

PERTH AND KINROSS COUNCIL

26 February 2014

CHIEF SOCIAL WORK OFFICER ANNUAL REPORT 2013

Report by Chief Social Work Officer

PURPOSE OF REPORT

Provides Council with the Chief Social Work Officer's assessment of social work and social care practice within Perth and Kinross in the last year.

1. BACKGROUND / MAIN ISSUES

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

2. PROPOSALS

- 2.1 The report provides an assessment of the key challenges social work and social care services have faced and responded to over the last year and how well these have been tackled. It is designed to be complimentary to the well developed performance management and governance systems in existence within Perth and Kinross Council.
- 2.2 In relation to governance, the report explains the robust arrangements which are in place to ensure that the Chief Social Work Officer has access to the Chief Executive and the Council when appropriate and also describes the relationship with service areas and partner organisations.
- 2.3 The report also considers the quality of Social Work practice over the last year and the advances that have been made in relation to improving outcomes for vulnerable people. Overall, the report has identified a number of key developments across Social Work Services including:
- Embedding of key initiatives within the Change Fund for Older People's Services.
 - Implementation of Action Plans flowing from the Mental Health, Learning Disability and Employability Strategies implemented in 2012.

- Implementation of key projects in relation to mentoring, a Women's Centre and a Persistent Offender Project – all within the Community Safety section.
- Multi Agency Screening Group to ensure joint decision making on progressing of police Concern Reports and Unborn Baby referrals.
- Kinship Care posts created to respond more effectively to the growing number of Kinship Carers.
- Partnership development of CEDAR (group work programme for children and young people who have experienced domestic abuse) project in schools to support children affected by domestic abuse.
- Additional Support Needs (ASN)/Learning Disabilities Transition Project – Child and Adult Social Work Services are developing new approaches to supporting children with complex disabilities to remain within their communities.

2.4 The report also highlights some key challenges that Social Work and Social Care Services face in the coming year brought about by rising demand in many areas; new legislation and new and increasing National Policy demands including Health and Social Care Integration; Children's Bill, Self Directed Support Legislation; and Public Sector Reform.

2.5 The report also comments on workforce development issues, including the need to upskill the staff to respond to the changing nature of the work in, for example, the importance of developing evidence based practice and also the value of leadership at every level.

2.6 Finally, the report comments on the evaluation and improvement work which has been undertaken across social work services as demonstrated by both self-evaluation and external scrutiny conducted over the last year.

3. CONCLUSION AND RECOMMENDATION(S)

3.1 The Chief Social Work Officer's view is that there has been good and very good progress across social care and social work services in Perth and Kinross over the last year. This will require to be continued and improved in some areas at pace in the coming year to respond to pressures arising from new legislation, new service structures and new additional policies.

3.2 Despite this, I am confident that managers and staff are clear about what needs to be addressed and are committed to ensuring that social work and social care services continue to progress over the coming year.

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

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Council Text Phone Number 01738 442573

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

The undernoted table should be completed for all reports. Where the answer is 'yes', the relevant section(s) should also be completed. Where the answer is 'no', the relevant section(s) should be marked 'not available (n/a)'.

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

1. Strategic Implications

Community Plan / Single Outcome Agreement

- 1.1 This report sets out the key challenges that are faced by Social Work Services in relation to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:

- (i) Giving every child the best start in life
- (ii) Developing educated, responsible and informed citizens
- (iii) Supporting people to lead independent, healthy and active lives

Corporate Plan

- 1.2 The Council's Corporate Plan 2013-18 outlines the same objectives as those detailed about in the Community Plan

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Supporting people to lead independent, healthy and active lives

2. Resource Implications

Financial

- 2.1 There are no financial implications arising from the contents of this report.

Workforce

- 2.2 There are no additional workforce implications arising from the content of this report.

Asset Management (land, property, IT)

- 2.3 There are no land and property, or information technology implications arising from the contents of this report.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This section should reflect that the proposals have 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 Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

However, 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.

However, no action is required as the Act does not apply to the matters presented in this Report.

Legal and Governance

- 3.4 There are no legal implications arising from the content of this report.

4. Consultation

Internal

- 4.1 The Chief Executive, the Executive Officer Team and members of the Integrated Social Work Strategy Group have been consulted in the preparation of this report.

External

- 4.2 No external consultation has been required in relation to the content of this report.

5. Communication

- 5.1 This report will be communicated to council officers through the Integrated Social Work Strategy Group.

2. BACKGROUND PAPERS

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

3. APPENDICES

Chief Social Work Officer Report 2013



**Perth & Kinross Council
Chief Social Work Officer
Annual Report 2013**



Securing the future... • Improving services • Enhancing quality of life • Making the best use of public resources

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1. Introduction

Social Work and Social Care Services play an essential role in society, promoting social justice, supporting vulnerable people, advocating for their rights and independence, protecting children and adults at risk and safeguarding people's wellbeing. Social Work Services also try to address the multiple disadvantages and inequalities which some individuals experience throughout their life, as a result of personal and social issues.

In addition to this supportive and protective role, Social Work Services has a responsibility and duty to assess and manage the risk posed by individuals to others, including making decisions about the need for restriction of individual freedom where the individuals represent a risk to themselves or others.

Whilst Public Service Reform is progressing generally across Scotland at pace, there is a view that Social Work as a profession is facing the biggest change in a generation. This includes the emerging integration of Health and Social Care Services; the forthcoming Children's Legislation; the continuing work in many localities to increasingly integrate Social Work Services; the reform of Criminal Justice Services and the focus on Self Directed Support. All of these emerging policy and legislative drivers have a focus on delivering better outcomes for individuals and communities and encouraging individuals to take control of their lives. The emphasis on individual and community empowerment is a value which is at the heart of Social Work.

This report provides a summary of issues that Social Work and Social Care Services have dealt with over the last year in Perth and Kinross and evaluates how well this has been achieved. A number of significant new strategies have been implemented to drive the transformational change required to keep pace with the challenges and this report will try to identify what progress has been made across these. There has also been a continued emphasis on better integration of services across the Community Planning Partnership, using evidence based approaches to maximise efficiency and effectiveness of services, and a greater focus on building individual Community capacity through more localised as well as personalised services.

2. Role and Governance

Section 5 (i) of the Social Work (Scotland) Act 1968, as amended by Section 45 of the Local Government, etc (Scotland) Act 1994 requires every local authority to appoint a professionally qualified Chief Social Work Officer. The 1996, Section 49, of the Qualifications of Chief Social Work Officers (Scotland) Regulations outlines the requirements including competencies, scope, and responsibility for values and standards.

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

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

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

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

In Public Service Reform, and in particular the associated forthcoming legislation, the Chief Social Work Officer will have a key role in ensuring the partnership arrangements are built on sound professional advice and governance.

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

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

3. Specific Decisions by the Chief Social Work Officer

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

- 2 Secure Accommodations
- 2 Permanence Orders
- 2 Permanent Carers
- 4 Temporary Carers
- 60 Kinship Care (children and young people subject to statutory orders)
- 20 new Kinship Carers
- 3 Prospective Adopters
- 3 Respite Carers
- 6 sets of Carers Retired (1 permanent, 3 temporary and 2 respite)

The number of children put forward for permanence orders has increased significantly in the last year.

There has been ongoing recruitment of foster carers to provide placements for increased number of children becoming looked after.

There has been an increase in the number of children and young people subject to statutory orders in kinship care.

Welfare Guardianship Orders

There continues to be an increase year on year in Guardianship Orders, as noted in the table below.

	November 2011	November 2012	November 2013
Private	96	131	154
Local Authority	103	74	85
TOTAL	199	205	239

The increase is primarily in private guardianships, that is, those where family members and individual carers make an application to become the welfare guardian for a vulnerable individual. Perth and Kinross has one of the highest figures for private welfare guardianships in Scotland and further work is required to explore the reasons behind this. Some of the high numbers may relate to local assumptions that in order to secure the best services, relatives require a Guardianship order. The rise has created pressures within the mental health teams, as each order requires the input of a Mental Health Officer (MHO).

