



West Lothian
Council

Social Policy, Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

30 October 2015

A meeting of the **Social Policy, Policy Development and Scrutiny Panel** of West Lothian Council will be held within **Council Chambers, West Lothian Civic Centre** on **Thursday 5 November 2015** at **2:00 p.m.**

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Order of Business, including notice of urgent business
3. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest.
4. Confirm Draft Minute of Meeting of the Social Policy, Policy Development and Scrutiny Panel held on Thursday 03 September 2015 (herewith).
5. Meadowvale Nursing Home - Report by Head of Social Policy (herewith)
6. Social Policy Contract Activity Update - Report by Head of Social Policy (herewith)
7. Chief Social Work Officer's Annual Report 2014-2015 - Report by Head of Social Policy (herewith)
8. Scottish Government Consultation on 'Presumption Against Short Periods of Imprisonment' - Report by Head of Social Policy (herewith)

DATA LABEL: Public

9. Scottish Government Consultation on Draft Order to Revise the Procedures for Complaints about Social Work - Report by Head of Social Policy (herewith)
10. Report on Reducing Re-Offending Committee Annual Report 2014-2015 and Action Plan 2015-2016 for West Lothian - Report by Head of Social Policy (herewith)
11. Report on West Lothian Offender Profile 2013-2014 - Report by Head of Social Policy (herewith)
12. Alcohol Diversionary Activities - Report by Head of Social Policy (herewith)
13. Voluntary Sector Day Care Centres Contractual Arrangements - Report by Head of Social Policy (herewith)
14. Report on Preventing Offending Getting It Right For Children and Young People - Report by Head of Social Policy (herewith)
15. Information in Relation to The Disclosure Scheme for Domestic Abuse (Scotland) - Report by Head of Social Policy (herewith)
16. Workplan (herewith)

NOTE **For further information please contact Elaine Dow on 01506 281594 or email elaine.dow@westlothian.gov.uk**

MINUTE of MEETING of the SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE on 3 SEPTEMBER 2015.

Present – Councillors Danny Logue (Chair), Frank Toner, Tony Boyle, Diane Calder, Jim Dixon and John Muir

1. DECLARATIONS OF INTEREST

Agenda Item 6: Lothian and Borders Community Justice Authority – Minute

Councillor Tony Boyle declared a non-financial interest arising from his position as a council appointee to the Community Justice Authority.

Councillor Frank Toner declared a general non-financial interest arising from his position as a Non-Executive member of NHS Lothian and as the Chair of the Integrated Joint Board.

2. MINUTE

The Panel confirmed the Minute of the meeting held on 25 June 2015 as being a correct record. The Chair thereafter signed the Minute.

3. CARE INSPECTORATE INSPECTIONS FOR CHILDREN & FAMILIES SERVICES APRIL 2014-MARCH 2015

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of the inspection grades achieved by Children & Family services during the period April 2014 to March 2015. Attached to the report was a breakdown of the grades achieved by the services over the past year following their inspections.

The Senior Manager, Children & Early Intervention, provided the Panel with an update on the services that had been inspected. She explained that in February 2015 Letham House scored grade 2 (weak) in the category Quality of Care & Support. This was due to aspects of recording of information. Work was carried out to improve the situation and following re-inspection by the Care Inspectorate in June 2015 an improved grading of 4 (good) was given.

The Panel also noted that in March 2015 Whitdale Family Centre was graded 6 (excellent) in the category Quality of Care & Support. This was due to the excellent support provided to children and their families.

In conclusion, the quality inspection reports from the Care Inspectorate of Services for Children and Young People highlighted positive performance and demonstrated the continuing hard work and commitment by staff delivering some of the most challenging services in social work.

Decision

Noted the contents of the report.

4. LOTHIAN AND BORDERS COMMUNITY JUSTICE AUTHORITY - MINUTES

A report had been circulated by the Head of Social Policy to which was attached the Minute of the Lothian and Borders Community Justice Authority held on 21 May 2015. The report ensured that members were kept updated on the activities of Lothian and Borders Community Justice Authority as part of the council's Code of Corporate Governance.

Decision

Noted the contents of the report and the Minute of the meeting of Lothian and Borders Community Justice Authority held on 21 May 2015 attached as an appendix to the report.

5. CHALLENGE FUND APPLICATIONS

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy which provided details of the final two applications from 2014/15 made to the Challenge Fund and the recommendations of the Senior People's Forum Sub Group. The applications were attached as appendices to the report.

The Senior Manager, Assessment and Prevention, provided the Panel with an overview of the following two applications:

- The Rosebery Centre - £2,160; and
- The Larder West Lothian - £12,400

The Panel noted that the Senior People's Forum Sub Group held on 31 July 2015 unanimously supported both applications. However, the application from The Larder West Lothian was subject to the following:

- confirmation that some assistance with transport could be made available if required to those who would wish to attend;
- agreement to provide information regarding the referral route via the council's monitoring process with a view to ensuring that the most vulnerable were targeted; and
- communication framework to include local community centres and servicemen organisations.

The applications met the Challenge Fund criteria and were in keeping with a preventative approach to sustaining health and wellbeing.

In response to a request from the Panel the Senior Manager undertook to provide information relating to the quarterly performance of the proposed programmes carried out by The Larder West Lothian to an appropriate meeting of the Social Policy PDSP.

The Panel was asked to note the applications and recommendations of the Senior People's Forum Sub Group and to recommend that the report be submitted to the Council Executive for approval.

Decision

1. Noted the contents of the report;
2. Agreed that the report be submitted to the Council Executive for approval; and
3. Agreed that information relating to the quarterly performance of the programmes carried out by The Larder West Lothian would be provided to a future meeting of the Panel.

6. SCOTTISH GOVERNMENT CONSULTATION ON REHABILITATION OF OFFENDERS ACT (1974)

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of the proposed response by West Lothian Council to the most recent Scottish Government Consultation on Scottish reform of legislation relating to the disclosure of previous convictions and other records of offending. Tables of proposed changes from the Scottish Government Consultation Paper were attached at appendix 1 to the report and the Rehabilitation of Offenders Act SG Consultation response from West Lothian Council dated 9 September 2015 was attached at appendix 2 to the report.

The report recalled that the legislation that currently defined uses of information about offending behaviour was the Rehabilitation of Offenders Act 1974, which was UK-wide. This Act was subject to previous scrutiny by the Scottish Government, which undertook an earlier phase of consultation in 2013. The consultation response was prepared by Legal Services, scrutinised by the Licensing Committee and agreed by the Council Executive at its meeting held on 12 November 2013.

The Scottish Government has, in light of the responses previously received, now embarked on a second phase of consultation with more specific proposals for changes. The Criminal Justice Manager advised the Panel that due to the restricted timescale for a response to the consultation, a not-for-publication draft of the proposed response was provided to the Scottish Government for initial consideration pending ratification by the Social Policy PDSP, the Licensing Board and the Council Executive.

The report went on to provide details of the background to proposals and West Lothian Council's proposed submission.

In conclusion, the report highlighted that it was evident that existing legislation on disclosure of past offending was not suited to modern purposes. West Lothian Council wished to ensure its views were considered as part of the national response.

It was recommended that the Panel note and consider the proposed response to the consultation and agree that the report be submitted to Council Executive for approval and submission.

Decision

1. Noted the contents of the report; and
2. Agreed that the report be submitted to an appropriate meeting of Council Executive for approval.

7. CROFTHEAD HOUSE NURSING HOME REMOVAL OF ENHANCEMENT

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy advising of the removal of the enhanced fee element of the National Care Home Contract fee to Crofthead House Nursing Home due to them being awarded a Grade 3 by the Care Inspectorate in the category Quality of Care and Support. The Care Inspection report for Crofthead House Nursing Home dated 12 May 2015 was attached as an appendix to the report.

The report advised that in October 2013 Crofthead House Nursing Home was awarded QAF Grade 5 in the category 'Quality of Care and Support'. The enhanced fee was applied as per the National Care Home Contract when the inspection report was finalised. Following their latest inspection carried out on 12 May 2015, Crofthead House Nursing Home was awarded a Grade 3 in the category of 'Quality of Care and Support' which results in the removal of the quality enhancement backdated to the date of the inspection.

In conclusion, it was reported that the enhanced quality fee was implemented in order to create additional incentives to improve the quality of care. The latest inspection of Crofthead House Nursing Home has resulted in the removal of the quality fee.

Decision

Noted the contents of the report.

8. SOCIAL SERVICES IN SCOTLAND: A SHARED VISION AND STRATEGY 2015-2020

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy which provided details of the launch of the Social Services in Scotland: A Shared Vision and Strategy 2015-2020 by

the Social Work Services Strategic Forum, a copy of which was attached as an appendix to the report.

The report stated that the Social Work Services Strategic Forum, in conjunction with key stakeholders working in social services across Scotland has launched the Social Services in Scotland: A Shared Vision and Strategy 2015-2020. The strategy reflects on and reinforces the progress and improvement in social work services which have been made since the Changing Lives Report. It detailed a vision for sustainable social services within the context of current policy drivers and developments and the distinctive Scottish approach to public service reform and transformation.

The strategy also set out a range of actions which would be required to support delivery of the vision as follows:

- Supporting the workforce;
- Understanding service quality and performance;
- Improving the use of evidence; and
- Promoting public understanding.

The actions set out in the strategy were ambitious and clearly only able to be delivered in partnership. The Social Work Services Strategic Forum, supported by the Office of the Chief Social Work Adviser, was developing an Implementation Plan which would set out responsibilities and timescales for progressing the actions identified within the Strategy.

In conclusion, the strategy set out where additional action was required to ensure that social services continued to be robust partners in the work carried out to support, protect and ensure better outcomes for people and communities. In this respect the strategy would strengthen and support the delivery of social work services to the most vulnerable people in West Lothian.

Decision

Noted the contents of the report.

9. CHANGES TO RELEASE ARRANGEMENTS FOR LONG-TERM PRISONERS

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of the recent Scottish Government legislation that would change the arrangements whereby certain categories of long-term prisoners were granted early release from prison and also to note the potential long-term implications of this for the Throughcare services provided by the Criminal Justice Social Work Service and its partners.

The report provided details of the current arrangements for Prison

Release Licences in Scotland. The new section 1(3ZA) of the Prisoners (Control of Release) (Scotland) Bill modified the previous legislation so that automatic early release for certain categories of prisoner at the two-thirds point of sentence would not take place. An offender whose 'single-termed' custodial sentence was 10 years or more would not be released at the two-thirds point, but would serve the full sentence, subject to minor flexibility about release dates as detailed in the report.

The new provisions when implemented would only apply to persons sentenced to custody after that point, which would mean that the first prisoners in Scotland to be affected would have release dates in 2019-20. Given the relatively low proportion of the prison population that would be affected, the full impact was only likely to be seen in 2029-30. The basis of this change appears to be generally supported in theory by the public. This legislation would only have an impact on a very small number of prisoners from West Lothian and public safety would not be compromised by these legislative changes. While the legislation would in the long-term result in some changes in the way that a range of services engaged with a small number of prisoners, these changes were manageable within existing resources and partnerships. Formal guidance on the implementation of this legislation and on Throughcare services was awaited.

Decision

Noted the contents of the report.

10. WORKPLAN

The Panel considered the contents of the workplan (copies of which had been circulated).

Decision

Noted the contents of the workplan.



West Lothian
Council

SOCIAL POLICY - POLICY DEVELOPMENT AND SCRUTINY PANEL

MEADOWVALE NURSING HOME

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To advise the Policy Development and Scrutiny Panel of the removal of the penalty, and reinstatement of full National Care Home Contract fee to one private provider who has been awarded a Grade 4 by the Care Inspectorate in the category Quality of Care and Support.

B. RECOMMENDATION

To note the reinstatement of the full National Care Home Contract fee to the private provider following the increase in their Quality Assurance Framework Grade.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Focusing on our customers' needs• Being honest, open and accountable• Making best use of our resources
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	National Care Home Contract 2007/2016
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	Monitored as per National Care Home Contract by Contracts and Commissioning Officer
V Relevance to Single Outcome Agreement	None
VI Resources - (Financial, Staffing and Property)	The increases proposed will be met from provisions made in the service budget.

VII Consideration at PDSP

Previous report to PDSP on 26th June 2014 advising of reduction in fee for Meadowvale Nursing Home.

VIII Other consultations

Contracts Advisory Group
National Care Home Contract 2007/2016

D. TERMS OF REPORT

A key performance indicator in the National Care Home Contract 2015/2016 was the inclusion of the quality assurance framework currently in use by The Care Inspectorate in relation to the Quality of Care & Support, Quality of Environment, Quality of Staffing and Quality of Management and Leadership.

