|--------------------------------|-------------------------|--------------------|-----------|--------------|-------------|-----------------------|-------------|--------------|-------------|
|                                |                         | Complaints to SPSO |           | %            |             | Complaints to SPSO    |             | %            |             |
|                                |                         | 17/18              | 16/17     | 17/18        | 16/17       | 17/18                 | 16/17       | 17/18        | 16/17       |
| Chief Exec / CS                | Personnel               | 0                  | 0         | 0            | 0           | 12                    | 5           | 0.81         | 0.3         |
|                                | Finance                 | 4                  | 1         | 8.7          | 1.7         | 112                   | 120         | 7.6          | 7.9         |
|                                | Legal & Admin           | 2                  | 4         | 4.35         | 6.9         | 71                    | 73          | 4.82         | 4.8         |
|                                | <b>Sub-total</b>        | <b>6</b>           | <b>5</b>  | <b>13.05</b> | <b>8.6</b>  | <b>195</b>            | <b>198</b>  | <b>13.23</b> | <b>13.0</b> |
| ECS                            | Education               | 5                  | 4         | 10.87        | 6.9         | 151                   | 144         | 10.24        | 9.4         |
|                                | Recreation & Leisure    | 2                  | 1         | 4.35         | 1.7         | 24                    | 29          | 1.63         | 1.9         |
|                                | <b>Sub-total</b>        | <b>7</b>           | <b>5</b>  | <b>15.22</b> | <b>8.6</b>  | <b>175</b>            | <b>173</b>  | <b>11.87</b> | <b>11.3</b> |
| HCC                            | Housing                 | 10                 | 16        | 21.74        | 27.6        | 316                   | 388         | 21.44        | 25.4        |
|                                | Social Work             | 6                  | 9         | 13.04        | 15.5        | 254                   | 219         | 17.23        | 14.3        |
|                                | <b>Sub-total</b>        | <b>16</b>          | <b>25</b> | <b>34.78</b> | <b>43.1</b> | <b>570</b>            | <b>607</b>  | <b>38.67</b> | <b>39.7</b> |
| TES                            | Building Control        | 0                  | 1         | 0            | 1.7         | 16                    | 34          | 1.09         | 2.2         |
|                                | Consumer Protection     | 0                  | 0         | 0            | 0           | 4                     | 4           | 0.27         | 0.3         |
|                                | Env. Health & Cleansing | 3                  | 6         | 6.52         | 10.3        | 116                   | 124         | 7.87         | 8.1         |
|                                | Land & Property         | 1                  | 1         | 2.17         | 1.7         | 17                    | 19          | 1.15         | 1.2         |
|                                | Planning                | 9                  | 13        | 19.57        | 22.4        | 134                   | 160         | 9.09         | 10.5        |
|                                | Roads & Transport       | 1                  | 0         | 2.17         | 0           | 104                   | 112         | 7.06         | 7.3         |
|                                | Economic Development    | 0                  | 0         | 0            | 0           | 2                     | 5           | 0.14         | 0.3         |
|                                | <b>Sub-total</b>        | <b>14</b>          | <b>21</b> | <b>30.43</b> | <b>36.2</b> | <b>393</b>            | <b>458</b>  | <b>26.67</b> | <b>30.0</b> |
| Fire & Police Boards           |                         | 0                  | 0         | 0            | 0           | 3                     | 4           | 0.20         | 0.3         |
| National Park Authorities      |                         | 0                  | 0         | 0            | 0           | 4                     | 6           | 0.27         | 0.4         |
| Other                          |                         | 0                  | 0         | 0            | 0           | 6                     | 8           | 0.41         | 0.5         |
| Welfare Fund - Grants          | Community Care / Crisis | 0                  | 0         | 0            | 0           | 9                     | 19          | 0.61         | 1.2         |
| Valuation Joint Boards         |                         | 0                  | 0         | 0            | 0           | 0                     | 7           | 0            | 0.5         |
| Unknown or Out of Jurisdiction |                         | 3                  | 2         | 6.52         | 3.4         | 119                   | 48          | 8.07         | 3.1         |
|                                | <b>Sub-total</b>        | <b>3</b>           | <b>2</b>  | <b>6.52</b>  | <b>3.4</b>  | <b>141</b>            | <b>92</b>   | <b>9.56</b>  | <b>6.00</b> |
| <b>Total</b>                   |                         | <b>46</b>          | <b>58</b> | <b>100</b>   | <b>100</b>  | <b>1474</b>           | <b>1528</b> | <b>100</b>   | <b>100</b>  |

Complaints in this Appendix are categorised according to the Council's previous Service structure.