4. Service Delivery and Service Developments

Key developments across Social Work Services over the last year include:

- Implementation of a Self Directed Support Pilot prior to full implementation from 1 April 2014
- Embedding key initiatives within the Change Fund for Older People's Services
- Integration of the 'Capacity Building Community Resilience' workstream of the Older People's Change Fund with the Healthy Community Collaborative and the work of Capacity Builders within Community Learning
- Implementation of Action Plans flowing from the Mental Health, Learning Disability and Employability Strategies
- Implementation of key projects in relation to mentoring a Women's Centre and a Persistent Offender Project – all within the Community Safety section
- Development of Complex Case Integration Groups, providing continuous review and co-ordinated interagency support to adults with complex needs in areas with higher rates of socio economic need
- The restructuring of the Community Care Management Team; the holding of regular briefings with staff and the targeting of specific training – all to support improved integrated working between agencies within identified localities

- Multi Agency Screening Group to ensure joint decision making on progressing of Police Concern Reports and Unborn Baby referrals.
- Additional funding for Hopscotch 'Buddying project' to support 'Change is A Must' and locality development
- Kinship Care posts created to respond more effectively to the growing number of Kinship Carers in the community
- Partnership development of CEDAR project (group work programme for children and young people who have experienced domestic abuse) in schools to support children affected by domestic abuse
- ASN/Learning Disabilities Transition Project – Child and Adult Social Work Services are developing new approaches to supporting children with complex disabilities to remain within their communities

4(a) Community Care Services

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

- Social Care (Self Directed Support) (Scotland) Act 2013
- The Same as You
- The Mental Health Strategy for Scotland
- Adult Support and Protection Act (Scotland) 2007
- Getting It Right For Every Child (GIRFEC)
- Equally Well
- The Road to Recovery
- Changing Lives
- Caring Together
- The Future Care of Older People in Scotland
- Integrated Resource Framework
- Commission on Future Delivery of Public Services
- Consultation on the Redesign of Criminal Justice Social Work Services

Community Care local key priorities continue to include:

- developing the Personalisation Agenda through consultations with existing and potential service providers, service users, carers and communities;
- creating a model of locality-based integrated working which supports prevention at the level of place;
- creating models of integrated support and prevention in areas of greatest need;
- starting to broaden staff skills and competencies to support locality working further improving the support provided to enable people to live in their own homes and communities longer – including support provided to carers;
- taking forward key management, cultural and organisational changes across services through the Transformation Agenda;

- improving partnership working between key services involved with adults with complex needs; and
- through all of the above, developing an infrastructure of choice, control and service responsiveness consistent with the requirements of Self Directed Support

The move towards a locality based structure, described in last year's report, has supported the convening of locality-based staff meetings to explore both matters of central strategy and local concerns. Action Learning Sets have now been delivered in 2 localities and are underway in a third involving staff from Health and Social Care and local capacity builders. A range of integrated service delivery structures now exist in localities which offer Community Care staff the opportunity to work with each other, and colleagues across a range of other agencies, to identify those with complex needs and intervene earlier, in order to reduce 'failure demand'. The learning for this approach needs to be extended to Children & Families' Services.

Older People's Services - Change Fund

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

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

- reducing the number of unplanned non-emergency admissions to hospital;
- reducing the number of Delayed Discharge days lost;
- improving and integrating our services for people affected by Dementia; and
- increasing community capacity and co-production opportunities in localities

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

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

Self Directed Support

Building on the range of engagement and capacity building work taken forward under Workstream 4 of the Change Fund (see above), a Self Directed Support pilot project has been undertaken in Highland Perthshire and Strathmore which has yielded considerable learning. This will inform the full roll out of SDS to the rest of Perth and Kinross from April 2014 onwards.

In the year which lies ahead, it is intended to extend Capacity Building for Older People to all parts of the Council area and to develop relationships, protocols and monitoring systems to support the full implementation of SDS objectives.

Care at Home Services

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

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

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

Telecare and Telehealth

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

Telecare is now firmly embedded within the Learning Disability and Older People's Services but opportunities continue to be explored to extend its use in other settings. In particular, potential roles are being explored for Telecare in relation to the monitoring and care of Older People affected by Dementia. The undoubted contribution which Telecare can make within this field, however, will be tempered by an understanding that certain types of Telecare

equipment only operate when there are sufficient numbers of attuned responders. For certain types of equipment this may involve a limited number of responders. For those affected by Dementia, however, certain types of Telecare equipment only operate effectively when a number of close neighbours and family understand their function.

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

Older People's Residential and Day Services

This has been a year of transition for our Day Services with the move from a building based approach to a Day Services model offering wider choice and the potential to include older people more effectively within a range of community activities. Adopting a similar model to that espoused by Learning Disability Services will see a multi-agency Dementia Centre of Excellence in Perth and the range of smaller integrated facilities in larger rural towns. A successful model of Day Services in Blairgowrie has already been developed offering choice and security which has attracted very positive feedback from attenders and carers alike.

Some milestones within Older Adults services over the last year have included:

- Strathmore Day Opportunities continues to provide a successful model of Day Services in Blairgowrie - a mixture of opportunities within the community and the Jessie Street resource. The opportunities available are being developed through continuous feedback from service users and carers. The new management structure utilises localised management and continues to develop locality teams.
- Lewis Place - one-to-one meetings with clients take place to determine future support; this is looking at preferences regarding activities within the community or within a building base. Over summer 2013, more community based opportunities have been accessed for clients who expressed an interest i.e. Still Game at McDiarmid Park and Silver Surfers at the North Inch Community Campus.
- New Rannoch - Rannoch Road Day Centre moved to its new premises in October 2013. The new centre, known as New Rannoch, is based in Shuna Court in North Muirton, at the former Kinnoull Adult Resource Centre. Refurbishment of the building has been undertaken to create a therapeutic, flexible, safe and homely environment to support older people with dementia. This resource has enhanced the support provided to older people in Perth and surrounding areas. The vision is that the day centre becomes a meaningful and integral part of the community, further supporting national initiatives which aim to develop dementia friendly communities. Developing a community garden is a key part of this vision as research shows such a resource helps people with dementia to remain

active and continue with activities that are important to them. National lottery funding has been secured to develop the garden.

Adult Support and Wellbeing

As part of the management review of Community Care Mental Health, Learning Disability and Drug and Alcohol Services have been integrated to become the Adult Support and Wellbeing Service, operating as three distinct teams under a single service manager.

The Service has had a busy year with its partners and stakeholders developing new Strategies for Learning Disability and Autism, Mental health and Wellbeing and the Alcohol and Drug Partnership.

Adult Support and Protection

The Adult Protection system is well established in Perth and Kinross. A review of the constitution has resulted in the increase of multi-agency organisations represented on the Adult Support and Protection Committee and increasing the potential to engage with service users and carers through the voluntary sector. Over the last year, there continued to be an increase of 20% in the number of Police Adult Concern Reports. During 2012/13, a total of 374 people progressed through the Adult Support and Protection (ASP) process – comprising of 341 ASP enquiries and 33 formal investigations. This places a significant strain on existing resources.

Tayside Division of Police Scotland remain the prevalent source of referrals, accounting for 80% of all referrals. As noted earlier, however, a high proportion of these are Adult Concern Reports of which only 16% progress to adult protection inquiries. While many may not progress to formal Adult Protection Investigations, they still merit further assessment and interagency decision as to further action. In response, an Integrated Assessment process has been developed where staff meet fortnightly to consider cases and support the sharing of information to inform decision making.

The most significant change is the increase in referrals from Care Homes from 4% to 17%. An interpretation of these findings is that the training, pro-active response to concerns raised and previous large scale inquiries are having the desired effect of raising awareness. Further work is planned to engage with the Care Inspectorate on these issues.

Referrals from health colleagues have increased from 3% to 6% and the appointment of a post to scope further capacity needs for ASP highlights a pro-active approach. Further work with NHS Tayside will focus on the referral issue and the National priority for action in Accident and Emergency and other receiving settings in health services will be progressed. The Committee will also benefit from input from a local GP.

The Committee will continue to monitor the impact of the Adults with Incapacity Act on practice locally.

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

- Focused work on the 5 national adult protection priorities
 - Financial harm
 - NHS engagement especially in A&E settings
 - National data set
 - Involvement of service users and carers
 - Harm in Care Home settings
- Annual Multi-Agency case file audit and internal self evaluation of Adult Concern reports
- Development of training strategies and the development of a multi-agency e-learning resource
- Training for adults with learning disabilities
- Further development of an adult protection web page to disseminate information to the public
- Community engagement and awareness raising across public protection agenda

In 2013, the Committee has been working hard to find ways of engaging with service users and carers in the work of the Committee, and a community safety event for service users and carers is planned for 2014.

Learning Disabilities

This is the second year of the Joint Strategy for Learning Disability and Autism 2012-2015. This Strategy continues to use consultation with service user and carers involvement as a key means of implementing the strategy. The Strategy aims to build on the improvements ushered in by the previous Best Value Review and has a target of personalisation of all learning disability services by 2015. This will be achieved by re-shaping the service to one where Self Directed Support options are the norm and all service users will be offered opportunities for non-traditional and institutional forms of care and support throughout Perth and Kinross.

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

- Gleneagles Day Opportunities continue to be creative in their approach and, since July 2013, have been accessing the Loch Leven Community Campus in Kinross which provides activities for individuals in their locality. It has also begun a research work group in relation to exploring Communication Methods with Individuals with Profound and Multiple Learning Disabilities. To enable this, staff are working with Speech and Language Therapists, PAMIS (Profound and Multiple Impairment Service)

to develop the use of technology, including iPads/apps. Staff will receive training co-ordinated through PAMIS to support this development.