In March 2014, Meadowvale Nursing Home was awarded a Grade 2 in the category Quality of Care and Support and the reduction was applied under the terms and conditions of the National Care Home Contract 2014/2015. A report was delivered to PDSP to advise of the reduction

In May 2015 the Care Inspectorate awarded Meadowvale Nursing Home the following grades:

Quality of Care and Support	4 Good
Quality of Environment	4 Good
Quality of Staffing	4 Good
Quality of Management and Leadership	4 Good

Therefore, the full basic weekly fee is to be reinstated for Meadowvale Nursing Home backdated to the inspection date of 1st May 2015.

E. CONCLUSION

The reduction of the quality payment is meant as a short term measure which seeks to facilitate improvement in the category Quality of Care and Support. The award by The Care Inspectorate of a grade 4 to Meadowvale Nursing Home signals the necessary improvement to support reinstatement of the full fee under the terms and conditions of the National Care Home Contract.

F. BACKGROUND REFERENCES

- National Care Home Contract Older People Care Home 2007 - 2016

Appendices/Attachments: Care service inspection report, Grades Meadowvale Nursing Home

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Jane Kellock
Head of Social Policy (Interim)

Date of meeting: 5th November 2015

Care service inspection report

Full inspection

Meadowvale Care Home Service

1 Bridgend Court
Bathgate

Service provided by: Meadowvale Care Limited, a member of the Tamaris Group

Service provider number: SP2007009148

Care service number: CS2003010653

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

What the service does well

Staff whom we observed at work, demonstrated commitment to the care of service users.

There appeared to be sufficient staff present to comfortably meet service users' needs.

We concluded that both these factors would support good outcomes for service users.

What the service could do better

The service has enjoyed a range of improvements created by the provider within a short space of time.

Improvement has taken place in relation to the areas noted below. Improvement has also taken place in relation to:

Reduction in use of agency staff.

Induction of agency staff.

Cleanliness of the home environment; and, staff numbers/skill mix.

Improvement in relation to all areas noted must now be sustained by the provider.

What the service has done since the last inspection

The service has made significant progress since the previous inspection across a wide number of areas.

These include:

Medication management.

Care-planning.

Compliance with adult support and protection guidance.

Staff training, and

Staff recruitment practices.

The quality of meals/menu planning had improved notably since our last inspection.

Progress made by the provider across these areas should create better outcomes for service users.

Conclusion

The degree of improvement noted following the previous inspection has been built upon and must now be maintained.

A noticeable all-round improvement in the quality of the service has been created by the provider.

This makes positive care outcomes more likely for people using the service.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at: www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Meadowvale is a purpose built care home in a residential area of Bathgate. There are shops, local services and public transport nearby. The home has a car park and an enclosed garden at the back of the building.

The service is registered to provide accommodation and care for 52 older people. At the time of this inspection there were 36 people living in the home. Accommodation is on two floors. Access to the first floor is by stairs or lift. All residents' bedrooms are single rooms with an ensuite toilet and wash hand basin.

Each floor has a large sitting room, a dining area and a smaller sitting room. The small sitting room on the 1st floor is the designated smoking area of the home. There is a conservatory on the ground floor. Bathing and toilet facilities are on both floors.

The service provider is Meadowvale Care Limited, part of Four Seasons Health Care Group. Four Seasons Health Care are national providers of private health care.

The service's Philosophy of Care is:

"We are committed to providing the highest possible standards of care. Residents will be treated as individuals and cared for with respect and dignity within a safe, comfortable and homely environment which provides stimulation and encourages independence where appropriate".

This inspection was carried out by two inspectors on 29th April 2015 and 1st May 2015.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 4 - Good

Quality of environment - Grade 4 - Good

Quality of staffing - Grade 4 - Good

Quality of management and leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

During this inspection we gathered information from a variety of sources including the following:

We spoke with:

- The Operations Manager.
- The Peripatetic Manager.
- Members of nursing and care staff.
- Three family carers, and
- Six service users.

We looked at:

- Personal plans of people using the service.
- Medication administration records.
- The environment and equipment used.
- Staff training records.
- Minutes of service users' and relatives' meetings; minutes of staff meetings, and
- Audits carried out by the provider on different aspects of the service.

We reviewed:

Progress made by the provider in meeting ten requirements made by us following our previous inspection completed on 22 January 2015.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service completed a self-assessment prior to our previous inspection in January 2015.

In its self-assessment the service commented on its strengths and considered areas in which it needed to develop.

Taking the views of people using the care service into account

People using the service expressed positive views.

Two examples of comments made were: "They look after me very well" and "The carers are marvellous."

Taking carers' views into account

Carers with whom we spoke felt positive about the service.

Two comments received were: "Everything is getting better" and "I'm happy she (relative) looks good."

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service strengths

We did not review all aspects of this Quality Statement. The focus of our inspection was on progress made by the provider in meeting requirements made in relation to other Quality Statements.

We did, however, find evidence of a general improvement in relation to the level of service user and carer participation. This was exemplified by the improvement in the quality of information about individual choice which we found in personal plans.

Because of this overall improvement we have awarded the grade of 4 (good) to this Quality Statement.

We will review all aspects of this Quality Statement during our next inspection of the service.

Areas for improvement

The service should continue to identify ways in which service user and carer participation can be enhanced.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We ensure that service users' health and wellbeing needs are met."

Service strengths

We did not review all aspects of this Quality Statement. We focused on progress made by the provider towards meeting the six requirements which remained outstanding following our previous inspection.

Overall, we found that the provider was demonstrating good practice in areas covered by this Quality Statement.

Following our previous inspection we made a requirement concerning the need to meet the nutritional needs of all residents.

During this inspection we found that this requirement had been met.

We found that the service had an accurate overview of the nutritional status of all service users.

We spoke to the chef who described good communication with care staff about nutritional needs.

We reviewed the care plans of three individual service users in relation to nutrition. We assessed that the information they contained would provide an accurate guide to the care which each person required.

We observed two mealtimes and found that they were well-managed and unhurried.

Staff appeared familiar with the individual needs of service users including those on food supplements.

We concluded that this requirement had been met.

Following our previous inspection we made a requirement concerning the need to ensure that pressure ulcer care followed best practice guidance.

During this inspection we found examples of good pressure ulcer care. The service maintained a skin integrity register. Currently, there were no pressure ulcers.

We found examples of:

Correct mattress being provided according to assessed risk.
Settings of airflow mattresses being detailed in care-plans.
Well-completed re-positioning charts; and,
Cushions used for pressure-reduction.
One service user described to us the measures taken by staff to prevent them acquiring pressure damage.

We assessed that this requirement had been met.

Following our previous inspection we made a requirement concerning the need to improve staff understanding of Adult Support and Protection.

During this inspection we heard from staff how they had received "Tell Someone" training. This had been delivered by the peripatetic manager. Training records confirmed this.
Staff had all benefitted from a session of reflective practice.

We assessed that this requirement had now been met.

Following our previous inspection we made a requirement concerning the need to manage medication safely and competently.
During this inspection we reviewed the management of medication and found that this was now being carried out consistently well.

We concluded that this requirement had been met.

A previous requirement concerned the need for the provider to carry out four weekly assessments of service users' physical, social, psychological and recreational needs. Assessed needs would then link to the numbers of staff provided throughout the home during both day and night.

During this inspection we found that appropriate assessments were being carried out and staffing was being provided accordingly using a recognised tool.

We concluded that this requirement had been met.

Following our previous inspection we made a requirement concerning the need for the provider to carry out formal reviews of care every six months or sooner should needs change.

During this inspection we found that appropriate reviews of care which involved all relevant parties were being both planned and held.

We concluded that this requirement had been met.

Areas for improvement

The provider should ensure that the good level of progress noted during this inspection is sustained.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of environment

Grade awarded for this theme: 4 - Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the environment within the service."

Service strengths

As noted in Quality Statement 1.1 we found that the provider was demonstrating good practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statement 1.1

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

"We make sure that the environment is safe and service users are protected."

Service strengths

We did not review all aspects of this Quality Statement. We focused on Progress made by the provider towards meeting the requirement which remained outstanding following our previous inspection.

We found that the provider was demonstrating good practice in areas covered by this Quality Statement.

Areas for improvement

Following our previous inspection we made a requirement that the provider must establish a safe and clean environment.

During this inspection we found that all areas of the home were clean and fresh with no malodour.

We found that there was a domestic cleaning schedule in place which included deep cleaning.

The home now had a full complement of domestic staff seven days per week.

There was a contract in place for the regular testing of electrical equipment.

The extractor fan in the smoking area was working effectively.

We assessed that this requirement had now been met and that the home was safe, clean and fit for purpose.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"The environment allows service users to have as positive a quality of life as possible."

Service strengths

We did not review all aspects of this Quality Statement. We focused on Progress made by the provider towards meeting the requirement which remained outstanding following our previous inspection.

We found that the service was demonstrating good practice in areas covered by this Quality Statement.

Areas for improvement

Following our previous inspection we made a requirement concerning the need for the provider to ensure that the home environment is fit for purpose.

During this inspection we found that the provider had up-dated the home's environmental audit.

The provider's regional manager and health and safety advisor had conducted the audit and had identified actions and timescales for all issues identified.

We concluded that this requirement had been met.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of staffing

Grade awarded for this theme: 4 - Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service strengths

As noted in Quality Statements 1.1 and 2.1 we found that the service was demonstrating good practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statements 1.1 and 2.1

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service strengths

We did not review all aspects of this Quality Statement. We focused on Progress made by the provider towards meeting the two requirements which remained outstanding following our previous inspection.

We found that the service was demonstrating good practice in areas covered by this Quality Statement.

Areas for improvement

Following our previous inspection we made a requirement concerning the need for the provider to comply with its own disciplinary processes and policy.

The provider was required to maintain records of the outcomes of disciplinary processes and detail actions to be taken forward.

During this inspection we learned that the provider had reviewed the use of its own disciplinary policy.

A case-tracking system had been introduced. This enabled the regional manager and human resources department to review disciplinary processes on a monthly basis and to set and act upon priorities.

We concluded that this requirement had been met.

Following our previous inspection we made a requirement concerning the need to provide new members of staff with adequate induction training.

During this inspection we spoke to some new members of staff and examined the induction training now being offered by the provider. We found that new staff members demonstrated a good level of knowledge about the needs of service users and appeared confident.

New members of staff commented that the induction training they received had prepared them for their role.

We noted that new members of staff had received one week of supernumerary induction. We assessed that the content of induction was appropriate to the demands of the role and needs of the service.

We concluded that this requirement had been met.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service strengths

We did not review all aspects of this Quality Statement. We focused on Progress made by the provider towards meeting the two requirements which remained outstanding following our previous inspection.

We found that the service was demonstrating good practice in areas covered by this Quality Statement.

Areas for improvement

Following our previous inspection we made a requirement that staff must receive training appropriate to the work they were to perform.

During this inspection we reviewed training currently offered to staff. We noted that the staff training programme had been improved to include topics such as nutrition, adult support and protection and dementia as required by us.

We also noted that the dementia training now provided was to the standard set by "Promoting Excellence."

We assessed that the training now being provided would support better outcomes for service users.

We concluded that this requirement had been met.

Following our previous inspection we made a requirement that staff must be provided with regular and planned supervision and appraisal.

During this inspection we found that the provider had put in place a supervision planner.

The process of planned supervision had begun. We assessed that this should better support staff in their roles and promote good care outcomes.

We concluded that this requirement had been met. We will review how progress has been maintained during our next inspection.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of management and leadership

Grade awarded for this theme: 4 - Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."

Service strengths

As noted in Quality Statements 1.1, 2.1 and 3.1 we found that the service was demonstrating good practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statements 1.1, 2.1 and 3.1.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

Service strengths

We did not review all aspects of this Quality Statement. We focused on Progress made by the provider towards meeting the one requirement which remained outstanding following our previous inspection.

We found that the service was demonstrating good practice in areas covered by this Quality Statement.

Areas for improvement

Following our previous inspection we required the provider to review its system of audit in order to ensure effective monitoring of all aspects of the service.

During this inspection we found that there was now a programme of audit taking place. Daily observation of the home environment and staff practice was made by the home manager. Additional audits were now taking place in relation to such areas as medication administration, the dining experience and care plans.

We assessed that effective monitoring of the service had already begun. This was reflected in the improvement which we noted over all Quality Statements since our previous inspection.

We concluded that this requirement had been met.