# **PERTH AND KINROSS COUNCIL**

## **Scrutiny Committee**

**28 November 2018**

### **Developer Contributions**

#### **Executive Director (Housing & Environment) (Report No.18/397)**

The Committee have identified that they wish to consider the application of the Developer Contributions and Affordable Housing Supplementary Guidance to single house developments. Through a number of informal persons, the Committee was provided with information in relation to the operation of the policy and supplementary guidance.

This report provides background to the key areas which were identified for further consideration in relation to the application of the Guidance.

## **1. BACKGROUND**

- 1.1 A training session was held after the Scrutiny Committee on 12 September 2018. This provided an overview of the Developer Contributions and Affordable Housing Supplementary Guidance (the Guidance) to new built development within Perth & Kinross.
- 1.2 Members identified that the application of the Guidance to single dwellinghouse developments would be subject to a formal session of this Committee and that a briefing report should provide:
  - a background position on the basis for including single dwellinghouse developments to make a contribution;
  - the implications of excluding single dwellinghouse developments from making contribution payments;
  - other Local Authority approaches and possible other methods of application of contributions to single dwellinghouse developments;
  - the implications of excluding conversions/extensions and other options for applying contributions in these cases;
  - the implications of excluding essential workers housing and other options for applying contributions in these cases.
- 1.3 The focus of this report is on the application of the Primary Education Contributions section of the Guidance.

## 2. BACKGROUND TO BASIS FOR SINGLE UNIT DEVELOPMENT CONTRIBUTING

- 2.1 The impact of a single unit development, in isolation, on infrastructure is the same as that of a single unit which is developed as part of a larger site. The difference with regards to a larger site is that the impact is sustained by the multiple numbers of units which can have a greater concentrated impact on infrastructure at one time. However, the same position holds where the cumulative impact of a number of single house developments is considered and this could, in theory, deliver the same number of dwellings. This was the starting basis for the requirement for single dwellinghouse developments to contribute towards primary education.
- 2.2 Prior to the financial crash in 2008, 90% of housing completions across Perth & Kinross was of sites of 5+ units. With the financial crash, this level of completions dropped to 74% in 2010. The level of small scale developments of 4 or less units increased in this period while the number of large scale completions declined. At the time of developing the Primary Education Contributions Guidance, within some of the rural schools the identified capacity issues were not the result of larger scale development, but could be attributed, in part, to the cumulative impact of small scale 1 and 2 unit developments.
- 2.3 On this basis, it was decided that all new residential developments, regardless of scale would be treated the same in terms of the application of the Primary Education Contributions. This approach was carried through with subsequent contributions Guidance for the A9 Junction Improvements and the Transport Infrastructure.
- 2.4 Through the consultation of the Primary Education Contributions Guidance in 2009, two submissions raised the following point *'Small developers will be unable to afford this levy. Small developments should be excluded from inclusion.'*
- 2.5 The response included in the committee report to Enterprise and Infrastructure Committee (Report No. 09/169 refers) stated *'Restricting the policy to larger developments and developers would relieve some of the administrative burden on the department and minimise the likely impact on performance figures. However, a significant proportion of house completions in Perth and Kinross occur on sites of less than 5 units. Cumulatively, these developments can place disproportionate pressures on local infrastructure and facilities particularly in the primary school sector where rural schools are only able to accommodate a limited school role. Restricting contributions to larger developments may be seen to place an inequitable burden on those developments. Paragraph 8.2 of the Developer Contributions Policy SPG indicates that 'where substantial contributions are required that may jeopardise the commercial viability of a project, the Council will enter into negotiations to establish whether reduced contributions would be appropriate.'*

To date, no reductions in the Primary Education Contribution has been agreed on the basis of viability.