- Blairgowrie Day Opportunities and the Local Area Co-ordinator are developing a new, creative way of providing opportunities for individuals. A constituted committee is being formed, comprising people from the local community, which will enhance the personalised options that are available for all individuals in the area.
- Kinnoull Day Opportunities, in line with the vision, continues to grow and develop; many service users now access opportunities in their own localities. This move has transformed Kinnoull and has been driven by the views of carers and service users. This was recognised in the Care Inspectorate Report of April 2013, when Kinnoull were inspected on 8 quality themes of which 6 were graded as excellent and 2 very good.
- The Employment Support Team continues to support individuals who have a learning disability, mental health or autism spectrum condition into work over 2013. The Employment Support Team regularly link in with employers to access a range of work opportunities to enhance the work prospects for Perth and Kinross citizens furthest from the job market. The Employment Support Team offer a locality based service throughout Perth and Kinross and work in partnership with The HUB.
- Friendship Unlimited Network now has 60 members with additional individuals attending various activities; they are looking to expand FUN into Blairgowrie, Crieff and Pitlochry. Co-ordinator's post has been advertised by Enable and recruitment should start soon.
- Shared Lives have 5 referrals made by the Learning Disability Social Work team. 2 Shared Lives Carers have been recruited to date by Richmond Fellowship and more applicants are going through the recruitment selection process currently.
- An Autism's Initiative One Stop Shop for adults on the autistic spectrum is established and is based at No3 King Street, Perth.
- The number of individual supported tenancies has increased year on year as individuals are supported in a more personalised way in local accommodation; the figure now stands at 168 for 2013 compared to 155 in 2012, 129 in 2011, 108 in 2010 and 76 in 2009.
- As stated earlier, Self Directed Support is a key policy and legislative challenge and progress to this has continued effectively in the last year. Since January 2013, there have been 142 SDS reviews and/or assessments completed by the Learning Disability Social Work Team. 87 service users opted for non- traditional supports. 44 service users opted for alternative day opportunities or another non- traditional support other than day care. 37 service users are in receipt of Direct Payments.
- The establishment of a Transition Team, a key element of the 'Transitions into the Community project' are now established. They have been working with young people leaving school, completing Outcome Focused Assessments and Personal Outcome Plans ensuring that young people and their families are an integral part of the Transitions Service. The Transitions Team has identified local provision already available for young people which may be able to bridge the gap between school ending and future placements starting during the summer holidays. The Transitions Team is engaging with local providers, Primary/Secondary schools, higher

education facilities and specialist providers and a joint plan has been developed with Perth College to maximise opportunities for young people. Working with individuals and their families from Primary School age allows for identification of required future provision and planning at a far earlier stage. Currently, it has been possible to project 5 years in advance of a young person leaving school. The Transitions Team Independent Travel Trainer has worked with several individuals since January 2013 and as a result, two young people are now successfully travelling independently.

The Transitions Team has been working closely with Woodlea Cottage and the Child Health Team; September 2013 saw the commencement of a new initiative whereby 8 students will attend Woodlea Cottage at weekends to develop independent living skills.

Mental Health Services

This had been the first year of the implementation of the new Mental Health and Wellbeing Strategy 2012-2015 and there have been a number of subsequent service developments. The new Strategy has a commitment to introducing a 'Wellbeing' agenda, recognising the need to meet the needs of all people with mental health problems, not just those who require support for their 'severe and enduring' conditions. Mental health means our ability to enjoy life and cope with its challenges. Good mental health is more than the absence of mental health problems.

Wellbeing Festival

With the above in mind and with an aim to tackle the stigma that still exists around mental health issues, a week of mental wellbeing activities and events was organised around mental health week from the 7 to the 11 October 2013. Called the 'Wellbeing Festival', the event raised awareness about mental health and its impact on all of us and highlighted the positive journeys people make in managing their mental wellbeing. The major employers in Perth and Kinross, the Council, NHS, Police Scotland, Scottish and Southern Energy and Aviva, as well as a range of charitable and small businesses, were all involved in developing the programme of activities.

Mental Health Directory of Services

A Directory of mental health services for all ages has been developed to increase awareness of the mental health and wellbeing agencies and organisations that support individuals and families. The need for such a directory arose after consultation for the Mental Health and Wellbeing Strategy, where service users, carers and referring professionals said they were often at a loss about what supports existed in their communities. The directory provides ease of referral to service users, carers and professionals and is similar to their development with other social work services.

Suicide Prevention: Choose Life Perth and Kinross Steering Group

A Perth and Kinross Choose Life Steering Group has been instigated, as part of the Mental Health and Wellbeing Strategy, to highlight the need for partnership working regarding suicide prevention in Perth and Kinross as a

result of increased rates of suicide, particularly in young men across Tayside. The Choose Life Steering Group will focus on the local area action plan as the evaluation tool and refer to this document to ensure actions within it are being achieved. The group supports the Choose Life coordinator in their duties and ensures all relevant stakeholders are aware of up to date knowledge and information regarding suicide prevention, both locally and nationally.

SAINTS (Saints Academy Inclusion Through Sport) Project

This is a joint initiative between Housing & Community Care and the St Johnstone Football Club to offer a range of sporting opportunities and associated activities to those who may otherwise face barriers to accessing them. The SAINTS (**S**aints **A**cademy **I**nclusion **T**hrough **S**port) Project is for adults with mental health, learning disabilities and autistic spectrum disorder and those who are recovering from substance misuse problems. It has already gained plaudits for its innovative approach. The SFA has described the project's work within the field of mental health football as 'trailblazing'; HMI called the SAINTS project a 'sector leading and innovative practice' and the project was recently approached by Wicklow County Council in the Republic of Ireland as an example of good practice to share when drafting their Mental Health Sports Strategy. The project won two 'Securing the Future' Awards in 2013 and it is hoped that the project will expand further over the next year; again there is learning in this project which can be shared across other services.

Drug and Alcohol Team

In 2013, the new Alcohol and Drug Partnership (ADP) Strategy was completed which set the direction for the next three years. The new Strategy is based on the **Recovery** agenda, mentioned above in the Mental Health and Wellbeing Strategy. In relation to a substance misusing perspective this is the principle that *'recovery is most effective when service users' needs and aspirations are placed at the centre of their care and treatment'*. Like the Mental Health and Wellbeing Strategy, the ADP Strategy emphasises the role of community in Recovery and also in prevention, supporting people before they require a specialist, medical solution. At a recent ADP action day a number of clients, carers and professionals had the chance to share their views for the way forward and there was a commitment to reshaping resources to focus on the role of building community capacity, peer led supports, the benefits of sport and physical exercise and the importance of supporting young people at risk of substance misuse.

To complement the recovery agenda and person centred approach, the Drug and Alcohol Team have embarked on training in Motivational Interviewing. This is a collaborative and empowering method which can effectively influence change through counselling and directive strategies. This 9 month pilot course delivered by Scottish Training on Drugs and Alcohol (STRADA), is being commissioned by the Scottish Government with a view to roll out to other local authority Drug and Alcohol Teams.

Excellent partnership and integrated working is evident in the activities of the Drug and Alcohol Team and is reflected in the continued work with NHS Tayside Substance Misuse Services (TSMS), Criminal Justice Services and Children & Families' Services in tackling parental substance misuse. Furthermore, the team contributes to the strategic priority led by the Community Safety Partnership and the Alcohol and Drug Partnership of addressing alcohol misuse through the Alcohol Focus work.

During 2013, the Drug and Alcohol Team has taken forward:

- **Parental substance misuse** – the team continues to contribute and are actively involved in the Children Affected by Parental Substance Misuse (CAPSM) Group and Change is a Must Project, where they continue to review the team's practice in line with GIRFEC and Getting Our Priorities Right (GOPR).
- **Blood spot testing** – each member of the team has now been trained to undertake the process of testing clients for HIV and Hepatitis C. The Substance Misuse Team has been innovative in this area of practice, ensuring that some of the most hard to reach individuals in society are being offered support to address their current medical and physiological needs, in partnership with NHS Blood Borne Virus Services.
- **Enhanced Multi-Agency working** – in the past year, the team has operated a triage referral and allocation system with partners from TSMS and Tayside Council for Alcohol (TCA); this group was set up to ensure that from the point of referral clients receive the most appropriate service and support within 21 days as per Health Efficiency and Treatment (HEAT) targets .
- **Carer support service** – working in partnership with Health, the Carer Support Workers developed a 'support guide for families, friends and carers'. 2013 has been an exciting time for the Carer Support service as the number of referrals has grown, leading to the development of trained Carers Volunteers, helping carers support clients on their journey of recovery. Working in partnership with Tayside Council on Alcohol (TCA), the carers support service is in the process of developing a befriending/community support scheme.
- **Complex homeless cases** – the team recognises that the multiple and complex needs of homeless individuals is not any one service's responsibility, but needs an integrated approach. The development and implementation of the Complex Case Integration Group (CCIG) has ensured partnership working and a joined up approach when dealing with complex homeless cases.
- **Harm Reduction/Naloxone Awareness** – the team has delivered a number of training sessions to other professional staff in the relation to the use of Naloxone, as part of a national initiative. Naloxone is a medication that can be administered to someone who is having an opiate based

overdose and is potentially life saving. This training has been successful in preventing a recent near fatal overdose when a resident of a homeless hostel used naloxone to revive his friend.

- **SMART Recovery** – is an abstinence based peer support/mutual aid group led by those who are in recovery from addictive behaviours including dependency on drugs or alcohol. Initially set up by professionals, those in recovery are then trained to facilitate and help others within the group. Two Smart Recovery groups have been established in Perth City and have received positive feedback from participants. Further groups will be rolled out to other localities once other members of the team have been trained in this approach. In the coming year, the team will play a significant role in the ADP (Alcohol Drugs Partnership) Strategy focussing on the priorities of prevention, early intervention and treatment in a recovery broad approach.