We will review the future progress of audit during our next inspection of the service.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

5 What the service has done to meet any requirements we made at our last inspection

Previous requirements

1. Requirement 1.

The provider must ensure that the nutritional needs of each resident are met. In order to achieve this the provider must:

Ensure that staff receive up to date training on the use of the risk assessment tool in place (MUST).

Ensure that Body Mass Index and risk score are calculated accurately according to assessed need.

Ensure that where there is identified weight loss, the MUST guidance is followed and the appropriate action is taken promptly, including weighing individuals according to need.

Ensure that service users with identified needs have up to date and accurate plans of care in place detailing the specific interventions in place.

Ensure that plans of care are evaluated on a regular basis, or sooner if individual need changes.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210) Regulation 4 (1) (a) A provider must make proper provision for the health, welfare and safety of service users.

Timescale for completion: 24 hours from receipt of this report.

In making this requirement the following National Care Standards, Care homes for older people, have been taken into account: Standard 14 Keeping well - healthcare.

This requirement was made on

We have reported on this requirement under Quality Statement 1.3.

Met - Outwith Timescales

2. The provider must ensure that medication is administered as instructed by the prescriber. To do this the provider must:

Ensure that the Medication Administration Recording (MAR) chart are signed each time the medication is given.

Ensure that where a regular medicine is not given as prescribed, a reason for this must be clearly annotated on the Medicines Administration Recording (MAR) chart.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210) Regulation 4 (1) (a) A provider must make proper provision for the health,

welfare and safety of service users.

Timescale for completion: 24 hours from receipt of this report.

In making this requirement the following National Care Standards, Care homes for older people, have been taken into account: Standard 15 Keeping well - medication.

This requirement was made on

We have reported on this requirement under Quality Statement 1.3.

Met - Outwith Timescales

3. The provider must ensure that four weekly assessments of physical, social, psychological, and recreational needs are carried out. These assessments of needs must be linked to staffing levels and staff deployment in the care home to ensure that sufficient staff are provided to meet the needs of service users. This must be reflected in the off duty which should show the times staff are working and the role they are to perform. The first assessment must be sent to the Care Inspectorate.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 210. Regulation 15 (a) which is a requirement about staffing.

Timescale: within 24 hours of the receipt of this report.

This requirement was made on

We have reported on this requirement under Quality Statement 1.3.

Met - Outwith Timescales

4. The provider must ensure that the content of all care plans is reviewed so that the information recorded is meaningful, accurate and reflects the individual preferences of residents. Care plans must be formally reviewed on a six monthly basis or sooner if needs change. These reviews must involve all relevant parties. Review records must be sufficiently detailed with actions to be taken forward.

All charts, including food and fluid charts, must be accurately completed and monitored. The provider must evidence that staff are appropriately trained

and supported to ensure record keeping is accurate and up-to-date and they understand the importance of good record keeping.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 210. Requirement 5(1) and (2) (b), (c), (d) which is a requirement about personal plans and 15 (b) (i) which is a requirement about staffing.

Timescale: within six weeks of the receipt of this report.

This requirement was made on

We have reported on this requirement under Quality Statement 1.3.

Met - Within Timescales

5. The provider must ensure that pressure ulcer prevention practice follows current good practice guidelines in line with European Pressure Ulcer Advisory Panel (EPUAP) guidelines which can be found at www.epuap.org. In order to do this the provider must ensure that staff who are involved in this aspect of care have up-to-date training on prevention and detection of pressure ulcers. In addition, the provider must evidence that these staff understand this and are competent in their practice.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 210. Regulation 4 (1) (a) which is a requirement about the welfare of service users.

Timescale: within six weeks of the receipt of this report.

This requirement was made on

We have reported on this requirement under Quality Statement 1.3.

Met - Outwith Timescales

6. The provider must ensure that adult support and protection procedures are followed in all instances where there is reason to believe that a resident living in Meadowvale may be at risk of harm. All staff must be able to demonstrate that they have a knowledge and understanding of adult support and protection procedures.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 201. Regulation 4 (1) (a) which is a requirement about the welfare of service users.

Timescale: within 24 hours of the receipt of this report in respect of following procedures and within four weeks of the receipt of this report in respect of evidencing staff's knowledge and understanding.

This requirement was made on

Met - Outwith Timescales

7. The provider must ensure that Meadowvale is fit for purpose. They must carry out a full and detailed audit of the internal and external environment, using this data to form an action plan with timescales. This must be made available to the Care Inspectorate as soon as it has been compiled.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 210. Regulation 10 (2) (a), (b), (c), and (d) which is a requirement about fitness of premises.

Timescale: within four weeks of the receipt of this report.

This requirement was made on

We have reported on this requirement under Quality Statement 2.2.

Met - Outwith Timescales

8. The provider must ensure that it complies with its own disciplinary policy and procedures. Records must show the outcomes of disciplinary processes and detail any actions to be taken forward, the person responsible for this and the timescales for completion. There must also be a system to monitor on-going performance in these instances.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 210. Regulation 9 which is a requirement about fitness of employees.

Timescale: within 24 hours of the receipt of this report.

This requirement was made on

We have reported on this requirement under Quality Statement 3.2.

Met - Outwith Timescales

9. The provider must ensure that all staff who are working in the service are provided with adequate induction training and have information about the needs of the residents they are looking after and how they should best meet these needs.

This is comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 201. Regulation 15 (b) (receipt of) which is a requirement about staffing.

Timescale: within 24 hours of the receipt of this report.

This requirement was made on

We have reported on this requirement under Quality Statement 3.2.

Met - Outwith Timescales

10. The provider must ensure that all staff receive training appropriate to the work they are to perform and to meet identified individual service user needs. This must be part of an overall training plan for the service and must include, but is not restricted to, meal preparation and presentation, nutrition, dementia and adult support and protection and SVQ training.

The provider must evidence that staff have understood this training and are competent in applying this learning into practice. The dementia training provided must be to the standard set by the "Promoting Excellence" framework.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 210. Regulation 4(1) (a) which is a requirement about the welfare of service users and Regulation 15 (b) (i) which is a requirement about staffing.

Timescale: within eight weeks of the receipt of this report.

This requirement was made on

We have reported on this requirement under Quality Statement 3.3.

Met - Outwith Timescales

6 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. There were no outstanding recommendations.

This recommendation was made on

7 Complaints

One complaint has been upheld since our previous inspection.

8 Enforcements

We have taken no enforcement action against this care service since the last inspection.

9 Additional Information

No Additional Information.

10 Inspection and grading history

Date	Type	Gradings
22 Jan 2015	Unannounced	Care and support 2 - Weak

		Environment Staffing Management and Leadership	2 - Weak 1 - Unsatisfactory 2 - Weak
3 Sep 2014	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory 2 - Weak 1 - Unsatisfactory 2 - Weak
31 Mar 2014	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak 2 - Weak 1 - Unsatisfactory 2 - Weak
18 Sep 2013	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
13 Feb 2013	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 3 - Adequate 3 - Adequate
30 Aug 2012	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak 2 - Weak 1 - Unsatisfactory 1 - Unsatisfactory
8 Jun 2012	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak
23 Apr 2012	Re-grade	Care and support Environment Staffing Management and Leadership	Not Assessed 2 - Weak Not Assessed 2 - Weak

17 Feb 2012	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate Not Assessed
23 Aug 2011	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate Not Assessed
3 Feb 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good Not Assessed 4 - Good
28 May 2010	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
11 Feb 2010	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
12 Jun 2009	Announced	Care and support Environment Staffing Management and Leadership	2 - Weak 3 - Adequate 2 - Weak 2 - Weak
19 Dec 2008	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak 3 - Adequate 2 - Weak 3 - Adequate
5 Jun 2008	Announced	Care and support Environment Staffing Management and Leadership	2 - Weak 3 - Adequate 3 - Adequate 3 - Adequate

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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SOCIAL POLICY – POLICY DEVELOPMENT SCRUTINY PANEL

SOCIAL POLICY CONTRACT ACTIVITY UPDATE

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

In accordance with the Council's Standing Orders and West Lothian CHCP's Health, Care and Support Services Procurement Procedures this report provides an update on contracting activity for the provision of care and support services for the period 1 April 2015 to 30 September 2015.

B. RECOMMENDATION

It is recommended that the Social Policy PDSP:

1. Notes the contacting activity for the provision of care and support services for the period 1 April 2015 to 30 September 2015.
2. Recognises the on- going development of clear contractual agreements between the council and providers of care and support services.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Focusing on our customers' needs• Being honest, open and accountable• Making best use of our resources• Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	European Union Treaty Principles, European Procurement Directives, Public Contracts (Scotland) regulations 2006, West Lothian Council Standing Orders, Social Policy Procurement Procedures.
III Implications for Scheme of Delegations to Officers	The Depute Chief Executive (CHCP) has delegated powers for the contracting and commissioning of Part B services.
IV Impact on performance and performance Indicators	None
V Relevance to Single	All contracts have outcome measures consistent

	Outcome Agreement	with the Single Outcome Agreement commitments for the provision of care and support services
VI	Resources - (Financial, Staffing and Property)	Provision within the 2015/2016 revenue budget
VII	Consideration at PDSP	Social Policy Contract Activity Report dated 14 May 2015 contained the activity for the period 1 October 2014 to 31 March 2015.
VIII	Other consultations	Legal Services, Financial Management Unit and Corporate Procurement Unit are all represented at the Contracts Advisory Group (CAG).

D. TERMS OF REPORT

Under the council's Health, Care and Support Services Procurement Procedures the Head of Social Policy is required to report bi-annually to Social Policy PDSP on the care and support contracts awarded or extended within this period and any general update on contract activity.

Appendix 1 details the Social Policy contracts which have either been awarded or amended under the guidance of the Social Policy Contracts Advisory Group.

E. CONCLUSION

The report provides an update for the period 1 April 2015 to 30 September 2015 on the council's contract activity for the provision of care and support services in West Lothian as required under Council Standing Orders and Procurement Procedures.

F. BACKGROUND REFERENCES

- Council Executive: Social Policy Procurement Procedures 3 May 2011

Appendices/Attachments:

Appendix 1 – contracts awarded during period 1 April 2015 to 30 September 2015

Contact Person: Alan Bell, Senior Manager, Community Care Support and Services
alan.bell@westlothian.gov.uk

Tel: 01506 281937
Jane Kellock
Head of Social Policy (Interim)

Date of meeting: 5th November 2015

SOCIAL POLICY CONTRACT ACTIVITY UPDATE 1 April 2015 to 30 September 2015
Appendix 1

Provider	Total Contract Value	End Date	Comments	CAG Meeting Date
EARS	£212,760	31/3/18	New Contract awarded from 1 st April 2015.	
Mental Health Advocacy Project (MHAP)	£209,850	31/3/18	New Contract awarded from 1 st April 2015.	
Open Door Accommodation Hostel	£157,403	31/3/16	6 month extension.	5/5/15
Carers of West Lothian	£224,000	31/3/18	Contract Renegotiated for two years	5/5/15 & 2/6/15
Minority Ethnic Carers of Older People Project (MECOPP)	£9,560	31/3/18	Two year extension	2/6/15
Alzheimers Scotland Early Onset Dementia Service	£24,360	31/3/19	Contract to be renegotiated for 3 year period from 1 st April 2016.	7/7/15
West Lothian Women's Aid	£327,160	31/3/18	Contract to be renegotiated for 2 year period from 1 st April 2016.	18/8/15
Scottish Adoption	£251,091	31/3/19	3 year contract to be negotiated from 1 st April 2016.	18/8/15
St. Andrews Children's Society	£129,600	31/3/19	3 year contract to be negotiated from 1 st April 2016.	18/8/15



SOCIAL POLICY POLICY DEVELOPMENT AND SCRUTINY PANEL

CHIEF SOCIAL WORK OFFICER'S ANNUAL REPORT 2014-2015

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

This report provides the Panel with the opportunity to comment on the Chief Social Work Officer's Annual Report. This report provides an overview of the statutory work undertaken during the period 2014 -2015.

B. RECOMMENDATION

It is recommended that the Panel :

1. note the contents of the Chief Social Work Officer's annual report for 2014 - 2015;
2. note the submission of this report to the Scottish Government Chief Social Work Advisor
3. note that the report will be submitted to:
 - a) Social Policy Policy Development and Scrutiny Panel – 5th November
 - b) Integration Joint Board – 8th December
 - c) Health and Care Policy Development and Scrutiny Panel – 10th December

C. SUMMARY OF IMPLICATIONS

- | | |
|---|--|
| I Council Values | <ul style="list-style-type: none">– Focusing on our customers' needs– Being honest, open and accountable– Providing equality of opportunity– Developing employees– Making best use of resources– Working in partnership |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | No new implications; Equality Impact Assessments will be applied to specific commitments where appropriate. |
| III Implications for Scheme of | None |

Delegations to Officers

IV	Impact on performance and performance Indicators	All activities and actions have performance indicators and targets applied.
V	Relevance to Single Outcome Agreement	None
VI	Resources - (Financial, Staffing and Property)	All commitments are consistent with the Council's budget decisions.
VII	Consideration at PDSP	None
VIII	Other consultations	<ul style="list-style-type: none">• Integration Joint Board – 8th December• Health and Care Policy Development and Scrutiny Panel – 10th December

D. TERMS OF REPORT

Background

The legislation governing the delivery of Social Work Services requires the Chief Social Work Officer to exercise a general level of oversight.