### **3. IMPLICATIONS OF EXCLUDING SINGLE UNIT DEVELOPMENTS FROM CONTRIBUTIONS**

- 3.1 The Primary Education Contributions Guidance was adopted in May 2009. Since this date, contributions towards primary education have been received from 322 developments across Perth & Kinross and ingathering approximately £2 million. Approximately £39 million has been secured through S.75 Legal Agreements payable as development comes forward.
- 3.2 The majority of the collected monies, at present, come from small scale developments as it is preferable, in terms of cost and time, for applicants to pay upfront of release of planning consent rather than enter into a Section 75 Agreement. The level of contributions which will be collected in relation to larger developments, which are generally subject to Section 75 Legal agreements, will increase in the future as these developments progress.
- 3.3 When the Primary Education Contributions Guidance was first adopted in 2009, a contribution was required, or likely to be required, depending on the scale of the development, from new residential development within the catchments of 55 primary schools. Once the Local Development Plan was adopted and a review of build rates undertaken, in 2015, the number of school catchments where contributions were sought reduced to 26. This position is reviewed annually.
- 3.4 Of the £2 million in collected contributions from May 2009 to October 2018, 261 are from single dwellinghouse developments, 37 developments of 2 – 4 dwellinghouses and 24 relating to developments of 5 or more dwellinghouses.

| Number of Dwellings | Number of Contributions | % of Total | Contributions Attributable to Development Size Based on £2m collected |
|---------------------|-------------------------|------------|-----------------------------------------------------------------------|
| 1                   | 261                     | 81         | £1,620,000                                                            |
| 2 - 4               | 37                      | 11         | £220,000                                                              |
| 5+                  | 24                      | 8          | £160,000                                                              |

- 3.5 In August 2018, a revised list of schools where contributions would be sought was published based on a review of school projections and taking account of the Local Development Plan 2. This list removes a number of the more rural schools and concentrates the contribution requirement on schools within the larger population centres where the majority of new development is identified. The number of schools where contributions are required now stands at 15 and Appendix 1 includes the revised list.

- 3.6 It is identified that a larger percentage of single unit developments come forward within the more rural catchments. In order to provide a projection of the level of contributions which may be collected in the future from each size of development, based on the August 2018 schools list, the table below has been updated to only take account of contribution collected from schools on the August 2018 list. Using this approach, 121 of the collected contributions are from single dwellinghouse developments, 13 developments of 2 – 4 dwellinghouses and 24 relating to developments of 5 or more dwellinghouses. The total contributions collected would also reduce to £1,035,000.

| Number of Dwellings | Number of Contributions | % of Total | Contributions Attributable to Development Size Based on £1,035,000 collected |
|---------------------|-------------------------|------------|------------------------------------------------------------------------------|
| 1                   | 121                     | 72         | £745,200                                                                     |
| 2 - 4               | 22                      | 13         | £129,800                                                                     |
| 5+                  | 24                      | 15         | £300,000                                                                     |

- 3.7 The above table shows that by removing the more rural schools, in line with the current approach, the level of single dwellinghouse developments reduces but they still form the majority of sites where contributions will be collected.
- 3.8 The past is not a guide to future projections and when the sites which are subject to Section 75 Agreements progress, the level of income attributable to larger sites is likely to increase. However, based on the historic position single dwellinghouse developments contribute the vast majority of primary education contributions received to date.
- 3.9 At the moment, a move away from asking for contributions for single dwellinghouse developments will have a significant impact on the funding available.

#### **4. OTHER LOCAL AUTHORITY APPROACHES**

- 4.1 A review of the approach by other local authorities across Scotland to the application of Primary Education Contributions to new developments has been undertaken.



4.2 A summary of the different approaches have been grouped together in the following table.

| Local Authority                                                                                                                                                       | Method of Application                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Perth & Kinross<br>Dumfries and Galloway<br>East Dunbartonshire<br>Edinburgh<br>Loch Lomond & Trossachs National Park<br>Scottish Borders<br>Stirling<br>West Lothian | Contributions apply to all residential development.                                                                                                                                                                                                                        |
| Aberdeenshire                                                                                                                                                         | Contributions apply to all residential development. Individual contributions for different school catchments. Contribution level based on number of bedrooms within each dwelling. 1 bed properties exempt; 2 bed 20% reduction; 3 bed 100% cost. 4+ Bed +20% per bedroom. |
| Aberdeen City                                                                                                                                                         | Contributions collected from all new dwellings within the Development Masterplan Zones with each zone setting out contribution requirement. Out with zones no contributions required.                                                                                      |
| Clackmannanshire                                                                                                                                                      | Contributions apply to all residential development. Contribution level based on number of bedrooms within each dwelling. 2 bed - £3,500; 3 bed - £5,000; 4 bed - £7,000; 5 bed + - £8,500.                                                                                 |
| Dundee                                                                                                                                                                | Contributions apply to all residential developments on Greenfield Sites. Individual contributions for different school catchments. Brownfield sites generally exempt.                                                                                                      |
| East Renfrewshire                                                                                                                                                     | Applies to residential development of 4+.                                                                                                                                                                                                                                  |
| East Lothian<br>Falkirk                                                                                                                                               | Applies to residential development of 5+.                                                                                                                                                                                                                                  |
| Fife                                                                                                                                                                  | Applies to residential development of 10+.                                                                                                                                                                                                                                 |