4(b) Criminal Justice Services

Community Safety

As stated in last year's report, Community Safety now comprises a range of different services, including Prison-based Criminal Justice Social Work, Community-based Criminal Justice Social Work, Youth Justice, the Safer Community teams and Forensic Mental Health Social Work. The task of integrating all of these services with other Council provision, as well as with Police Scotland, the Scottish Prison Service, NHS Tayside, and a range of Third Sector organisations, underpinned much of the work during the last year. In addition, the core duties of providing statutory supervision to offenders, reports to the Parole Board, input to MAPPA (Multi Agency Public Protection Arrangements), and the provision of a Warden and Anti-Social Behaviour Investigation Service, have continued to be effectively delivered. For example, the most recent reconviction data indicates that Perth & Kinross Criminal Justice Services continues to be highly effective. While the rate of reconviction has not fallen as dramatically as it did in 2008/09 and 2009/10, nevertheless the rate continues to fall and is below both national and regional figures.

1 Year Reconviction Frequency Rate

	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Scotland	61.1	60.1	59.7	57.1	57.9	54	50.2
Tayside	66.7	72.3	75.5	67	74.2	66.4	66
Perth & Kinross	66.3	63.7	61.8	54.8	59.7	48.6	47.9

The above table shows the average number of reconvictions within a specified follow-up period from the date of the index conviction per 100 offenders.

In addition to the core services, three particular initiatives are worthy of specific mention, i.e. TISS (Tayside Intensive Support Service), OWLS (One-Stop Women's Learning Service) and CCIG (Complex Case Integration Group).

In the field of Public Protection, our Community Care section (comprising Criminal Justice, Youth Justice team and Anti-Social Behaviour and Noise teams) continues to co-ordinate their efforts to improve Community Safety – while joint work in Children & Families' Services has seen an increasing focus upon improving the parenting skills of fathers in prison while supporting their children more effectively in relation to prison visits.

TISS (Tayside Intensive Support Service)

In August 2012 the Tayside Community Justice Authority (CJA) facilitated a meeting between Police and Criminal Justice Social Work personnel from across Tayside with representatives from the Glasgow Persistent Offenders Project (POP). The background to the meeting was that the reduction of the social and economic costs of **persistent offending** had been identified by the Scottish Government, the Tayside CJA and the Tayside Criminal Justice Social Work Partnership, as a strategic objective. In the past few years a number of research studies and other publications have shown the costs of persistent offending and how it is concentrated in a relatively small number of offenders. It is apparent that the criminal histories of offenders have changed with fewer being convicted for the first time. The Scottish Government has estimated that the financial cost of recorded crime over a ten year period is in excess of £5 billion – which does not include the wider social costs of housing tenancy terminations, the emotional/physical injuries to victims and the impact on communities. Consequently the Glasgow POP analysis, shared at the meeting in August 2012, was an attractive benchmark when it was indicated that for every £1 invested there had been a saving of £14.

It was subsequently agreed by the Tayside CJA Board that a trial 'persistent offender' scheme should commence in Perth and Kinross, with the intention of this being extended at a later date to Angus and Dundee. The rationale for this was that work between Perth & Kinross CJS and Police Scotland in relation to 'persistent offending' had already commenced.

The preparatory work continued during the early months of 2013, with the formal commencement of the Perth & Kinross trial project taking place on 1 April 2013. The aims/objectives of the scheme are not dissimilar to the Glasgow POP, i.e.

- to target persistent offenders
- to encourage these individuals to engage (voluntarily) with and take up the service
- to reduce future offending
- to reduce alcohol and drug misuse and related crime
- to reduce anti-social behaviour
- to reduce the fear of crime
- to promote community safety and well being
- to promote training and employment opportunities and encourage offenders to take up work initiatives

OWLS

OWLS (One-Stop Women's Learning Service) was developed recently in response to a recommendation in the report from the Commission on Women Offenders chaired by Dame Elish Angiolini.

The Commission endorsed a holistic approach to working with women offenders across services by delivering interventions which address their immediate needs and improve the quality of their lives.

The Angiolini report also recommended that the work delivered by the Community Justice Centre should be complimented by intensive monitoring to support compliance with court orders. The aim of a mentoring service should be to provide practical support and guidance, progressing to social support via befriending to build women's self confidence and self-esteem.

OWLS was set up in consultation with NHS Tayside, Drug and Alcohol Services, and Housing and Criminal Justice Services who formed the core group for service design and development.

A local survey of female offenders was undertaken to determine the shape and focus of a women's centre at the Drumhar Health Centre. The progress and development of OWLS is monitored via a Steering Group consisting of representatives from the core group of services, with weekly operational meetings between front line staff, to share client information and deal with operational problems.

Overall, OWLS endeavours to demonstrate the following outcomes:

- Reduce offending and re-offending
- Reduce and stabilise substance misuse
- Improve physical health
- Improve mental well being
- Improve access to appropriate accommodation
- Improve employability opportunities
- Income maximisation and improved financial wellbeing

Complex Case Integration Group

The Complex Case Integration Group (CCIG) is a multi-agency group focusing on adults aged 16 and over who have complex needs in the Perth City centre area. Those referred to CCIG will be people who are not supported through another formal system such as the Multi Agency Public Protection Arrangements, Child Protection, Adult Protection process or those subject to formal mental health procedures and processes. The group aims to build on the successful and innovative integrated work of the Homeless Integration Team and Equally Well model of practice.

For the purpose of this group, an individual with complex needs is defined as a person who has inter-related health and social care needs which impact on their physical, social and emotional wellbeing. These circumstances limit their ability to participate in society and can result in homelessness and social exclusion.

The Core Agencies involved who consider and co-ordinate services for a person with complex needs reflect the services that are most likely to support that individual. These include the following:

- Tayside Council on Alcohol
- The Access Team (Adult Care Services)
- Housing Service
- Central Health Care
- Community Mental Health Team
- Drug and Alcohol Services
- Criminal Justice Services
- Children & Families' Services
- Tayside Division of Police Scotland

The key inter-agency outcomes for CCIG include:

- Reduction in Reoffending
- Reducing the number of re-referrals of adults with significant mental health problems
- Sustaining tenancy safely
- Reducing and stabilising substance misuse
- Stabilising financial wellbeing
- Improved health and wellbeing

Court Reports

	2009/10	2010/11	2011/12	2012/13
Court reports submitted within agreed timescale	96.8%	98%	98.5%	99.6%
Initial contact with those made subject to Probation Orders	76.1 %	100%	- ¹	- ¹
Successful completion of Community Service (average hours per week)	4.2 hours	4.7 hours	- ¹	- ¹
Percentage of clients with a CPO Supervision Requirement seen by a Supervising Officer within 5 working days ²	-	-	70.1%	87.8%
Percentage of Community Payback Orders Level 1 unpaid work requirements completed within agreed timescales ³	-	-	100%	96.9%
Percentage of Community Payback Orders Level 2 unpaid work requirements completed within agreed timescales ⁴	-	-	100%	94.9%

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

2 New reporting indicator

3 Level 1 – between 20 and 100 hours

4 Level 2 – 101-300 hours

Future Challenges for Criminal Justice Services

The major challenge facing the Service within Perth and Kinross over the next year concerns how developments in terms of 'Locality Working', and the Government's 'Place Agenda', can best be incorporated into such a varied and wide-ranging mix of provision as that delivered within Criminal Justice. Nevertheless, practice and processes are being revised to take this into account and to facilitate the introduction of such developments.

Finally, the national organisational changes to Criminal Justice referred to in last year's report are still to be fully resolved. The issue was whether Criminal Justice remains within a Community Justice Authority structure, becomes part of a national body, or remains within a revised Local Authority context. A recent statement from the Minister outlines a 'new model', details of which are as follows:-

- Local strategic planning and delivery of Community Justice services through Community Planning Partnerships (CPPs)

- The creation of a national body to provide assurance and recommendations to Scottish Ministers and Local Government elected members as well as professional strategic leadership for the sector
- A focus on collaboration, including the opportunity to commission, manage or deliver services nationally where appropriate
- A mechanism, reflecting the national and local democratic responsibilities, to afford discussion and agreements as necessary, on aspects of mutual concern.

Further consultation on this proposal has commenced with a provisional timeframe for implementation being 2015.

4(c) Children and Families' Services

Children and Families' Services Strategy

2013 has been a positive year for Children & Families' Services with progress being made in line with the first year of the Children & Families' Services' Strategy. Whilst there are a number of challenges to the wellbeing of children in Perth and Kinross, increasingly the impact of concurrent substance misuse, domestic abuse and mental health difficulties, known as the 'Toxic Trio', is being felt with a year on year rise in referrals in these areas.

A report was presented to the lifelong learning Committee on 16 January 2013, outlining overall progress on the strategy, including highlighting the important value added to the service through successful funding bids targeting priority areas as follows:

- Council IIF funding (Investment in Improvement Fund) was made available to extend the Change is a Must project, enabling a wider group of children and their parents to benefit from the intensive Parenting Capacity, and Adult Attachment, assessments undertaken. This supported a successful bid to Lloyds TSB to extend partnership working with the Barnardo's Hopscotch project addressing the needs of children affected by parental substance misuse (CAPSM).
- Similarly Council investment was also secured to develop support to the significantly increased number of Kinship Carers which attracted an additional grant from Lloyds TSB enabling the introduction of the Tayside Council on Alcohol Kith and Kin project to Perth and Kinross. This has enabled a continuum of support for Kinship Carers with a particular expertise in respect of children who have experienced parental substance misuse.
- Joint agency support for successful funding bid to the Big Lottery by Women's Aid has enabled delivery of the CEDAR project (group work programme for children and young people who have experienced domestic abuse), to begin for children affected by domestic abuse.