The Scottish Government published national guidance for local authorities on the appointment and responsibilities of Chief Social Work Officers, including related reporting arrangements. The arrangements in West Lothian are consistent with this guidance.

Service Overview

The role of the Council's Social Work Services is to support, care for and protect people of all ages, by providing or purchasing services designed to promote their safety, dignity and independence, and to contribute to community safety by reducing offending and managing the risk posed by known offenders.

Services are delivered within a framework of statutory duties and powers imposed on the Council. Services are required to meet national standards and to provide best value. Where possible, services are delivered in partnership with a range of stakeholders, including, most importantly, people who use them.

Chief Social Work Officer Duties

The role of the Chief Social Work Officer is to provide professional governance, leadership and accountability for the delivery of social work and social care services, whether these be provided by the local authority or purchased from the voluntary or private sectors.

In addition, there is a small number of duties and decisions that relate primarily to the curtailment of individual freedom and the protection of both individuals and the public, which must be made either by the Chief Social Work Officer or by a professionally qualified social worker to whom responsibility has been appropriately delegated.

The Council's scheme of delegation provides for senior social work staff to make certain decisions on behalf of the local authority in the following areas:

- Adults with incapacity;
- Mental health;
- Adoption
- Secure accommodation and emergency placement of children.
- Protection and Risk Management:
 - Child Protection
 - Adult Protection
 - MAPPA

Chief Social Work Officer Report

The Chief Social Work Officer Report provides an overview of the role and responsibilities of the Chief Social Work Officer and outlines the governance arrangements that are in place in West Lothian. The report highlights Council's statutory duties, the decisions that are delegated to the Chief Social Work Officer and gives a summary of service performance.

E. CONCLUSION

The delivery of social work services is challenging and in light of the current economic situation the importance of delivering vital services to the most vulnerable and marginalised in our community will test our capacity, creativity and commitment over the forthcoming year. It is essential to continue to develop and improve our services while constantly seeking to become more efficient. Social Policy is well placed to address these challenges and will continue to contribute significantly to the delivery of positive outcomes for the people of West Lothian.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: Appendix 1: Chief Social Work Officer's Report 2014/2015

Contact Person: Jane Kellock Head of Social Policy (interim)

Tel 01506 281920

Date: 5th November 2015

Chief Social Work Officer

Annual Report

1.04.14 – 31.03.15

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SECTION 1- Overview of West Lothian

West Lothian is in Central Scotland, has a population of about 172,080, accounting for 3% of Scotland's total population. It covers an area of 165 square miles, two thirds of which are predominantly used for agriculture and a tenth of the area is taken up by urban development.

In the east-central band there is a large shale oil field, whilst the area in the west is dominated by Scotland's central coalfield. Both of these natural resources were greatly exploited in the 19th and early 20th centuries and contributed to the development of a number of West Lothian's communities. The rapid development of these 'boom' communities meant the loss of these industries was felt heavily, and this legacy has resulted in some small but prominent concentrations of deprivation.

West Lothian has undergone significant change over the last ten years in demography, physical environment and its economy. These changes have presented opportunities and challenges for West Lothian's communities and the organisations that deliver services in the area.

West Lothian has been one of the fastest growing parts of Scotland and is predicted to continue this trend. By 2035 the population of West Lothian is projected to be 205,345, an increase of 19.3% compared to the 2010 population. The population of Scotland is projected to increase by 10.2% over the same period, comparatively slower growth than in West Lothian. The population aged under 16 in West Lothian is also projected to increase by 13.3% over the 25 year period, however the biggest area of growth is in the older population, with growth in people of pensionable age anticipated to be biggest in West Lothian (52%), with particular increases in the over 75s. Although West Lothian's older population is growing faster than the average for Scotland, it is from a low base: the predicted proportion of over 65s in West Lothian in 2033, at 22%, will remain below the Scottish average of 25%. Despite this, from 2008-2033, the number of 65-74 year olds will increase by 80% in West Lothian, compared to 48% in Scotland and the number of over 75s will increase by 151% in West Lothian compared to 84% in Scotland. Historically population growth has been greatest in Armadale, Bathgate, Broxburn and Livingston, with population decline evident in Polbeth and Whitburn and some of the smaller villages; future population growth will be concentrated in the core development areas.

SECTION 2 - Partnership Structures/ Governance Arrangements

The Chief Social Work Officer (CSWO) in West Lothian is the Head of Social Policy and is responsible for monitoring social work service activity across the Council.

This is to ensure that agreed targets are being met, professional standards are maintained and reports to outside agencies reflect the true position of services either provided directly or purchased by the Council. The CSWO is a member of significant decision making teams and groups, both within the Council and in multi-agency settings, providing reports to and receiving reports from them, and having the opportunity to contribute to decision making as appropriate.

The CSWO is required to report annually to the Council and the arrangements set out here will form the basis of the content of the annual report.

Significant case reviews: the CSWO will sign off all significant case review reports across Social Policy.

External audits and inspections: the CSWO is the lead officer for all social work related audits and inspections, and needs to be notified of any related issues as they arise. In general, the external

body will communicate directly with the CSWO. The CSWO must be informed of any “requirements” imposed by the Care Inspectorate on any of the Council’s registered services (adults or children), or on any registered service purchased by the Council on behalf of service users or delivered within West Lothian to vulnerable clients.

Human resources: the CSWO needs to be aware of any matters which may impinge on ‘Safer Recruitment’ practices within the Council. The CSWO will be involved in all instances where referral of a staff member to the Scottish Social Services Council on conduct issues is being considered; or where referral of a member of staff to the Central Barring Unit (Protection of Vulnerable Groups legislation) or the Disqualified from Working with Children List is being considered.

Senior meetings within the Council or with partner agencies: the CSWO is a member of the:

- Corporate Management Team
- Modernisation Board
- Community Health and Care Partnership Senior Management Team
- Community Health and Care Partnership Board
- Community Health and Care Partnership Sub-Committee
- Community Safety Strategic Group
- Children and Families Management Group
- Community Justice Authority Board
- Disqualified from Working with Children List panel
- Protection of Vulnerable Groups (PVG) Referral Panel
- Preventative Interventions Board
- Chief Officers Group
- Adult Protection Committee
- Child Protection Committee
- Reducing Reoffending Committee
- Edinburgh, Lothian and Borders Strategic Oversight Group

The CSWO also attends:

- Full Council Meetings as required
- Council Executive Meetings
- Council Executive Management Team as required
- Social Policy, Policy Development and Scrutiny Panel
- Health and Care Policy Development and Scrutiny Panel

There are three types of specific reporting:

1. Regular, planned reports relating to statutory decision making.
2. Regular, planned reports relating to performance, outcomes and trends.
3. Critical incident reports, where the CSWO will need to know of events so that appropriate decisions can be made, action taken, and where necessary, information relayed to other bodies.

Planned Reports: Statutory Decision Making

Delegated statutory decision making: the CSWO must monitor the statutory decision making, which has been delegated to managers across the Council. This will be achieved in two ways:

1. By regular summaries of the activity; and
2. By sampling of a number of cases on an agreed and regular basis.

The main areas for monitoring are listed below. There are some less frequent statutory decisions, which are delegated and these will be discussed with the relevant managers in order for a mutually agreeable system to be developed.

Complaints: the CSWO receives regular reports on Social work complaints, the outcomes and actions taken as a result if the complaint is upheld.

Secure accommodation authorisations: a three monthly report will be sent to the CSWO by the relevant manager, summarising the decisions made in that period and indicating the reasons for the decisions.

Emergency movement of children subject to a supervision requirement: a quarterly summarised report will be submitted.

Adoption and fostering: the CSWO retains an oversight of decisions through delegated authority to the senior managers for Children & Families.

Mental Health Officer decisions: the relevant managers will submit quarterly reports to the CSWO, summarising the decisions made in that period.

Adults with Incapacity Act decisions: the relevant managers will submit quarterly reports to the CSWO, summarising the decisions made in that period.

Multi-Agency Public Protection Arrangements (MAPPA): the relevant managers will submit quarterly reports to the CSWO in relation to all high and very high risk offenders; the CSWO is required to attend MAPPA Level 3 case conferences.

Planned Reports: Performance, Outcomes and Trends

There are performance reporting arrangements in place across the council, covering a wide range of services and activities. In addition, a range of standards, auditing arrangements and performance management requirements have been developed to monitor and promote best practice. Reports on these will be considered regularly by the CSWO as Head of Service or delegated manager. Pending the finalisation of these, the CSWO or delegated manager will consider the following:

- Unallocated cases: a monthly summary report on unallocated cases in both children's and adult services. This will include sampling of cases, as necessary.
- Non-implementation of children's hearings decisions: as for unallocated statutory cases.
- Non-compliance with other statutory requirements (adults and children): as above. Operational management responsibility for social work service delivery (with the exception of criminal justice services) rests with relevant managers in Community Care and Children and Families, and all of the above is their routine management responsibility.

These arrangements are not intended to create additional performance information, but to allow the CSWO to review information that is routinely used by operational managers.

Critical Incident Reporting

These reports are required so that the CSWO can make a judgment as to whether additional measures need to be put in place, and whether outside agencies need to be informed. This is intended to be a helpful process, by which the CSWO can offer advice and support to lessen the impact of serious incidents, both on the Council as a whole and on individual staff at a stressful time.

- The CSWO must be informed at the earliest possible time of the death of, or serious harm to, a child looked after by the council; on the Child Protection Register; receiving a service from the council; or referred for a service, but awaiting allocation. This will take the form of a written report detailing the facts of the incident and the actions put in place.
- The CSWO must be informed of the death of, or serious harm to, an adult subject to a statutory order under the mental health legislation; in residential or supported accommodation, whether provided or purchased by the council; receiving a service; or referred for a service, but awaiting allocation. This will take the form of a brief report detailing the facts of the incident and the actions put in place.
- The CSWO must be informed of any potentially adverse media attention to social work services. A verbal report from the communications team is required at the earliest opportunity.
- The CSWO must be informed of serious adverse staffing matters, such as the suspension of a member of staff, which may attract media interest or where the continued running of a service is under threat. This will take the form of a verbal report from the senior manager responsible for the service.

Significant Occurrence Notification

Both Community Care and Children and Families operate a significant occurrence notification procedure. All of the above incidents would result in a notification under these procedures, however, there will be other examples covered by the procedures. For consistency, the CSWO should be copied in to all significant occurrence notifications.

Corporate Governance

West Lothian Council, has adopted the Charter Institute of Public Finance and Accounting (CIPFA)/ Society of Local Authority Chief Executives (SOLACE) framework and has developed a Code of Corporate Governance in which each principle has a number of specific requirements which have to be met for the council to show that it complies with the Code, and for each of those requirements a responsible officer in the council has been identified.

In West Lothian it is recognised that good governance is not merely an auditing requirement; it is crucial for effective public services and achieving the social outcomes which are the council's objective.

Partnership Arrangements

West Lothian Council and NHS Lothian, within the West Lothian Community Health and Care Partnership (CHCP), have a long history and proven track record of successful partnership. The CHCP focuses on a number of joint strategic projects and developing and delivering together integrated services for common client groups. The foundation of joint commitment is strongly evidenced by the successful outcomes through the West Lothian Community Planning Partnership and the Life Stage approach which moves resources upstream and targets the most vulnerable in our communities. Other partners have also contributed to joint service planning and delivery.

The imminent changes through the Public Bodies (Joint Working) Scotland Act will require the CHCP to build on a mature partnership already well embedded in West Lothian and apply the legislative changes to maximum effect for clients/ patients.

Community Planning

West Lothian Community Planning Partnership recognises the importance of developing locally focused outcomes that deliver real change at community and individual level.

Customer Engagement

Social Policy actively engages customers and potential customers in the delivery and redesign of services to ensure that these are accessible and focused on their needs and preferences.