| Local Authority | Method of Application                                                                                                                                                              |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mid Lothian     | Exemptions for first 2 units in development up to 9 units. 10+ unit development all units contribute.                                                                              |
| Highland        | Contributions apply to all residential development. Reduction for 1 – 3 unit developments. 1 unit – 80% reduction; 2 units – 75% reduction; 3 units – 70%; 4 units – no reduction. |
| Moray           | Contributions apply to all residential development. 1 unit - 80% reduction; 2- 4 units – 60% reduction; 4+ units – no reduction.                                                   |

- 4.3 The above table shows that across Scotland there are various ways of applying contributions to new development. The most common approach is to apply contributions to all new residential units, as is the approach taken by Perth and Kinross. The other common approach is to apply a reduction based upon the number of bedrooms within each dwellinghouse. This approach has previously been considered by Perth and Kinross. However, the consensus, at the time, was that it would introduce an additional level of administrative work and complication to securing of contributions, as the size of properties within development sites are often subject to change to suit market demands. A single unit contribution level provides clarity at the outset and allows for changes in house type and design to be considered without having to review the contribution level. Through discussions with Aberdeenshire Council, it has been confirmed that applying a contribution rate based on number of bedrooms is more time consuming in implementation than a single flat rate per dwelling.
- 4.4 A number of other authorities set a higher threshold only applying contributions to larger sites. Section 2 of this report provides an overview as to why this approach was not taken forward by Perth and Kinross. It is worth noting that while Highland Council has introduced a reduction for 1 – 3 dwellinghouse developments, this is to reflect that previously contributions were only sought from developments of 4+ dwellinghouses and that applying contributions to smaller scale developments may cause viability concerns in the short term. It is envisaged that through the next review of their Guidance these reductions will be removed or reduced.
- 4.5 A high level assessment of the financial implications of some of the approaches to applying contributions taken forward by other local authorities if these were applied in Perth & Kinross has been undertaken. This is based on the current collected contribution level of £2 million.

| Local Authority Approach                                                    | Estimated Budget Implications                                                                                                                                      |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Aberdeenshire – Rates per bedroom size                                      | N/A – This approach is very labour intensive and has been discounted as outlined in paragraph 4.3.                                                                 |
| East Renfrewshire – Applies to 4+ units                                     | This approach would reduce collected contributions by £1,782,445                                                                                                   |
| East Lothian – Applies to 5+ units                                          | This approach would reduce collected contributions by £1,840,000                                                                                                   |
| Mid Lothian – Exemption for first 2 units in developments of up to 9 units. | No detailed work undertaken on this approach but may warrant further detailed investigation. It would result in a reduction in the level of contributions secured. |
| Highland – Reduction for 1 – 3 unit developments.                           | This approach would reduce collected contributions by £1,500,000                                                                                                   |

- 4.6 A change in approach to the securing of contributions may have an impact on the level of contributions ingathered. The Midlothian Council approach to have an exemption for the first 2 units in developments up to 9 units secures contributions from larger developments while providing an allowance for smaller scale proposals. This approach would still reduce the level of contributions secured but could be tailored so that these are reduced in comparison to a blanket approach such as that taken by East Lothian or East Renfrewshire.

## **5. IMPLICATIONS OF EXCLUDING CONVERSIONS/EXTENSIONS**

- 5.1 The Guidance currently requires a primary education contribution within identified primary school catchments where a proposal seeks to convert a single bedroom dwellinghouse to a 2+ bedroom dwellinghouse. This approach reflects that single bedroom dwellings do not attract contributions towards primary education. It stops applicants from seeking consent for a single bedroom dwellinghouse then adding an extension at a later date in order to circumnavigate the primary education requirement.
- 5.2 Single bedroom dwellings are generally considered to be affordable due to their market value. Across the small number of relevant proposals, a contribution is only required if the extension is of a size whereby the property could no longer fall under the affordable category. The decision is made in consultation with the Affordable Housing Enabler.
- 5.3 An alternative approach is one where an extension is proposed to extend a single bedroom dwelling house to a two bedroom dwellinghouse then it would be exempt. Larger extensions would have the contribution apply within the first 7 years of the property being completed. After the 7 year period has expired, then any extension would be exempt from contributing towards primary education.