An updated Children & Families' Services Strategy is being developed for the period from 2014 – 2016 to ensure effective local implementation of the proposals contained in the Children and Young People (Scotland) Bill which is currently progressing through Parliament. There are significant implications for Children & Families' Services within the Bill, including Kinship Carer support, a single Child's Plan, an extension to Throughcare and Aftercare Services; as well as implementation of the Getting It Right for Every Child National Practice Model. Perth and Kinross are in a strong position to respond to these requirements, although some uncertainty and risk remains in relation to the full funding by Scottish Government of these new provisions.

A focus within the Bill on Children's Rights, and the Scottish Government research 'Children and Young People's Views on Child Protection systems in Scotland', have also led to the identification of improvements in the way in which the views of children and young people who are either looked after or supported through child protection arrangements are sought.

Use of the Getting It Right for Every Child Wellbeing indicators is increasingly being established across Children & Families' Services, informing assessments and interventions. The Wellbeing Wheel is also being used in some areas to ascertain the views of children, young people and their carers, with a continuing focus on outcomes. Children & Families' Services are key players in the further work which is being undertaken across all agencies to embed the approach to integrated assessment and fully implement all the GIRFEC requirements.

Individual engagement with children and young people is very well evidenced in file audits and minutes of meetings. In addition, however, Perth & Kinross Council's approach to engagement with a very substantial number of school children, and the parents of under 8's, through partnership research with the Dartington Social Research Unit (Evidence 2 Success), has provided rich data on the views and experience of children and young people within our communities. Our updated strategy will identify the role and responsibilities of Children & Families' Services' staff, with partners, in addressing the identified needs and priorities.

Child Protection

The last year has continued to provide challenges and demands for child protection practitioners. As indicated there is a continuing rise in child protection activity as follows:

- 3912 child concern reports received in 2012/2013, compared to 3753 in 2011/2012, representing a 4.23% annual increase;
- 70 children/young people were the subject of a Child Protection Investigation in 2012/2013, compared to 63 in 2011/2012, representing an 11% annual increase;

- 92 children/young people were considered at Initial Child Protection Case Conferences in 2012/2013, compared to 85 in 2011/2012, representing an 8% annual increase; and
- 68 children/young people out of 92 were registered and/or placed on the Child Protection Register (CPR) in 2012/2013, compared to 56 children/young people in 2011/2012. This represents a registration rate of 74%, compared to a registration rate of 66% in 2011/2012, an annual increase of 8%.

A Multi Agency Screening Group has been in operation for the past year, a recommendation from the 2011 Inspection of Services to Protect Children and meet their Needs. This was developed using the IHI Improvement Model engaging social work, health, police and education in an approach which provides a more comprehensive review of Police Child Concern Reports and Unborn Baby referrals. The level of concerns screened through this process has been considerable. 1666 child concern reports, of which 68 were unborn baby child concern reports, were also considered and screened by the Multi-Agency Screening Group (MASG) between 6 November 2012 and 31 July 2013; and demonstrated significantly improved information sharing, joint decision making, and feedback being provided to the child/young person's Named Person in health and/or education.

The volume of concerns has given rise to the challenge to ensure full and effective information sharing takes place, enabling support from within mainstream services at an earlier stage, within which the risks for the **most** vulnerable children are still clearly identified. A full evaluation of the process will be undertaken during 2014 and a model of screening on a locality basis explored. However, whilst this will widen responsibility for the multi agency approach, it does not reduce overall demand. It is believed the planned major investment in parenting for children in their early years will ultimately lead to a reduction in demand.

This pattern of increasing demand creates pressures throughout the child protection and care system in respect of intervention and permanency planning where appropriate.

The annual multi-agency CP case file audit focussed on children and young people affected by domestic abuse and took the opportunity to review previous strengths, in particular last year's areas for further development and improvement. This included joint working between adult and children's services; consistency of assessments and plans; information sharing; and chronologies.

In total, a sample of 12 children's case files was examined. This year, overall, the audit indicated very positive practice.

The audit identified the following strengths in Children & Families' Services:

- very good information sharing with other services and agencies;
- evidence of detailed investigations and assessments being undertaken, using a wide range of assessment tools; and
- very good evidence in childcare social work files of children being listened to; trusting relationships being developed with children; and planning to meet short and longer term needs, with contingency planning in place.

However, it was recognised that there is still a need to further strengthen some aspects of joint agency working.

Other child protection monitoring included reviewing levels of **Service User involvement** through selecting a sample of Child Protection Case Conferences (CPCC) minutes to ensure the views of parents and carers were well represented. This survey focussed on three aspects of CPCCs - parents/carers views pre-CPCC; during-CPCC; and after-CPCC and highlighted the need to strength advocacy support to parents.

Specific child protection priorities for the coming year include developing improved capacity to respond to the challenges posed by the 'toxic trio' (children influenced by parental drugs and alcohol; mental health and domestic abuse); completing the review and update of Education & Children's Services' Child Protection Guidance and developing a more accessible electronic format for this; and strengthening support to children, young people and their parents, to express their views.

Support for vulnerable children in their early years

Within Children & Families' Services, there is a strong commitment to early intervention - particularly for children in their early years. Social Work staff have been involved in the Early Years Collaborative (a coalition of Community Planning Partners, including health, education, police and third sector professionals work together by improving outcomes, and reducing inequalities, for all babies, children and families across Scotland to ensure that all children have the best start in life and are ready to succeed) and are represented within all workstreams associated with the Collaborative 'stretch aims'. Tests of Change include developing a SMART (Specific, Measurable, Attainable, Relevant and Time-bound) framework for work with parents of children in the early years; activity to include more fathers in the Gowan's Child and Family Centre; and activity to strengthen our approach to progressing permanency planning.

Comprehensive Assessments of Parenting Capacity, undertaken primarily by the Early Years practitioners, are ensuring that these assessments are increasingly robust and leading to earlier decision making about the long term care needs of very young children. There are currently 48 children in the process of progressing to permanent alternative homes – a significant increase on recent years.

The Child and Family Centre in its new role with younger children is undertaking more outreach work with parents including pregnant mums. Substantial investment was made in offering a number of staff training opportunities in 'Mellow Parenting' (a family of programmes developed to support parents and their children in making good relationships) this year, and the Early Years Change Funding will support the delivery of this group work programme in the coming months.

This will be an integral part of the suite of programmes being developed to meet priorities as outlined in the Evidence 2 Success work.

Children Affected by Parental Substance Misuse (CAPSM) Group

A Multi-Agency Group was formed in July 2011 in light of the increasing number of children affected by Parental Substance Misuse to respond more effectively to the needs of affected children. The impact on children is significant in terms of poorer outcomes in relation to some or all of the SHANARRI Wellbeing indicators (Getting It Right for Every Child programme to bring consistency into assessing, analysing information and planning for children across all agencies and services based on the following indicators: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included). Since the inception of the group, 1115 children in Perth and Kinross have been identified as being affected by parental substance misuse. Information has been gathered and shared; appropriate action and intervention taken to support children/young people and their families through information sharing with the Named Person; and Third Sector support or, if necessary, statutory social work intervention.

Members of the group include representatives from Education, Police, Social Work, Tayside Substance Misuse Services (NHS Tayside), Drug and Alcohol Team (Social Work), Criminal Justice Services, Barnardo's Hopscotch, Family Centre and Community Nursing.

Evidence from the CAPSM group suggests that for the majority of referrals, there is also an element of domestic abuse.

Domestic Abuse

The past year has shown a continuing increase in reports of domestic violence reflected in Police Child Care Concern referrals to the MASG (Multi-Agency Screening Group). Domestic violence, often linked with parental mental ill-health and substance abuse (Toxic Trio), accounts for over 55% of those children who are identified as being at significant risk of harm and require to be placed on the Child Protection Register. In response to this, a short-life working group is underway, with other key statutory and voluntary agencies, to map resources and services with the aim of reviewing when and how these can work most effectively, and to look at improving co-ordinated responses from early intervention through to targeted specialist intervention.

Links between Perthshire Women’s Aid Service and Social Work Services has strengthened. This is evidenced by the introduction of the CEDAR programme as a result of a partnership funding bid to the Big Lottery. This is an evidence based, therapeutic, group work programme for children and their mothers, who have been affected by domestic abuse, and supports rebuilding these important relationships. A small number of social work staff have participated in co-facilitators’ training to deliver these programmes. Children and families have given positive feedback about the impact of these groups, as have the staff involved. Additionally, Children & Families’ Services have engaged support from a multi-lingual member of Women’s Aid staff. This has been invaluable to children and their parents.

Children with Complex Additional Support Needs

The number of children with complex additional support needs continues to rise. The needs of these children are becoming more complex.

- In 2012, 4596² pupils were identified as having additional support needs. In 2013, this rose to 5,097², an increase of 501² pupils (11%).
- There has also been a continued increase in demand for full time schooling and use of Fairview School.

The overall case load for the Child Health Team¹ continues to rise and it is currently delivering a service to 75 children and young people and their families. The majority of children are referred due to Autism and/or a Learning disability. 32 of the children attend Fairview School, a local purpose built school built for children with significant additional support needs.