Children's Services

Customer Group	Survey Method	Frequency
Service Users	Survey	Annual
Service Users	Consultative Forums	Quarterly (carers) Monthly (LAC)
Partners/key stakeholders	Early Years event	Annual
Having Your Say	Looked After Children's forum	Monthly

Community Care

Customer Group	Method	Frequency
All Disability Groups	Disability Equality Forum	Quarterly
Older People Service Users	Survey	Annual
	Seniors Forum	Quarterly
Learning Disability Service Users	Survey	Annual
	Learning Disability Service Users Forum	Quarterly
Physical Disability Service Users	Survey	Annual

	Physical Disability Service Users Forum	Quarterly
Adult Protection Service Users	Safe and Sound Adult Protection Forum	Quarterly
Mental Health Service Users	Survey	Annual
	Mental Health Service Users Forum	Quarterly

Criminal Justice

Customer Group	Survey Method	Frequency
Service Users	Survey	Annual
Partners/key stakeholders	Survey	Annual
Unpaid Work Recipients satisfaction feedback	Survey	Ongoing but reported/collated annually
Unpaid Work Consultation	Focus group	Annual

Health Improvement

Customer Group	Survey Method	Frequency
Participants on training course	Paper feedback survey form	At the end of each course
Participants at stakeholder events	Paper feedback survey form	At the end of each event
Stakeholders	Email and Opinion Taker survey	Annually

SECTION 3 -Social Services Landscape/ Market

Inequalities

- Almost 9,000 people in West Lothian (5% of the population) live within some of the most deprived areas in Scotland - 13 out of the 211 datazones in West Lothian are in the 15% most deprived areas of Scotland. In addition to this there are also pockets of deprivation in other areas which are not within a geographically recognised area of deprivation.
- 13% of the population are experiencing income deprivation.
- 36% of housing stock across all tenures in West Lothian is in urgent disrepair according to the Scottish House Condition Survey 2011 – 21% of this is in the private sector.

- 50% of all privately rented housing is classed as being in disrepair.
- 47% of the population is dependent on out of work benefits or child tax credit is - similar to the Scottish average for this measure (46.6%).
- A relatively low proportion of children live in 'income deprived' areas, however an estimated 18% of children in West Lothian are living in severe poverty - below the Scottish average of 19.2%.
- There is a higher rate of Job Seeker's Allowance (JSA) for West Lothian adults than the UK average, but better than national average for those classed as income/employment deprived.
- 4.5% of young people aged 18-24 were claiming Job Seekers Allowance, as at 31st March 2015 compared to 3.8% for Scotland for the same period

Impact of the Economic Downturn

Prior to the economic downturn, the percentage of West Lothian households that were in poverty was relatively stable, however in the last few years this has begun to change. This is a trend that is evident at both a local and national level. Recent analysis of the income domain of the Scottish Index of Multiple Deprivation (SIMD) indicates that there has been an increase in income and employment deprivation in the most deprived SIMD zones in West Lothian. The continuing economic downturn and political changes, mainly around welfare reform, have increased employment deprivation, financial hardship and homelessness, particularly in already deprived areas where there is less resilience. This has served to increase the inequality gap in West Lothian, Scotland and the UK. Compared to some local authorities and the Scottish average the percentage of households in poverty is lower in West Lothian. West Lothian has similar poverty as the City of Edinburgh, Aberdeenshire and Highland and higher than Aberdeen City but lower than Fife, North Lanarkshire and City of Glasgow.

Commissioning

The contracted provision of external care and support services by West Lothian Community and Health and Care Partnership is just over £40 million annually, and service users, their families and carers need to be confident that these services are monitored effectively to ensure that agreed service user outcomes are being achieved. Alongside this the West Lothian CHCP and its partners are implementing a change agenda focusing on personalisation (including the requirements under Self Directed Support), rehabilitation, shifting the balance of care and early intervention and prevention.

The voluntary partnership in West Lothian has already proven to be a positive model for the integrated planning of health and social care services and the development of joint commissioning plans have seen significant further progress in this direction.

Working jointly with strategic partners and through involving service users and their carers, West Lothian Community Health and Care Partnership's overall vision is to commission a range of high quality health and social care services to meet the needs and outcomes of the people living in West Lothian and the communities in which they live.

Contract Monitoring

Contract monitoring and review is a fundamental function in the commissioning of social care services. It is required to evidence best value to the council and its regulators as well as ensuring the delivery of outcomes for vulnerable people living in West Lothian.

A comprehensive Contract Monitoring Framework is in place to provide a consistent approach to the monitoring of externally purchased care and support services. It is recognised that due to the impact on the quality of life, health and wellbeing of services users and their carers, the procurement of care and support service requires specialist consideration in order to ensure a focus on outcomes. The framework incorporates best practise for the monitoring and review of social care contracts.

SECTION 4 -Finance

The total net expenditure for Social Policy in 2014/2015 was £88,352,000.

In common with Social Services across Scotland the council is operating within the constraints of Public Sector funding and as such is required to deliver savings on an annual basis.

Within West Lothian there is a growing population which brings demographic pressures. This is particularly true in Older People services.

Areas of pressure include

- Foster Care
- Kinship Care
- Care at Home for Adults – Particularly Specialist Care for Learning Disability
- Care at Home for Older People has also seen significant growth.
- Residential Care for Vulnerable Adults and Older People.

Direct Payments to service users continues to increase as more individuals choose Self Directed Support options.

Savings

Social Policy has delivered £684,000 of savings in 2014/15. The council continues with its ambitious project management approach to ensuring a break even budget is achieved at the end of each financial year. Plans have been developed to make further efficiencies over the next three years; and these have been subjected to public consultation and political and will be progressed to ensure that the council continues to deliver a balanced budget position.

Through the Life stages approach the council has been in the vanguard of changing the focus from crisis management to prevention. Through implementation of the Health and Social Care Change fund and the Early Years/ Early Intervention change fund the council in partnership with Community Planning partners is now well advanced in applying this approach to service design across the whole of Social Policy with a much greater focus on prevention, including building capacity within communities to help people maintain their independence wherever possible. The Single Outcome Agreement, Achieving Positive Outcomes 2013/ 2023 launched in November 2013 included a separate Prevention Plan. This Prevention Plan brings together a number of strategies and projects, outlining the collective approach across the West Lothian CPP to early intervention and prevention. It outlines how progress will be monitored, outcomes measured, and how the evidence generated will be used to inform future funding decisions and prioritisation of resources. It is recognised that resources will require to be moved upstream and that interventions must be early enough to

optimise the opportunity for success. The systems and processes set up for measurement will enable the West Lothian CPP to make informed decisions about costs and benefits, enabling a greater number of individuals to experience more positive and fulfilling lives and thus reduce future pressure on reactive, high-tariff services.

West Lothian Prevention Plan

<http://www.westlothian.gov.uk/CHttpHandler.ashx?id=3352&p=0>

SECTION 5 – Service Quality and Performance

Performance during the year is monitored and reported using the council's performance management system, Covalent. The Social Policy Management Plan outlines how services contribute to delivering these outcomes. There is alignment between Management Plans, Activity Budgets and services, providing a link between resources, performance targets and outcomes.

This information is reported annually to the Social Policy, Policy Development and Scrutiny Panel. The service performance is monitored on a monthly basis by the Head of Social Policy at the Senior Management Team meeting.

Social Policy Management Plan 2015 – 2016

The Social Policy Management Plan is the key document that details the strategic direction for service delivery, plans to improve outcomes and services. The Management Plan does not stand alone but is part of a wider planning and service development approach that has involved both the production of 3 year Service Statements covering all services within Social Policy and wider Joint Plans with a range of partners including:

- The Integrated Children's Services Plan
- The Joint Learning Disability Strategy
- Reducing Reoffending Strategic Plan
- The Joint Physical and Complex Disability Strategy
- The Joint Mental Health Plan
- Preventative Interventions
 - Early Years to Adults Plan
 - Reshaping Care for Older People Plan
- NHS Lothian Strategic Plan 2014 – 2024

Social Policy also contributes to, and as a service is aware of, the benefits of the wider Community Planning process especially where there is a focus on the needs of vulnerable or disadvantaged people. In developing this Management Plan the need to ensure consistency with Single Outcome Agreement objectives continues to be a focus.

http://www.westlothian.gov.uk/media/7025/Social-Policy-Management-Plan-2015-16/pdf/2015-01-20_SP_Management_Plan_2015-16_FINAL.pdf

The plan details priorities for 2015/16 and the key actions that the service will take to address these. One of the new priorities for the coming year will be the integration of Health and Social Care agencies under the Public Bodies (Joint Working) Scotland Act. Preparation for this is already well underway in respect of the Integration Scheme and Strategic Commissioning Plan.

Social Policy continues to make a significant contribution to the preventative agenda by the work being taken forward by the West Lothian Community Planning Partnership (CPP). In 2014-15,

prevention activity has been co-ordinated through the Preventative Interventions Board and Reshaping Care for Older People Board. The service continues to seek areas and opportunities to move resources upstream or to identify existing service gaps that if measures were put in place would lead to improved outcomes and reduce social inequalities across all Life Stage groups.

Regulation, Inspection and Improvement Activity

Inspection of Registered Services

During the inspection year 2014/2015, all of West Lothian Council's services received the minimum level of inspection:

- **Children and Families**

The quality inspection reports from the Care Inspectorate of Services for Children and Young People show that of all areas assessed 97% were awarded Grades of '4 Good' or above.

	QUALITY OF CARE & SUPPORT	QUALITY OF ENVIRONMENT	QUALITY OF STAFFING	QUALITY OF MANAGEMENT AND LEADERSHIP
WHITRIGG				
JUNE 2014	4 GOOD	4 GOOD	4 GOOD	4 GOOD
TORCROFT HOUSE				
APRIL 2014	4 GOOD	5 VERY GOOD	4 GOOD	4 GOOD
LETHAM HOUSE				
FEBRUARY 2015	2 WEAK	4 GOOD	4 GOOD	4 GOOD
SEPTEMBER 2014	4 GOOD	4 GOOD	4 GOOD	4 GOOD
WHITDALE FAMILY CENTRE				
MARCH 2015	6 EXCELLENT	5 VERY GOOD	5 VERY GOOD	5 VERY GOOD
ADOPTION SERVICES				
JANUARY 2015	5 VERY GOOD	NOT ASSESSED	5 VERY GOOD	5 VERY GOOD
FOSTERING SERVICES				
JANUARY 2015	5 VERY GOOD	NOT ASSESSED	5 VERY GOOD	5 VERY GOOD
THROUGH CARE AFTER CARE				
NOVEMBER 2014	5 VERY GOOD	NOT ASSESSED	4 GOOD	4 GOOD
LIVINGSTON FAMILY CENTRE				
NOVEMBER 2014	5 VERY GOOD	5 VERY GOOD	5 VERY GOOD	5 VERY GOOD

Following the inspection of Letham House in February 2015 the service was awarded a grade of 2 Weak in Quality of Care and Support, the Care inspectorate made to following recommendations:

1. The provider should review systems for gathering, storing and sharing information related to the planning of care for young people to ensure that all staff can easily access and effectively use them.
2. The provider should ensure that risk assessments for individual young people are compiled promptly after admission and are short, clear and informative.
3. The provider should ensure that staff maintain accurate records of keytime sessions using the appropriate format for evidencing positive outcomes of significant work.
4. The provider should ensure that young people should have access to methods of maintaining contact with families and friends, as well as having access to online learning opportunities linked to school and college placements.

NB The follow-up inspection noted that recommendations had been addressed.

- **Adults and Older People**

The quality inspection reports from the Care Inspectorate of Services for Adults and Older People show that of all areas assessed 97% were awarded Grades of '4 Good' or above.

	QUALITY OF CARE & SUPPORT	QUALITY OF ENVIRONMENT	QUALITY OF STAFFING	QUALITY OF MANAGEMENT AND LEADERSHIP
WHITDALE HOUSE				
No Inspection in 2014/2015				
WHITDALE DAY CARE				
FEB 2013	5 VERY GOOD	4 GOOD	5 VERY GOOD	5 VERY GOOD
LIMECROFT CARE HOME				
No Inspection in 2014/2015				
LIMECROFT DAY CARE				
No Inspection in 2014/2015				
BURNGRANGE				
NOV 2014	3 ADEQUATE	4 GOOD	4 GOOD	4 GOOD
CRAIGMAIR				
No Inspection in 2014/2015				
HOUSING WITH CARE				
No Inspection in 2014/2015				
BURNSIDE RESPITE				
JAN 2015	5 VERY GOOD	5 VERY GOOD	4 GOOD	4 GOOD

DEANS HOUSE				
JULY 2014	5 VERY GOOD	4 GOOD	4 GOOD	4 GOOD
HOLMES GARDENS DAY RESOURCE				
MAY 2014	5 VERY GOOD	5 VERY GOOD	5 VERY GOOD	5 VERY GOOD
HOUSING SUPPORT CARE AT HOME				
AUG 2014	4 GOOD	N/A	4 GOOD	4 GOOD
ADULT PLACEMENT SERVICE				
SEPT 2014	6 EXCELLENT	N/A	5 VERY GOOD	5 VERY GOOD
PATHWAYS				
JAN 2015	6 EXCELLENT	5 VERY GOOD	5 VERY GOOD	5 VERY GOOD
HOUSING WITH CARE				
No Inspection in 2014/2015				
SUPPORT AT HOME SERVICE				
NOV 2014	5 VERY GOOD	N/A	5 VERY GOOD	5 VERY GOOD

Inspection reports are analysed and action plans to address any recommendations produced by the relevant service. These are routinely reported to elected members who have the opportunity to scrutinise progress.