- 5.4 There is no exemption for conversion of non-residential buildings to residential in terms of the primary education contributions. This is on the basis that these proposals will create a new dwellinghouse which was not previously there and would have the same impact as a new build on primary education capacity. Reductions are applied in terms of the Transport Infrastructure as this takes account of the buildings previous use and the existing impact it would have on the transport network. If a viability issue is identified which is stopping the delivery of the required accommodation, then the applicant can provide a viability statement in order to seek a reduction in the contribution level.

## **6. IMPLICATIONS OF EXCLUDING ESSENTIAL WORKERS HOUSING**

- 6.1 A review of all planning applications which related to Manager or Farm/Key Worker accommodation submitted between May 2009 (the date of adoption of the Guidance) and November 2018 was undertaken.
- 6.2 Across this time period, a total of 21 planning applications were lodged which included Manager or Farm/Key Worker accommodation.
- 13 applications consented;
  - 8 applications refused consent;
  - Properties range from 1 bedroom to 6 bedroom dwellings;
  - Of the consented applications, 3 were required to make primary education contributions.
- 6.3 Where a proposal for a new dwellinghouse is required to support agriculture or a business, then the applicant will submit a labour report which will provide the justification for the new dwellinghouse. The majority of the refused applications have been on the basis of lack of suitable justification and/or the location of the proposed dwelling is not suitable.
- 6.4 The majority of Manager or Farm/Key Worker accommodation proposals fall within the more rural areas where primary schools do not have identified capacity issues. This trend is likely to continue as the revised list of schools where contributions are required, published on 1 August 2018, removes the majority of the rural schools.

- 6.5 Manager and Farm/Key Worker accommodation is treated the same as all private residential dwellings in terms of the application of the Guidance. Historically, planning consent for this type of dwelling would have an occupancy restriction condition applied which would restrict the occupancy of the dwelling to those who are related to the business. Under the 2011 review of the Primary Education contributions Guidance, it was considered that where an occupancy restriction was put in place then the dwelling could be exempt from contributions, indeed this approach was used in relation to a Manager's Property where a contribution is secured through a Section 75 Agreement but only payable if the property is no longer tied to the business (Ref 12/00476/FLL). In 2011, the Chief Planner wrote to all Local Authorities identifying that the use of occupancy conditions restricting houses to land is not appropriate. Perth and Kinross Council no longer applies occupancy restriction conditions to planning consents as a result. On this basis, while a property may be justified on a labour basis to support a business, there is no restriction on the final occupier. It is on this basis that no exemption is applied for these types of dwellings.
- 6.6 Where a proposed dwelling is considered affordable or contains communal facilities, units would be exempt from the Guidance in terms of primary education. If a viability issue is identified which is stopping the delivery of the required accommodation, the applicant can provide a viability statement in order to seek a reduction in the contribution level.

## **7. CONCLUSION/RECOMMENDATIONS**

- 7.1 It is recommended that the Committee:
- (i) scrutinises and makes comments on the content of the report and
  - (ii) highlights any areas they would ask the Planning MOWG to consider
  - (iii) requests the Executive Director (Housing & Environment) to report back to Scrutiny Committee on the outcome of discussions with the Planning MOWG.

**Author**

| <b>Name</b>     | <b>Designation</b>      | <b>Contact Details</b>                                                                             |
|-----------------|-------------------------|----------------------------------------------------------------------------------------------------|
| Euan McLaughlin | Developer<br>Negotiator | <a href="mailto:TESDevelopmentcontributions@pkc.gov.uk">TESDevelopmentcontributions@pkc.gov.uk</a> |

**Approved**

| <b>Name</b>    | <b>Designation</b>                            | <b>Date</b>      |
|----------------|-----------------------------------------------|------------------|
| Barbara Renton | Executive Director<br>(Housing & Environment) | 15 November 2018 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>None</b>       |
| Corporate Plan                                      | <b>None</b>       |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>None</b>       |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>None</b>       |
| Strategic Environmental Assessment                  | <b>None</b>       |
| Sustainability (community, economic, environmental) | <b>None</b>       |
| Legal and Governance                                | <b>None</b>       |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>None</b>       |
| External                                            | <b>None</b>       |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