	2010	2011	2012	2013
Child Health Social Work Team New Referrals	31	32	22	28

Work has begun within the ASN/Learning Disabilities Transition Project to redesign services. This has included an intensive outreach support programme which enables early intervention; the building of parental skills and maximising the independence of children from an early stage. This has been very well received by the families who have been offered support over the last year. For those families experiencing greater challenges, the intensive support both in the home and Woodlea has helped to sustain three young people in their own home and community in the last year.

¹ Children with profound physical or learning disability, or an illness which is chronic or life threatening are referred to this team

² These figures relate to all children having additional support needs across Perth and Kinross Council

Self Directed Support in Children & Families' Services

In conjunction with Community Care, services are moving towards implementing the Self Directed Support Legislation and an Action Plan has been agreed to support the implementation by April 2014. Currently over 30 families are utilising Direct Payments. Although consultation with parents indicated a preference for reliance on traditional approaches, it is expected that the Transitions Project will build confidence in parents and carers in accessing wider range of opportunities particularly as their young people move into adulthood.

Looked After Children's Services

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

Looked After and Accommodated Children

There continues to be an increase in the numbers of Looked After Children who have been accommodated; 11% increase from 2010/11 to 2011/12 and a further 8% increase from 2011/12 to 2012/13. Children and young people who are accommodated were placed as follows:-

Statutory Orders	2010/11	2011/12	2012/13
Residential School	2	7	3
Residential Unit	6	5	6
Foster Care	63	66	74
Kinship Care	54	58	60
Independent Fostering Provision	11	15	13
P& K Residential Unit	4	3	3
Secure Care	1	2	2
Total	141	156	161

Non-Statutory Orders	2010/11	2011/12	2012/13
ASL LAC Provision	11	10	8

Fostering Services were inspected in 2013 by the Care Inspectorate who recognised in their inspection that Perth and Kinross provides very good support to Foster Carers with regular supervision and good opportunities for training.

Foster Carers were seen as being actively involved in the development of the service and their views were listened to and their ideas used to improve the service.

A need to improve formal consultation with young people and ensure their views on the services are always heard was identified as an area for improvement. This will be taken forward in the coming year.

There are now 60 sets of carers approved with a further 4 assessments in progress. This enables the provision of 53 temporary placements, 24 permanent placements, 7 regular respite placements and 3 short breaks respite placements. (Respite Carers can provide more than one respite placement over the course of a month.)

Amendments in the fee structure enabled the service to increase their capacity to offer teenage placements locally, and reduce the reliance on external provision. The 25% increase in placement demand has all been managed within Perth and Kinross provision. However, with the continuing rise in Looked After Children, there remains a continuing challenge in recruiting enough carers for all ages of children and young people.

Determined efforts to reduce drift and make decisions earlier with regard to future permanent care arrangements for children have been successful, however, final placements have been impacted on by the limited availability nationally of adopters.

Kinship Care locally, as well as nationally, continues to rise in Perth and Kinross and provides a positive, family based option for children who are no longer able to remain with birth parents. Two Kinship Care support posts, one Social Worker and one Senior Social Care Officer, have been created and are assessing and supporting Kinship Carers. Further work to develop a Kinship Care Panel to approve potential carers is underway.

The Adoption Services were inspected in 2013 by the Care Inspectorate. The Quality of Care and Support; Quality of Staffing and Quality of Management and Leadership were assessed as good. The inspection noted that:

- the service worked very well with parents and children who were in need of adoption;
- assessment reports were very thorough;
- the matching process clearly detailed the needs of children and how these would be met by an adoptive family; and
- staff know about their role and worked well as a team.

Improvements identified included:

- opportunities for adopters to contribute to service developments;
- increasing the number of male panel members and panel members with experience of Fostering and Adoption; and

- panel members to have opportunities for supervision and appraisal in relation to their panel role.

These recommended improvements will be addressed in the coming year.

The National Secure Care contract has now been in place for over a year. This is centrally monitored and run by Scotland Excel who feedback to local authorities on a regular basis. The standard of care and price tariff are agreed centrally. Perth and Kinross have had 2 young people in secure care over the last year. One young person has been in secure care for over a year whilst the other young person was only in for 3 months.

Corporate Parenting - there are currently 9 Corporate Parent Advocates responsible for 16 children and young people. Corporate Parent Advocates undertake an advocacy role to support and promote the interests of a looked after child/young person in all areas of their life to ensure that the needs of children and young people in care are prioritised in the same way as any concerned parent would want for their own children. They do not meet the young person but liaise through the allocated social worker. A further recruitment drive is underway to encourage managers from a wider range of partner agencies to volunteer. Internally, work is on-going to ensure all appropriate looked after children are considered for the scheme.

An online Training Package for Corporate Parents was developed by the Corporate Organisational Development Training Officer in conjunction with Looked After Services. This will be used as an introduction/refresher for new and current Corporate Parents, Elected Members and Social Workers.

The Community Support Team - the Community Support Team has been established for the past 5 years following recognition that support to the community outwith office hours required to be increased. The Team supports children and young people and their families in their communities by offering outreach and short term residential placements.

However, in the current year, priority crisis or planned respite and residential care, also regulated and inspected by the Care Inspectorate, has compromised the level of outreach support which has been able to be delivered from within a finite resource.

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

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

Over the last year, the usage of Iona Cottage has increased and averages at 85% capacity. For Skye Cottage, usage has also continued to increase, averaging at 41%. (It should be noted that the low usage capacity for Skye Cottage is due to staff being utilised in outreach to prevent emergency respite and the bed usage reflects more planned respite as part of a child's care plan.)

The Family Change Project was developed 16 years ago to work therapeutically with children and families who had experienced trauma. It provides a highly valued, consistent therapeutic service which offers children and their families an opportunity to undertake reparative work. It is a small project comprising 2.5 full time social work posts covered by 5 practitioners, many of whom also have a Play Therapist qualification.

Work is undertaken in a number of different ways:

- 1:1 work with children and currently there are 28 pieces of therapeutic work per week ongoing with children and adults;
- work with families and carers; and
- Consultation service offering approximately 60 consultations in the year, training, and a resource library.

The Family Change practitioners also facilitate and support learning forums around issues such as Life Story work and Attachment.

Work undertaken is evaluated through a range of mechanisms including observation, change in play themes, the growing capacity of children to regulate their own emotions, and implementation of the 'Strengths and Difficulties' measurement (SDQ).

Identified improvements for the coming year include running therapeutic Group Work using the Strengths and Difficulties Questionnaire (SDQ), and reviewing evaluation processes.

@Scott Street – is a Perth based drop in facility for over two thousand young people registered with Youth Services. @Scott Street continues to provide some of the most vulnerable young people access to a range of support services including the NHS Young People's Health Team, The Web Project, Barnardo's Scotland, The Venture Trust, LGBT Youth Scotland, Skills Development Scotland and Job Centre Plus. Footfall continues to grow, with the monthly average increasing from four hundred and fifty in 2010/11 to over 700 this year.

The Throughcare After Care Team are also based at @Scott Street and work with 65 open cases for young people who have been looked after and continue to require a service. There are also a further 57 young people who could potentially seek support, advice and guidance with the age range going up to 21 years of age.

In addition, 'Who Cares' and the Children's Rights Officer are co-located. This provides the opportunity for greater integration of provision for young

people and also the availability of targeted support within a non-stigmatising location. At a recent Care Inspectorate visit, it has been noted that this service is 'very good' at seeking the views of young people and using their ideas and opinions to develop the service. Service users were very positive about the support they receive.

Wellbank works with a range of service providers including Mental Health, Youth Services, Housing, Skills Development, and the Young People's Health Team to provide a 24 hour year round holistic approach to supporting the most vulnerable and at risk young people who have presented as homeless. These young people have been assessed as being a high priority in terms of support needs. Wellbank supports and provides accommodation for 12 young people including 2 who are placed in the satellite accommodation. Work continues with partner services such as Youthbuild, YMCA, Prince's Trust and Youth Services to develop get ready for work schemes.

Looked After Children's Attainment

Multi agency training is providing opportunities to share practice across agencies and raise awareness of factors which can significantly impact on the lives of looked after children and affect their opportunities to achieve positive outcomes.

Variations in attainment levels have also been noted between those who were looked after at home and away. For example, 78% of young people who left care and were away from home within 2012/13 achieved English and Mathematics at Level 3 (Access 3 or Standard Grade - Foundation), this was higher than the 50% of young people who achieved English and maths and were on a Home supervision order. This provides an agenda for further support to those young people who are looked after at home.

Table 1: CLAS Return made to Scottish Government

Indicator	Percentage of young people								
	2010/11			2011/12			2012/13		
	At home	Away from home	Total	At home	Away from home	Total	At home	Away from home	Total
% of children leaving care who attained at least one subject at Level 3 (Access 3 or Standard Grade - Foundation)	88%	100%	95%	100%	71%	82%	100%	78%	82%
% of children leaving care who achieved English and Mathematics at Level 3 (Access 3 or Standard Grade - Foundation)	50%	92%	75%	50%	71%	64%	50%	78%	73%
Number of children/young people ceasing to be looked after ¹	8	12	20	-	-	11	-	-	11

Source: LAC SQA Attainment 2012/13

¹Due to the size of the cohort, numbers have not been presented for at home and away from home in the latter two years' figures.

A wider measure of attainment is used locally to monitor the progress of the thirty eight young people in S4, S5 and S6 who have been looked after at some point during academic session 2012/13. Table 2 suggests that progress continues to be made improving the attainment of this group of pupils. The percentage of S4 Looked After Children attaining five or more awards at Access 3/Standard Grade Foundation (Level 3) or better has improved.