Despite the above external scrutiny, responsibility for the quality of service delivery rests with the council and not with external scrutiny bodies. The council's social work services have a range of internal mechanisms to monitor the quality of provision and any improvement activity required. These include:

- Direct supervision of front-line practice by senior practitioners and team managers
- Individual reviews of care plans and packages by case managers
- Analysis of social work complaints
- Monitoring of service level agreement and contracts for the purchase of care
- Regular case file audits
- An annual programme of quality assurance, reviews of teams and services
- Routine performance monitoring
- Self-evaluation through CSE/ WLAM
- Monthly Covalent Performance Reporting

SECTION 6 - Statutory Functions

The council's scheme of delegation allows senior social work staff to make certain decisions on behalf of the local authority in the following areas:

- Mental health
- Adoption
- Secure accommodation and emergency placement of children
- Protection and Risk Management:
 - Child Protection
 - Adult Protection
 - MAPPA

Details of the annual monitoring in these areas are included in the subsequent paragraphs.

Mental Health

Section 32 of the Mental Health Care & Treatment (Scotland) Act 2003 places a statutory duty upon local authorities to appoint a sufficient number of Mental Health Officers (MHO) within their area to discharge the functions of Mental Health Officers under the:

- Mental Health Care & Treatment (Scotland) Act 2003
- Criminal Procedures (Scotland) Act 1995
- Adults with Incapacity (Scotland) Act 2000

The additional and more recent Adult Support and Protection (Scotland) Act 2007 has also brought significant additional duties and responsibilities for all council staff including MHOs

A duty Mental Health Officer is available 24 hours a day across the whole council area; MHOs undertake the full remit of work under the Mental Health Care and Treatment (Scotland) Act 2003.

Part of the work and responsibility of a Mental Health Officer is work emanating from the Adults with Incapacity (Scotland) Act 2000. Under the Act the council has a protective function towards those adults who lack capacity. The largest area of work for MHOs under the 2000 Act falls within Part 6 of the Act namely Intervention Orders and Guardianship Orders.

Since the introduction of the 2000 Act the trend in Guardianships has changed significantly and the number of applications granted by the Sheriff Courts continue to rise year on year. With the predicted rise in population, and particularly for the over 75 age group, the increase in applications before the Courts is expected to grow.

The following table indicates assessments undertaken under the Adults with Incapacity (Scotland) Act 2000

	2012/13	2013/14	2014/15
New Guardianships granted		(Private) 62 (local authority) 8	(Private) 40 (local authority) 9
total	39	70	49
Existing Guardianships		(Private) 201 (local authority) 49	(Private) 197 (local authority) 43
total	220	250	240
New Intervention Orders		(Private) 6	(Private) 2

total		(local authority) 4	(local authority) 2
	4	10	4
Power of Attorneys granted	953	1130	1311

The following table indicates assessments undertaken under the Mental Health (Care & Treatment) (Scotland) Act 2003

	2012/13	2013/14	2014/15
Emergency Detention Certificates – Sec 36	48	53	62
Short term Detention Certificates – Sec 44	100	135	158
Compulsory Treatment Orders (new applications)	38	30	33
Assessments (Sect 86, 92, 95)	270	320	325

Adoption

This legal process breaks the tie between a child and his/her birth family and recreates it with adoptive parents.

In 2014/2015:

- 9 children were registered for adoption
- 10 children were registered for permanent fostering
- 28 children whose plans for permanence with kinship carers was confirmed and supported at panel
- 4 children were matched with adopters
- 8 children were matched with permanent foster carers

West Lothian's performance in relation to timely reviews, decisions on permanence and efficient implementation of these decisions is a key priority for services within Children and Families. In May 2014 an Achieving Early Permanence Monitoring and Review Group was established with the aim of identifying barriers to achieving early permanence for looked after and accommodated children either through a timely return home or through identifying alternative legal routes. The information gathered from case reviews will be used to improve services and to better support staff. The group is also monitoring the process of achieving permanence legal orders for the children who have been registered at Panel.

Secure Accommodation of Children

In very limited circumstances, when children are considered to present a serious risk of harm, either to themselves or to others, the Chief Social Work Officer may authorise their detention in secure accommodation. These decisions must be confirmed by a Children's Hearing and must be kept under close review. Courts also have the power to order the detention of children in secure accommodation.

Emergency placement of children is subject to statutory provisions: Children's Hearings may impose conditions of residence on children subject to supervision requirements. Only a Children's Hearing may vary such conditions. The local authority must ensure that these conditions are implemented. If a child who is required to reside at a specified place must be moved in an emergency, the Chief Social Work Officer may authorise the move, following which the case must be referred to a Children's Hearing.

The total number of Children Looked After in West Lothian at 31/03/2014 and 31/03/2015 by statute and length of time under statute is detailed in the table below:

Statute	Age (years)											
	Under 1		1 - 4		5-11		12-15		16 +		Total	
	As at 31 March 2014	As at 31 March 2015	As at 31 March 2014	As at 31 March 2015	As at 31 March 2014	As at 31 March 2015	As at 31 March 2014	As at 31 March 2015	As at 31 March 2014	As at 31 March 2015	As at 31 March 2014	As at 31 March 2015
Supervision Requirement at Home	1	0	38	26	43	56	34	41	6	5	122	128
Supervision Requirement away from Home (excluding a Residential Establishment)	12	15	51	53	106	101	56	63	21	22	246	254
Supervision Requirement away from Home (in a Residential Establishment but excluding Secure)	0	0	0	0	3	4	37	34	11	13	51	51
Supervision Requirement away from Home with a Secure Condition	0	0	0	0		0	2	2	1	1	3	3
Total	13	15	89	79	152	161	129	140	39	41	422	436

Protection and Risk Management

The assessment and management of risk posed to individual children, adults at risk of harm and the wider community are part of the core functions of social work.

The effective management of risk depends on a number of factors, including:

- Qualified, trained and supported staff, with effective professional supervision
- Clear policies and procedures and use of agreed or accredited assessment tools and processes
- Consistency of standards and thresholds across teams, service and organisational boundaries
- Effective recording and information sharing
- Good quality performance management data to inform resource allocation and service improvement
- Multi-disciplinary and inter-agency trust and collaboration.

Reflecting the importance of joint working, the following multi-agency mechanisms are well established in West Lothian:

- West Lothian Chief Officers Group

- West Lothian Child Protection Committee
- West Lothian Adult Protection Committee
- Reducing Reoffending Committee

The Chief Social Work Officer is a member of each of the above committees. Membership of the Chief Officer's Group allows the Chief Social Work Officer to have an overview of related risk management activity, both within the council and across agency boundaries.

Each of the areas of Public Protection has a performance framework in place with regular reporting to the Community Planning Strategic Group.

The Chief Social Work Officer also chairs the Critical Review Team. This is a multi-agency group of people of required seniority who meet as and when required to offer direction and guidance in complex cases (for those aged 15+).

A summary of the volume of protection related activity is detailed below:

Children

	2012/13	2013/14	2014/15
Child protection referrals	493	628	573
Joint Investigations	314	290	265
Initial CPCC	85	95	133
	2012/13	2013/14	2014/15
Children on child protection register	101	96	126
Children looked after at home	235	122	128
Children looked after away from home	211	300	308

Domestic Abuse

West Lothian Domestic and Sexual Assault Team (DASAT) offers a unique framework of integrated services, housed within local government, and responding to both domestic abuse and sexual assault. The DASAT is a responsive, evidence-based public service that reduces violence, increases resilience, and promotes recovery.

The Domestic and Sexual Assault Team (DASAT) has expanded in recent years and the following projects have been developed to meet the needs of people experiencing or witnessing Domestic Abuse:

- **Living in Safe Accommodation (LISA)**

LISA aims to keep women and children safe in their own homes and provide multiple housing options to support women beyond just making them safe. It shifts the focus from crisis intervention, refuge provision and the displacement of women and children to meeting adults and children's needs earlier, keeping them safe in their homes and providing multiple specialist housing supports and employability resources to support survivors. The project's overarching priorities are to reduce re-victimisation, re-offending, and trauma and to improve long-term safety and wellbeing of families.

In 30% of the cases, the LISA project has supported survivors before the moment of crisis, preventing women from moving into temporary accommodation and coming into the system through the homeless route.

In 70% of the cases the LISA Project worker has supported women in crisis through homeless assessment, with restriction on communities where appropriate and with minimal disruption to the children's schooling alleviating trauma and stress.

- **The Almond Project**

This project provides a specialist service for women in the criminal justice system. The Almond Project provides an assertive outreach service based on a key worker model, which maximises women's access to services and addresses the underlying issues that drive the offending behaviour. The key worker utilises established links across health, social work and housing as well as other support services in the statutory and voluntary sectors to provide a holistic support package tailored to the women's individual needs.

Of the 91 referrals made:

- an average of 98% have successfully engaged with the Almond Project
- the number of women receiving custodial sentences following a Criminal Justice Report has reduced with only five women receiving a custodial sentence over the last twelve months
- the number of women being subject to Diversion from Prosecution increased meaning fewer women are facing court proceedings
- the number of women who have substance misuse issues and have engaged with services over the past year 88%
- 91% of women, who had homeless/housing issues have sustained a tenancy for six months or more and have had their housing needs met
- an average of 90% of women who reported mental health issues have noted an improvement in their mental health and are receiving appropriate services

- **West Lothian CEDAR Project**

This project is based on the national CEDAR programme principles but mainstreamed and delivered by West Lothian Children and Young People Teams and supported and quality-assured by the Domestic and Sexual Assault Team (DASAT). Sixteen staff members from across these teams are currently trained to deliver the CEDAR Project in West Lothian. Referrals have come from a diverse range of agencies, reflecting the ways in which CEDAR is becoming an embedded and respected aspect of West Lothian Council's domestic abuse service provision.

Cedar is a 12 week group work programme for mothers and children in recovery from domestic abuse. It complements pre-existing provision by addressing barriers to recovery; catering to families who are no longer in crisis but are still feeling the long term impact of experiencing abuse. The programme has been described as supporting mothers to see domestic abuse "through the eyes of a bairn"; reflecting its child-focussed, empathetic approach which seeks to strengthen the mother child relationship as a proven source of family resilience.

The structure of the programme was developed in Ontario, Canada and has been implemented in local authorities throughout Scotland. The impact of domestic abuse is at the heart of many other social issues and so Cedar has the potential to act as an early intervention for these families.

In West Lothian, CEDAR has had three intakes with a fourth due to begin in September. To date, twenty six children have completed the project. Although attrition was higher in women's groups, eighteen women have regularly attended with all reporting significant outcomes for their families, such as improvements in their child's:

- Relationship with their parents
- Ability to understand and express feelings
- Ability to express anger in a healthy way
- Understanding of family situation
- Self esteem

Ten women and thirteen children are due to start the next intake and innovations developed in our assessment and evaluation processes are due to provide more quantitative evidence of the impact of CEDAR, supporting the substantial qualitative feedback which has been provided by both women and children participants thus far. For example, one woman reported that “this group has helped my son express his feelings and cope with things. It brought us closer together again.”

• Participation Project

As part of the Attachment and Advocacy post, efforts to increase and improve the quality of participation opportunities offered to children and young people who have experienced domestic abuse have continued.

Following the model suggested by national participation project Voice against Violence, the focus has been first on offering support prior to participation – therefore CEDAR’s development has taken precedence. However, a participation strategy for DASAT as a service is currently in development stages, with the intention being that CEDAR graduates play a key role.

Young women who took part in a recent DASAT girls group have also been approached about taking part in ongoing participation work, which is scheduled to begin this year. They will be supported to set their own agenda following introductory sessions on the principles of participation, and the results of their work will be shared across services and with decision makers.