- 1.1 *This section should set out how the proposals relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:*

- (i) *Promoting a prosperous, inclusive and sustainable economy*
- (ii) *Creating a safe and sustainable place for future generations*

#### Corporate Plan

- 1.2 *This section should set out how the proposals relate to the achievement of the Council's Corporate Plan Priorities:*

- (i) *Promoting a prosperous, inclusive and sustainable economy*
- (ii) *Creating a safe and sustainable place for future generations*

### 2. Resource Implications

#### Financial

- 2.1 Not available (N/A).

### Workforce

2.2 Not available (N/A).

### Asset Management (land, property, IT)

2.3 Not available (N/A).

## **3. Assessments**

### Equality Impact Assessment

3.1 Assessed as **not relevant** for the purposes of EqlA.

### Strategic Environmental Assessment

3.2 Not available (N/A).

### Sustainability

3.3 Not available (N/A).

### Legal and Governance

3.4 Not available (N/A).

### Risk

3.6 Not available (N/A).

## **4. Consultation**

4.1 Not available (N/A).

## **5. Communication**

5.1 Not available (N/A).

## **2. BACKGROUND PAPERS**

- Developer Contributions and Affordable Housing Supplementary Guidance 2016
- Primary Education and New Housing Developer Contributions Policy 2009
- Enterprise and Infrastructure Committee 25 March 2009; Report 09/169 - FINALISED PRIMARY EDUCATION AND NEW HOUSING CONTRIBUTIONS POLICY



## Appendix 1 – Primary Education Requirements

### Developer contributions requirements for individual schools

Version 3: 2018

Next Review: 2019

To assist applicants with the preparation of development costs, the following schedule showing the school catchment areas where contributions will be sought.

This schedule is based on schools which are currently operating at above 80% and the cumulative impact of extant planning permissions and Local Development Plan allocations result in the school projected to be operating at or above 100% of total capacity.

Where the Council has invested in Primary Schools to support future development a contribution will be sought from new development within the relevant primary school catchment. Where investment has taken place this is identified below:

| Primary School                     | Primary School Capacity | Investment                                                                                                                                                   |
|------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Breadalbane Academy Cluster</b> |                         |                                                                                                                                                              |
| N/A                                | N/A                     | N/A                                                                                                                                                          |
| <b>Crieff High School Cluster</b>  |                         |                                                                                                                                                              |
| Crieff                             | 466                     | New School built with capacity for extension                                                                                                                 |
| <b>Auchterarder CS Cluster</b>     |                         |                                                                                                                                                              |
| Auchterarder                       | 514                     | Identified for future investment                                                                                                                             |
| Dunning                            | 125                     | Identified for future investment                                                                                                                             |
| <b>Pitlochry High Cluster</b>      |                         |                                                                                                                                                              |
| N/A                                | N/A                     | N/A                                                                                                                                                          |
| <b>Blairgowrie High Cluster</b>    |                         |                                                                                                                                                              |
| Newhill                            | 423                     | Identified for future investment                                                                                                                             |
| <b>Kinross High Cluster</b>        |                         |                                                                                                                                                              |
| Kinross                            | 566                     | New School built                                                                                                                                             |
| Milnathort                         | 257                     | Identified for future investment                                                                                                                             |
| <b>Perth Grammar Cluster</b>       |                         |                                                                                                                                                              |
| Luncarty                           | 194                     | Identified for future investment                                                                                                                             |
| Ruthvenfield                       | 91                      | Identified for future investment – Developments of 20+ units will be considered on an individual basis to determine whether a contribution will be required. |
| Tulloch                            | 434                     | New School built                                                                                                                                             |
| <b>Perth Academy Cluster</b>       |                         |                                                                                                                                                              |
| Robert Douglas Memorial            | 462                     | Identified for future investment                                                                                                                             |
| <b>Perth High Cluster</b>          |                         |                                                                                                                                                              |

|           |     |                                  |
|-----------|-----|----------------------------------|
| Abernethy | 283 | Extension to school built        |
| Dunbarney | 207 | Identified for future investment |
| Errol     | 316 | Extension to school built        |
| Inchture  | 264 | Extension to school built        |
| Kinnoull  | 203 | Extension to school built        |