The percentage of S4 Looked After Children attaining five or more awards at Access 3/Standard Grade Foundation (Level 3) or better has improved from last year by 31% to 73.9%.

Those achieving five or more awards at Level 4 improved by 11.8% to 26.1%. This is encouraging, however, these figures are still below the levels which young people who are not Looked After achieve in Perth and Kinross schools and highlights that there is still further work required to close this gap.

Table 2: Attainment of Looked After Children by end of S4

Indicator	% S4 Looked After Children Achieving...		% All S4 Pupils Achieving...
	2012	2013	2013
English and Maths @ Level 3 or above	81.0%	73.9%	98%
5+ @Level 3 or better	42.9%	73.9%	98%
5+ @Level 4 or better	14.3%	26.1%	88%

Source: SEEMiS, 080813

Looked After Children Post 16

Currently there are 17 young people over 16 who are still in foster placements. Of those 17, 13 are in school and undertaking Higher examinations, 2 are on apprenticeships, one of which is through Perth & Kinross Council's Modern Apprenticeship scheme, and 2 are at college undertaking courses.

A further 3 young people are being supported in Further Education, 2 within their own accommodation and 1 in Wellbank. All were previously accommodated. One of these young people achieved an 'A' in their Higher Maths this year.

Very positively, 4 previously accommodated young people are being supported to attend university. One of these young people achieved their degree this year and is now undertaking a Masters Degree.

“Opportunities for All Initiative”

This initiative was launched by the Scottish Government in April 2012 to offer all 16 to 19 year olds a place in learning or training to improve their chances of sustainable employment.

In total between April 2012 and March 2013, 64 young people participated in Activity Agreements. These were delivered by a range of partners including Skills Development Scotland, YMCA, Venture Trust, Youth Services, Letham Job Club, Breathe – Aberfeldy, LOGOS¹ – Crieff and SCYD¹ – Blairgowrie, with 74% moving on to positive destinations. A number of these young people were eligible for Throughcare and Aftercare, having been previously Looked After and Accommodated. Others were previously Looked After at home.

4(d) Youth Justice Services

The work of the Perth and Kinross Youth Justice Partners have, once again, proved really effective in sustaining the continued reduction in offending by young people. Although this is a national trend, the Perth and Kinross figures reflect an above average improvement in this area. As Table 1 below illustrates, this has become the established pattern in Perth and Kinross since 2007/08. The Partnership’s approach continues to be underpinned by the Scottish Government’s *‘Preventing Offending by Young People: A Framework for Action’*.

A review of the Youth Justice Team during the year has identified a priority role in working with young people of both high risk to others and vulnerability to themselves, and those exhibiting concerning sexual behaviours. However, there is also a need to be more closely integrated with Children & Families’ Services. A further review has been identified for the coming year to identify synergies within the range of youth services provided for young people. The focus of this review will be to build on the success achieved by partners in recent years and to give an increased emphasis on work supporting improved outcomes for the young people involved. Recent programmes piloted locally by Youth Justice Services practitioners in the field of employability have proved particularly effective and this will now be a central feature of work with young people.

¹ Youth Groups

Table: Offending rates involving young people

Category	2010/11	%change	2011/12	%change	2012/13	%change
Young people detected and reported for crimes	709	-11	510	- 28	441	- 13.5
(i) under 16yrs						
(ii) 16 – 21 yrs	1,093	-15.5	945	- 13.5	787	- 16.5
Crimes detected to young people	525	-11.5	399	- 35.5	347	- 13
(i) under 16 yrs						
(ii) 16 – 21 yrs	965	- 11	830	- 14	709	- 14.5
% of young people (up to 16yrs) engaged in EEI ¹ process and do not reoffend within one year	36		69		Figures not available till April 2014	
Youth related calls	2,651	- 0.5	1,981	- 25.3	1,414	- 28.5

¹ Early and Effective Intervention

4(e) Out of Hours Service

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

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

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

The MHO arrangements are robust and effective and the collection of data is improving but there are constraints to overcome. Home access to SWIFT¹ has improved and all staff have undertaken SWIFT¹ training as well as other essential training over the course of the year.

From early 2014, the OOHS service will be co-located with Community Alarm and the Rapid Response Team (a team of Social Care Officers who can respond rapidly to crisis situations). This will improve joint working and support for vulnerable people in Perth and Kinross.

The table below gives details of the work carried out by the OOHS team and highlights the increase in volume in recent years.

¹ Swift is the social work practitioner system for recording all data in relation to children, young people and adults who receive a service.

Chief Social Work Officer Report 2013

	Calls before 11pm			Calls after 11pm			Visits before 11pm			Visits after 11pm		
	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
Child Protection	291	470	476	51	39	160	54	61	62	9	8	12
Childcare	874	832	822	110	143	206	70	67	78	8	12	30
Mental Health	262	258	276	91	39	26	42	60	76	8	9	10
Older People/ Adult Care	561	755	972	36	55	54	20	43	38	3	8	0
Learning Disability	50	100	96	0	16	30	0	5	0	-	1	4
Service Information	482	465	356	12	16	18	-	-	-	-	-	-
Wrong Number/ Anonymous	117	150	194	23	54	70	-	-	-	-	-	-
Total	2637	3030	3192	323	362	564	186	236	254	28	38	56

Challenges that will be responded to within the coming year include:

- Improved joint working with the Community Alarm and Rapid Response Team
- The continued implementation of the Adult Support & Protection Protocol
- Review of working patterns and job descriptions to ensure that staff working patterns are not disruptive to family life and health and are as efficient as possible

5. Workforce Development

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

In Community Care, 2013 has presented many challenges around workforce development. The integration of Health & Social Care, development of Personalisation and locality working, and the planning and implementation of Self Directed Support in line with the legislation coming into force in 2014, has presented many opportunities for development of staff and managers.

Significant effort has been made to improve the knowledge, skills and confidence of staff to take forward Personalisation and support and empower people to achieve their personal outcomes. A programme of training events and workshops laid the foundation for staff and managers in North West Perthshire to take forward and test this policy and strategic development. This resulted in a core programme of Learning & Organisational Development interventions being put in place to enable the remainder of the workforce across Perth & Kinross to meet the challenges of implementing Personalisation and Self Directed Support in 2014.

Enhancing leadership and management has been a priority given the changes in services with coaching, a variety of workshop experiences and recent involvement in, and commitment to, a corporate initiative for “sustaining a high performance workforce”.

The involvement of service users in the co-production of training has been sustained and increased in the areas of dementia, personality disorder, mental health awareness and Recovery in mental health. This has been a very positive development and should be extended to other service areas.

This year, priority has been given to promoting a learning culture and, in particular, the importance of evidence based practice and multi-agency learning activities remain a key element of our workforce development.

Child care and protection training this year includes:

- Online Child Protection
- Child Protection Basic Awareness
- Child Protection Inter-Agency Course
- Protecting People
- Designated Child Protection Officer Training
- Foundation Course in Child Care and Child Protection
- Graduate Child Protection Certificate
- Named Person Training
- Impact of Parental Mental Health 1-day course

Pan Tayside Training Consortium

The Child Protection Training Officer represents Perth and Kinross Child Protection Committee on this consortium. This consortium meets every 6 weeks and plans and commissions Child Protection Courses that are identified multi-agency training needs across Tayside.

During the last year, Pan Tayside has provided the following courses:

- **Hostile and Non Engaging Parents and Carers** – Enabling practitioners to recognise and manage hostile and non-engaging behaviours;
- **Risky Business** – Young People who put themselves at Risk through their own behaviour;
- **Domestic Abuse** - Exploring the impact and risk of Domestic Abuse on the safety and wellbeing of children & young people and considering what can be done to keep children and young people safe; and
- **Balancing Parental Rights and Responsibilities** – Who can have and what impacts on parental rights, understanding when a child has legal capacity and identifying issues of confidentiality.

Employee Survey 2013

The Employee Engagement Survey results indicate the positive engagement of our workforce, for example, within Community Care, 89% of employees are clear what is expected of them at work; 83% are passionate about delivery excellent customer service; and 73% are treated as an individual. Similarly within Children & Families' Services, 89% are passionate about delivering excellent customer service; and 85% are treated as an individual.

However, there were areas for improvement and individual teams have identified actions to address them.

6. Scrutiny

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

First Joint Inspection of Older People's Services in Scotland

In January 2013, Perth and Kinross became the pilot site for testing an integrated model of inspection of Health and Social Care Services for Older People. With this in mind, the inspection was as much a test of the process as it was an evaluation of the quality of services available. The inspection was conducted in a spirit of mutual co-operation and the Inspection Team comprised members of the Care Inspectorate and managers from both Health and Social Care. While no formal evaluation of services was recorded, it is clear that overall, the standard of provision was assessed as being 'Good'.