Adults at Risk

	2012/13	2013/14	2014/15
Adult Protection referrals	304	278	297
Inter-agency Referral discussions (IRDs)	143	212	184
Adult Protection Case Conferences (this includes Adult Protection Case Conference Reviews)	119	109	74

Offenders in the Community subject to Statutory Supervision at 31 March 2015

	At 31 March 2013			At 31 March 2014			At 31 March 2015		
	Male	female	Total	Male	Female	Total	Male	Female	Total
Community Payback Orders with a requirement for supervision	245	38	283	392	46	438	450	56	506
Community Payback Orders with a requirement for unpaid work	283	23	306	410	49	459	380	38	418

Drug treatment and testing orders	17	3	20	22	3	25	17	3	20
Number of individuals subject to Statutory Through Care	137	3	140	162	5	167	152	5	157

In 2014/15 there has been a significant increase in the use of Community Payback Orders with a requirement for supervision, and Community Payback Orders with a requirement for unpaid work. This increase is related to an expectation from Government to reduce the use of short term prison sentences in favour of the use of community based approaches.

The management of dangerous sexual and violent offenders in the community is one of the highest priorities for criminal justice social work and police working together. Housing and health services also play a significant role in the detailed multi-agency procedures, which are followed in West Lothian. This activity requires to be reported to Scottish Ministers.

When subject to statutory supervision on release from prison, such offenders require to comply with any conditions attached to their release. They are subject to as close monitoring and control by social work, police and health as legal circumstances allow. If the offender breaches the conditions of release, or re-offends, they may be subject to a recall to prison, either by Scottish Ministers or the Parole Board.

Multi-Agency Public Protection Arrangements (MAPPA) are defined in legislation and national guidance and currently apply to the management of all registered sex offenders. These arrangements are well established in West Lothian, and ensure effective joint management for this group of offenders. The CSWO attends all Multi Agency Public Protection Panels (MAPPPs) for level 3 offenders.

The number of MAPPA cases assessed as high or very high risk during the period April 2014 – March 2-15 was 6; this represents an increase on the previous year when 2 cases were assessed as high or very high risk. It should be noted that the fluctuation in the number of cases is within the expected range.

SECTION 7 – Improvement Approaches

Contract Monitoring

Contract monitoring and review is a fundamental function in the commissioning of social care services. It is required to evidence best value to the council and its regulators as well as ensuring the delivery of outcomes for vulnerable people living in West Lothian.

The purpose of this Contract Monitoring Framework is to provide a consistent approach to the monitoring of externally purchased care and support services across Social Policy. It is recognised that due to the impact on the quality of life, health and wellbeing of services users and their carers, the procurement of care and support service requires specialist consideration in order to ensure a focus on outcomes.

The contract monitoring framework aims to ensure that service users receive the highest quality of service, which demonstrates value for money, meets contractual standards and is continuously improved.

The West Lothian CHCP's Commissioning Strategy 2011-2021, the strategic commissioning of care and support services in West Lothian follows a cyclical approach where the commissioning cycle drives the procurement activity which in turn informs the ongoing development of strategic commissioning. Contract monitoring and review is part 4 of the procurement cycle of the strategic commissioning process.

- **Link to Joint Health and Care Commissioning Strategy 2011-2021**
<http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=11933>

The West Lothian Assessment Model

The West Lothian Assessment Model is the Council's self-assessment framework which helps services to ensure that they provide good quality and improving services to the people and local communities in West Lothian.

West Lothian Council recognises that there is always a way to make better and more efficient services for the people we serve, balancing quality of service provision with value for money. As a result of this commitment, our services are some of the highest performing in Scotland.

The West Lothian Assessment Model (WLAM) helps the Council to do this by providing a consistent and challenging set of questions or statements that services will use to identify their strengths and weaknesses and importantly, it also provides a structure for improvement.

Services are assessed using evidence, performance information and feedback from customers, partners, stakeholders and staff, to answer a set of questions or statements, in order to identify:

- Where the problems in the service are
- How customers, employees, partners and stakeholders feel about the service
- How the service performs and how this performance compares to others
- Where things can be improved

Self-assessment is an important part of the council's improvement strategy, as it encourages innovation from within and involves our strongest asset in the process, our people.

Investor in People (IIP)

West Lothian Council has been recognised as an Investor in People (IIP) since 2001. Recognition is reviewed every three years to ensure that the council continues to meet the standard and also to assess current practice against the broader IIP framework, which has three levels of recognition (bronze, silver and gold).

Following the IIP review concluded in 2014 West Lothian Council successfully achieved Investors in People Gold. This was in the context that only 2% of all organisations with IIP recognition had achieved IIP Gold. This was a significant milestone for the council and a testament to the council's strong leadership, positive culture and our dedicated employees.

Customer Service Excellence (CSE)

The Customer Service Excellence (CSE) standard tests those areas that are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.

Customer Service Excellence is designed to operate on three distinct levels as :

- A driver of continuous improvement
- A skills development tool
- An independent validation of achievement

In 2014 West Lothian Council retained the Corporate Customer Service Excellence (CSE) Standard. The CSE assessment report provided a positive evaluation of the council's approach to customer focused service delivery. It identified areas of strength across the council including the extensive service redesign activity based on the Delivering Better Outcomes consultation and the on-going engagement of hard to reach and disadvantaged groups. The assessment also identified organisational improvements in relation to customer service excellence.

Achieving the Customer Service Excellence (CSE) standard across all West Lothian Council services was a challenging undertaking, but it has ensured that we are continually seeking improvement across all areas of our organisation.

Complaints

Complaints fall into one of the following two categories:

- **Statutory Complaints**

A Statutory Complaint may be made in reference to any of the following issues as they relate to the discharge of social work service functions in respect of an individual client according to legislated power and duties:

- Failure to discharge such functions
- Delay in discharge of such function
- Failure to properly assess the needs of clients and their carers during the discharge of such functions
- Failure to give due consideration to the needs and wishes of individual clients and their carers when making decisions about service provision
- Failure to follow social work services procedure when making a decision or delivering a service in relation to an individual client
- Failure to give due consideration to social work service guidance when making a decision or delivering a service in relation to an individual client
- Providing a service that quantitatively or qualitatively fails to meet the reasonable expectations of a client
- Poor attitude and performance of staff in discharging their duties.
- Failure to properly investigate complaints, advise clients of their rights or respond within identified timescales in relation to complaints

- **Council Complaints**

- Any complaint made which does not fall into the category of a statutory complaint

The council's social work services are required by statute to report annually on statutory complaints received from service users, would-be service users, their carers and representatives.

2014/15 summary

The council is committed to improving social work services to the people of West Lothian and recognises that complaints are an important source of customer feedback. The following table sets out the number of complaints received during the last year.

Community Care	47	17 upheld, 9 partially upheld
Criminal Justice	9	2 upheld
Children and Families	39	1 upheld, 7 partially upheld
Total	95	

Complaints Review Committees

If a complainant is not satisfied with the service's response, s/he may request that the case be heard by a Complaints Review Committee.

The Social Work Complaints Review Committee, an advisory committee of the council, exists to examine, objectively and independently, facts presented by the complainant and social work services in relation to a complaint or the circumstances in which a complaint has been submitted.

This is an additional safeguard to ensure that the needs and wishes of the complainant are being fairly considered and the complaints properly investigated.

The procedures relating to the committee are published on the council's website as part of social work services procedures and guidance notes for handling complaints.

Processes are in place to ensure any learning from complaints which have been upheld is applied as appropriate.

Modernisation of Services

Social Policy is in the process of developing a wide range of flexible and agile solutions to assist in providing efficient and effective care in the face of increasing demand, reducing budgets and changes to legislation, while continuously improving outcomes to safeguard adults and protect vulnerable children. We want to transform performance and to ensure a coherent approach to multi-agency working. To achieve this aim we will combine technology investment with service redesign to change the way we work and by enhancing what we already have.

A review of processes across Social Policy has demonstrated that professional staff can spend as much as 70% of their time in an office base, completing paperwork and other support activities. As resources across the council continue to be reduced, there is an increasing requirement to ensure our professional staff are best placed to be able to focus their efforts on direct contact with clients, and on process steps which add value to the overall desired outcomes of the service. Increased use of technology functionality and continuing benefits from adapting flexible working will break the dependency of having professional and para professional workers and social work practice team support staff based in the same location, and lead to:

- A reduction in the reliance on paper based systems
- Visibility of workload and case management for all appropriate staff working on a case
- Use of mobile and flexible working technologies

- Increased time available to spend on client contact

SECTION 8 – User and Carer Empowerment

Social Policy services continue to work in partnership with other agencies, service users and their carers to ensure that the support and care services provided are as person centred and flexible as possible. It is anticipated that an increasing number of people will seek control of their own care and support provision by accessing Direct Payments or other Self Directed Support options.

The Social Care (Self-directed Support) (Scotland) Act 2013; which came into effect on 1st April 2014, is a key building block of public service reform. It is an approach that has its origins in the Independent Living Movement - sharing the core values of inclusion, contribution and empowerment through real choice and respect.

The 2013 Act creates a statutory framework around the activities already underway across Scotland to change the way services are organised and delivered - so that they are shaped more around the individual, better meeting the outcomes they identify as important. So individuals are seen as “people first” - not just service users.

Achieving better outcomes for individuals is complex. It requires a whole system change within and across organisations that supports the best intentions and abilities of individual workers and the people receiving support.

Social Policy is committed to the principles of SDS and recognises that when people have more control over how they live their lives and any support they may require, they are likely to achieve better outcomes.

A comprehensive framework has been established to facilitate the implementation of SDS in West Lothian underpinned by staff training and awareness raising activities.

Social Policy values the role that carers play within West Lothian and in particular how they enable the people they care for to enjoy a quality of life and independence that would otherwise not be possible. However, we recognise that without appropriate support there can be a cost to the carer in terms of their own health and well-being. In recognition of this, Social Policy and key partners worked together to identify how best the statutory and the voluntary sector could support carers in their caring role. This resulted in the development of The West Lothian Carers Strategy and The West Lothian Young Carers Strategy launched in 2013.

SECTION 9 - Workforce Planning/Development

A competent, confident workforce remains the cornerstone of effective, high quality services and as such, the Council continues to invest in the support, training and professional development of its social work and social care staff.

It is recognised that there will be a continuing need for staff to be able to adapt to change influenced by our earlier intervention strategies, changing legislation and demographic changes, whilst demand for service continues to grow in a time of financial constraint.

To ensure that the workforce is supported to continue to have the necessary skills and knowledge to meet these challenges, the Social Policy Learning & Quality Assurance Team work to deliver on the following key themes:

- the continuation of work to meet the Scottish Social Services Council's (SSSC) registration requirements which is nearing the end phase of the current registration categories
- continued working with our partners to deliver joint learning opportunities, particularly in relation to the matrix model in operation across council Learning & Development Services and health colleagues through the health & Social Care integration agenda
- the continued development of our blended approach to learning with an extended e-learning menu
- the targeting of our resources to ensure mandatory and necessary training is paramount alongside the ongoing development of our in-house learning provision

The service will continue to work strategically to identify and meet learning needs as services change and are redefined, to provide a responsive and innovative approach to future learning and training needs. Specific training that has been planned for the next year includes:

- The Children's Hearing (Scotland) Act 2011
- The introduction and embedding of a Social Pedagogy approach in our Children's Residential Sector
- Joint delivery and access for Health & Social Policy staff to the Professional Development Award in Dementia, Professional Development Award in Supervision
- Continued work to develop practice in relation to the Scottish Government's personalisation programme
- Post qualification professional awards

The Public Bodies (Joint Working) (Scotland) Act 2014 has reached the implementation stage which will necessitate development activity for the workforce as a whole. Social Policy's Learning and Quality Assurance will play a key part in providing resources to enable this agenda.

SECTION 10 – Other Issues

Social Policy continues to face financial challenges over the next 3 years with planned reductions in budget allocations and subsequent need to reduce cost. Identification and removal of lower value activities is therefore central to making sure that the impact on care is not a negative one, but in fact one that is improved. Social Policy and Health will look at areas of common understanding, but also focus on areas where such efficiencies could be explored and applied. The imminent changes through the Public Bodies (Joint Working) Scotland Act will require both parent bodies to build on a mature partnership already well embedded in West Lothian and apply the legislative changes to maximum effect for clients/ patients.

Health and social care services are well advanced in applying a much greater focus on prevention, including building capacity within communities to help people maintain their independence wherever possible. It is recognised that resources will require to be moved upstream and that interventions must be early enough to optimise the opportunity for success. The systems and processes set up for measurement will enable the West Lothian CPP to make informed decisions about costs and benefits, enabling a greater number of individuals to experience more positive and fulfilling lives and thus reduce future pressure on reactive, high-tariff services.