Particular comment was made around the existence of a clear vision; the quality of joint working between Chief Officers and Senior Managers; and the innovative work in parts of rural Perthshire to promote capacity building in order to create more resilient communities. As with all inspections, areas for

improvement were also identified. The absence of a common IT system was seen as an impediment to joint working, although the absence of common IT systems within the Health Service was also seen as a barrier to effective information-exchange. More immediately, the common drive towards integration of services within key settings – both within communities and within hospitals – now requires to be supported by a common communication strategy. Work undertaken to support an Outcome Focussed Assessment within Community Care needs to be followed through into SMART Outcome Focussed Plans, while Anticipatory Care Planning should be introduced across Primary Health Care Services. The challenge of training both Health and Social Care staff on the development of informative inter-agency chronologies must be tackled, while Self Evaluation processes should ensure that these comprehensively record and respond to the voice of the service user and patient. An Implementation Plan will shortly be in place and will be incorporated into our work to integrate Health and Social Care Services in a manner which delivers real improvements to those who receive our services.

Community Care – Care Service Inspections

17 services across Perth and Kinross Council are subject to inspection as care services. During the period February 2012 to August 2013 all services received an inspection.

- Adults with Learning Disabilities (St Catherine's)
- Beechgrove House
- Blairgowrie Adult Resource Centre
- Dalweem Care Home and Dalweem Day Support Service
- Fourways Day Services
- Gleneagles Day Opportunities
- Homecare
- Homeless Housing Support
- Kinnoull Day Opportunities
- Lewis Place Resource Centre
- Meadowell/Springwell Service
- Older People's Housing Support service
- Parkdale Care Home and Parkdale Day Support Service
- Rannoch Road Day Centre
- Strathmore Day Opportunities

The table below provides an overall summary on performance for all services. Levels awarded are based on service last inspection covering the period February 2012 to August 2013. Grades awarded are presented as a % of the total number of inspections carried out across the four quality themes.

Quality Themes	6 Excellent	5 Very Good	4 Good	3 Adequate	2 Weak	1 Unsatisfactory	Total No. of Inspections carried out
Care & Support	2	9	2	3	0	0	16
Environment	1	6	5	0	0	0	12
Staffing	0	9	4	1	0	0	14
Management & Leadership	1	10	4	2	0	0	17
Total	4	34	15	6	0	0	59
%	7%	58%	25%	10%	0%	0%	100%

Of the 17 services inspected a total of 59 quality themes were assessed for the quality of Care and Support, Environment, Staffing and Management and Leadership. Of the inspections carried out 4 quality themes received:

- Excellent for the Homeless Housing Support Service and Kinnoull Day Opportunities;
- 83% (49) received Very Good/Good grade, according to the SCSWIS (Social Care Social Work Inspection Agency) grading scale the grades awarded represent increasingly better levels of performance; and
- 10% (6) quality themes were awarded Adequate which represents performance that is acceptable to the Care Inspectorate but which could be improved,

Of the 17 services inspected 15 were carried out at low intensity and the other 2 were high intensity inspections. Eleven of the inspections were unannounced, 1 announced and 5 announced at short notice.

Children & Families' Services– Care Service Inspections

7 services across Children & Families' Services were subjected to inspection during the period November 2012 to June 2013.

- Fostering Service (June 2013) - Announced
- Adoption Service (June 2013) - Announced
- The Cottages, Almondbank House (December 2012) - Unannounced
- Gowans Terrace Child & Family Centre (January 2013) - Unannounced
- The Groovy Gang¹ (November 2012) - Unannounced
- Wellbank House – Housing Support Unit (May 2013) - Unannounced
- Woodlea Cottage – Care Home (November 2012) - Unannounced

The table below provides an overall summary on performance for all services

¹ The Groovy Gang is a school holiday activity group run by the Child Health Team. This enables young people with disabilities the opportunity to access activities within the community.

Quality Themes	6 Excellent	5 Very Good	4 Good	3 Adequate	2 Weak	1 Unsatisfactory	Total No. of Inspections carried out
Care & Support	0	3	4	0	0	0	7
Environment	0	0	4	0	0	0	4
Staffing	0	4	3	0	0	0	7
Management & Leadership	0	5	2	0	0	0	7
Total	0	12	13	0	0	0	25
%	0%	48%	52%	0%	0%	0%	100%

Of the 7 services inspected, a total of 25 key quality themes were assessed for the quality of Care and Support, Environment, Staffing, and Management and Leadership.

Very Good or Good grading according to the Care Inspectorate grading scale reflects the continued good levels of performance. There is a commitment, however, to move all grades from Good to Very Good.

Complaints 2012/13

	Number of complaints	No and % acknowledged on target	No and % of complainant satisfied with response	Number progressing to Complaints Review Committee
Community Care	27	27 (100%)	23 (85%)	4 (2 not yet held)
Children & Families' Services	19	19 (100%)	19 (100%)	0
Total	46	46 (100%)	42 (91%)	4

Within Community Care, the nature of the complaints related to the following services:

- Care at Home
- Assessment Care Management
- Community Mental Health
- Criminal Justice Service
- Occupational Therapy
- Safer Communities
- Hospital Discharge

Within Children & Families' Services, the complaints were in relation to the following areas:

- Customer Service Standards
- Disputed decisions
- Inadequate service
- Service delivery
- Staff Attitude/performance

7. Conclusion

This has been another year where there has been significant change and challenges facing Social Work and Social Care Services in Perth and Kinross. Despite this the overall picture has been a positive one with good or very good progress across key strategies to modernise and improve outcomes for individuals and families (e.g. older people; people with learning disabilities; children and families).

Whilst there is clearly scope for improvement across the services, and in some areas in particular, this general progress has been achieved within a climate of rising demand for many services; higher individual and community expectations brought about by significant developments in some national policies (e.g. Self Directed Support; GIRFEC); changes or potential changes in governance and delivery structures in some key areas (e.g. Health & Social Care Integration; Criminal Justice) and planning for significant legislative changes in the coming year (e.g. Children & Young People's Bill; Public Bodies (Joint Working) (Scotland) Bill).

Most of the challenges for Social Work and Social Care Services addressed in the last year will continue into the coming year. For example, the rising demand for services and the growing complexities in some areas (e.g. Child and Adult Protection; Learning Disability and Older People's Services) will remain or potentially continue to increase. Discussions are taking place locally and nationally as to how best to maintain statutory duties to a high standard in such a climate. Similarly the changing national policy context, including Self Directed Support and GIRFEC, will increase further in pace next year. The complex change agenda that springs from this will need to be underpinned by training and development in the workforce, to ensure that staff are confident and competent to work in more personalised, outcome focused and evidence based ways. In relation to the new legislation the Public Bodies (Joint working) (Scotland) Bill is progressing through parliamentary stages and will be enacted by April 2015. Locally progress has been made in the formation of a shadow board, co-location of senior management teams and detailed discussion about delivery arrangements will progress at pace now the new NHS Chief Executive is in post.

Similarly, within Children's Services, there has been considerable progress in the implementation of GIRFEC principles and practice in anticipation of the enactment in April 2015. Additionally, planning for other legislative changes in Children's Rights and extensions to statutory duties for Looked After Children are also being worked on as further details emerge during the Parliamentary progress of the Bill.

It is important to recognise that, in addition to challenges which affect Social Work and Social Care Services specifically, as key contributors to support for vulnerable individuals and communities, the expected impact from other reforms and policy changes, in for example Welfare Reform and greater emphasis on working in localities, will also require additional input from Social Work Services.

Despite these challenges, I am confident that Social Work and Social Care Services in Perth & Kinross will continue to improve and develop over the coming year. This assessment is based on the strong partnerships that exist across the relevant Community Planning Partners; a supportive relationship between elected members and officers; and the leadership in the service supporting the skilled and committed Social Work & Social Care workforce in Perth & Kinross.

7. Glossary

A&E	Accident & Emergency
ADP	Alcohol & Drug Partnership
ASN	Additional Support Needs
ASP	Adult Support and Protection
CAPSM	Children affected by parental substance misuse
CCIG	Complex Case Integration Group
CEDAR Project	Group work programme for children affected by domestic abuse
CIAM	Change Is A Must
CJA	Criminal Justice Authority
CJS	Criminal Justice Services
CPO	Child Protection Order
CPPC	Child Protection Case Conference
CPP	Community Planning Partnerships
CSWO	Chief Social Work Officer
DSRU	Dartington Social Research Unit
ECS	Education & Children's Services
EEI	Early and Effective Intervention
FUN	Friendship Unlimited
GP	General Practitioner
GIRFEC	Getting It Right for Every Child
Glasgow POP	Glasgow Persistent Offenders Project
GOPR	Getting Our Priorities Right
HCC	Housing & Community Care
HEAT	Health Efficiency and Treatment
HIV	Human Immunodeficiency Virus
HMI	Her Majesty's Inspectorate
IIF	Investment in Improvement Fund
MAPPA	Multi Agency Public Protection Arrangements
MASG	Multi Agency Screening Group
MHO	Mental Health Officer
OOHS	Out of Hours Service
OWLS	One-Stop Women's Learning Service
PAMIS	Profound and Multiple Impairment Service (charitable organisation)
SAINTS	Saints Academy Inclusion Through Sport
SCSWIS	Social Care and Social Work Improvement Scotland
SDS	Self Directed Support

SHANARRI	Safe, Health, Achieving, Nurtured, Active, Respected, Responsible and Included
STRADA	Scottish Training on Drugs and Alcohol
SWIFT	Social Work practitioner data input system
TCA	Tayside Council for Alcohol
TISS	Tayside Intensive Support Service
Toxic Trio	Substance Misuse, Domestic Abuse and Mental Health
TSMS	Tayside Substance Misuse Services
YMCA	Young Men's Christian Association



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