Social Policy services continue to have an awareness of the effect that the welfare reform legislation is having on a growth in demand for services, as the impact of the reforms take hold.

Alongside this, personalisation of services will need to be applied across all areas underpinned by legislation and policy directives.

One of the key pieces of legislation introduced in the last period was The Children and Young People (Scotland) Act 2014 which was passed by the Scottish Parliament on 19 February 2014, and received Royal Assent on 27 March 2014. It will come into force in stages, with most of the provisions coming into effect in either 2015 or 2016. The Act is wide ranging in its effect and the main provisions included with the Act:

- give recognition of the UN Convention on the Rights of the Child (UNCRC) in domestic legislation;
- provide a statutory basis for Getting it Right for Every Child (including provision for a 'Named Person' for everyone under 18 and a child's plan for those who need targeted interventions);
- aim to improve children's services planning including joint planning between health boards and local authorities
- extend provision for early learning and childcare
- extend support for kinship carers and care leavers;
- create a statutory definition of corporate parenting and provide 'relevant' services for families;
- create a statutory adoption register and amend the process for establishing local support structures for the Children's Hearings system.

The implementation of the Act will impact on the planning, development and delivery of services for children and young people in West Lothian.

Over the next year we will see changes in legislation that will impact on the Community Justice agenda with development of the Community Justice (Scotland) Bill 2015. This will establish a new model for community justice services which has local delivery, partnerships and collaboration at its heart. New structures will be developed in West Lothian based around the Community Planning Partnership to provide the opportunity for collaborative working with local partners.

Working in a climate of constrained public spending is a huge challenge for a demand led service such as Social Policy. Along with reduced funding, teams are also faced with an increasing cost of service delivery through factors such as inflationary pressures and an increase in the demand for services due to an increasing population. In West Lothian, the increase in costs is particularly influenced by the growing elderly and young populations.

Recent developments have seen an escalation in the humanitarian crisis affecting Syrian refugees. The Syrian Vulnerable Persons Relocation scheme was launched in 2014 by the UK Government to target support for refugees specifically on the basis of their vulnerability. This scheme prioritises help for survivors of torture and violence, women and children at risk, and those in need of medical care. It is expected that Social Policy and other key council services will require to be directly involved in any scheme within West Lothian.

The council's aim is, and always will be, to ensure that West Lothian continues to be a great place to live, work, visit and do business. To achieve this aim, the council will continue to prioritise funding services that have the biggest and most positive impact on the community.

The Chief Social Work Officer plays a key role in ensuring the council priorities are met, and the most vulnerable members of West Lothian are protected and empowered to live as safe and fulfilling a life as possible.



SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL

SCOTTISH GOVERNMENT CONSULTATION ON 'PRESUMPTION AGAINST SHORT PERIODS OF IMPRISONMENT'

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

This report is to brief the panel on a recent Scottish Government Consultation about the future shape and operation of the legal presumption against short periods of imprisonment.

B. RECOMMENDATIONS

It is recommended that the Panel notes and considers the proposed response to the consultation by the Scottish Government in relation to the Presumption Against Short Periods of Imprisonment which is intended to be submitted to Council Executive for approval and submission.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs.
	Being honest, open and accountable.
	Making best use of our resources.
	Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III Implications for Scheme of Delegations to Officers	No implications.
IV Impact on performance and performance Indicators	If implemented as proposed in this document, some resource implications which will require re-allocation of financial support from prison services to community-based services.
V Relevance to Single Outcome Agreement	None

VI	Resources - (Financial, Staffing and Property)	None
VII	Consideration at PDSP	None.
VIII	Other consultations	None.

D. TERMS OF REPORT

1. Background:

The presumption against short periods of imprisonment was introduced by the Criminal Justice and Licensing (Scotland) Act 2010. The context for this was a clear understanding that use of short-term imprisonment for low-risk individuals is not effective, and quoted the telling statistic that 60% of offenders imprisoned for three months or less are re-convicted within a year. Short-term imprisonment disrupts aspects of social interaction and personal development that support desistance from offending – families, employment opportunities, stable housing.

It is the view of the Scottish Government that short-term sentences are not a good use of public resources, and constitute a waste of individual potential.

This consultation seeks responses and views on two main points:

- First, should the current presumption against sentences of three months or less be extended and, if so, by how much?
- Secondly, is a more radical review of the presumption against short sentences and the use of short-term imprisonment including the use of remand required?

There is full discussion of the background to this consultation in the Scottish Government document appended to this report.

2. Basis of Consultation Response

This response was compiled by the Criminal & Youth Justice Service Development Officer, with input from three of the service's Team Managers with extensive experience of both community and prison-based services.

The draft response has been circulated to the Reducing Re-offending Committee for comments, but these have not been received or collated at the time of writing this PDSP report.

3. Key points from draft West Lothian Council response.

Scotland has the second-highest a rate of imprisonment in Western Europe (marginally behind that of England and Wales). The most recent Scottish Government data on prison populations up until 2011-12 shows a steady upward trend in use of imprisonment, with only one of the 11 years since 2000-01 showing a decrease.

The presumption against short periods of imprisonment has existed for about five years. However, there appears little indication that there has been a significant change in sentencing practice. The Scottish Government notes: "The proportional [sic] of all custodial sentences which are of 6 months or less has remained roughly consistent since 2010/11."

This appears counter-intuitive, given that almost all other indicators show improvements during the same period. In general:

- Fewer people are appearing annually in court than before.
- Alternatives to Prosecution (e.g. Procurator Fiscal Fines, Prosecution Diversion and Fiscal Work Offers) are being increasingly used.
- Rates of re-offending are also slowly but steadily decreasing, a trend of many years' duration.
- Crime victimisation levels (self-reported) are at a low point.
- Numbers of community-based sentences are increasing, with 2013-14 figures showing a ten-year high, 19% above figures for 2004-5.

We would propose that West Lothian Council support the option of a presumption against periods of imprisonment of less than one year; however this should not be taken as a blanket statement that such sentences should never be used. In the draft response, we offer a range of situations where individualised sentencing practice may nevertheless lead to the conclusion that there is no alternative to a custodial sentence (Question 5). We also spell out situations where we consider it inappropriate to use such a sentence (Question 6).

The major challenge in the sentencing process is to understand what factors contribute, and in what ways, to use of either community-based or custodial sentences. While it may not be considered appropriate to remove judicial independence entirely, in the interests of even-handed dispensation of justice, it is important that all involved in the process, whether offender, victim or wider society, understand what factors resulted in a particular sentence being imposed.

In relation to Question 7 on use of Custodial Remand, we strongly support introduction of a standard model for assessment of potential risk, such as is routinely used at the post-sentence stage by Criminal Justice workers and other professional in the justice field.

Finally, we reiterate the fact that although such changes may be desirable, effective use of community alternatives will have financial implications, and these need to be formally addressed within detailed redesign proposals.

E. CONCLUSION

The underpinning basis of this consultation is that change appears necessary, since current guidance has made no meaningful difference to rates of use of short-term custodial sentences. While clearer legislation will help, we would suggest that attention needs to be given to a range of related issues:

- A baseline for shared understanding of the level of seriousness of an individual's offending
- Greater clarity from sentencers about the reasons why there is no alternative to use of custody
- Better assessment of risk in relation to potential refusal of bail
- The financial re-allocations that may be required to ensure this works effectively.

F. BACKGROUND REFERENCES

Full Scottish Government discussion document at:
<http://www.gov.scot/Resource/0048/00485797.pdf>

Appendices/Attachments: "2015 SG Consult – WL response – Presumption against short periods of imprisonment Draft for RRC"

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Date: 5th November 2015

CONSULTATION QUESTIONS

Question 1: Should the presumption against short periods of imprisonment of three months or less be extended?

☒ Yes

☐ No

You may wish to provide information to support your views, for example, what do you consider to be the key factors for or against the proposal?

Most authorities assess Scotland's rate of imprisonment as the second-highest in Western Europe (marginally behind that of England and Wales). The most recent Scottish Government data shows prison populations up until 2011-12. Up to that point there had been a steady upward trend in use of imprisonment, with only one of the 11 years since 2000-01 showing a decrease.

(<http://www.gov.scot/Publications/2012/06/6972/3>)

In the period of approximately five years that the presumption against short periods of imprisonment has existed, there appears little indication that there has been a significant change in sentencing practice. The comments in the notes accompanying this consultation are telling: "The proportional [sic] of all custodial sentences which are of 6 months or less has remained roughly consistent since 2010/11."

At the same time, other indicators show improvements. Fewer people are appearing annually in court than before; figures for 2013-14 showed a slight increase compared with the preceding year, but were nevertheless only 79% of the ten-year high seen in 2006-7. This change may of course also relate to the increasing use of Alternatives to Prosecution.

Rates of re-offending, as calculated from the Scottish Government, are also slowly but steadily decreasing, a trend of many years' duration.

Crime victimisation levels are at a low point, with 63.5% of respondents to the Scottish Crime Survey of 2012-13 reporting they were a victim of one or more crimes, compared with the 1992 figure. (16.9% of all respondents, down from 26.6%) (<http://www.gov.scot/Topics/Statistics/Browse/Crime-Justice/TrendCrimeVic>)

Numbers of community-based sentences are increasing, with 2013-14 figures showing a ten-year high, 19% above figures for 2004-5. Ongoing evaluation of the impact and efficacy of the Community Payback Order appears likely to suggest that the CPO's range of sentencing options is a considerable improvement on its predecessors, and that the CPO therefore offers viable alternatives to custody that did not previously exist.

Despite this improving trend, we would express concern that not all sources of

support for offenders in the community are equally available and effective; in particular we consider that services responding to mental health and psychological issues tend to be more readily available in custodial settings than in the community, and do not always effectively follow prisoners through their transitions to the community.

All this data leads to the inevitable questioning of the overall rise in the use of custody, and the apparent disinclination of sentencers to reduce use of short sentences. It also highlights the question of the circumstances in which sentencers use short custodial sentences.

There are inevitable challenges in getting to the bottom of this issue. We are not aware of any aggregated data about reasons for decisions made by sentencers. Similarly, it is impossible to identify any correlation between sentencing practice and the seriousness of offending, given the lack of any system for measuring such seriousness.

Question 2: If you agree that the presumption against short periods of imprisonment should be extended, what do you think would be an appropriate length?

- ☐ 6 months
- ☐ 9 months
- ☒ 12 months

We would suggest that 12 months provides an appropriate period, and elsewhere in this response we note the considerations that we would expect to be taken into account to allow such a scheme to work effectively.

Question 3: Do you have any specific concerns in relation to a proposed extension of the period covered by the presumption against short sentences?

Assuming the safeguards and controls referred to elsewhere are maintained, we believe that this change is both reasonable and manageable. However, it is crucially important to ensure availability of funding and of community resources, wherever these are sourced.

Question 4: Do you think there are any specific circumstances to which a sentencing judge should be required to have regard when considering the imposition of a custodial sentence?

We note that most sentencers will refer to at least one or more of the considerations

that have affected their sentencing decisions. However, court workers report that such deliberations may well only be expressed publicly if actively requested by the defence solicitor.

We would acknowledge that sentencing is a process that requires the balancing of various demands, some quite obvious, others very intangible. The relevance of different types of sentences has to be assessed primarily in terms of:

- retribution – a perceived need for sanctions to be applied, preferably (but not always) on the principle of ‘just deserts’: proportionally to the seriousness of the offending.
- deterrence (for the individual or societally) – demonstrating that actions have consequences;
- protection for the community (or sometimes for the offender) – often cited as a reason for the use of custody;
- rehabilitation – helping someone make life changes that will reduce or eliminate the risk of re-offending; while in principle such changes can be encouraged within a custodial setting, the artificiality of the situation will make the likelihood of lasting change extremely small;
- reparation – the concept of community payback, and the community knowing that this is taking place;
- restoration – working to allow the community or victims of crimes to feel that they are safe and that they have a better quality of life.

It is almost never the case that a sentencer will define the relative significance of all of these factors in the sentencing process and eventual decision. For people sentenced to custody, this has a number of consequences:

- offenders may not be offered comments on potentially mitigating circumstances in a way that encourages them to work positively in the prison system to improve their situation;
- this does not offer positives to victims or communities, but may well increase a sense of a respite being only short-term;
- workers within the justice system, whether in prisons or the community, struggle with the negative self-image of many prisoners before and after release.

We welcome the introduction of a Scottish Sentencing Council (SSC), something that has been long in development: “Historically, the legislature in Scotland has been reluctant to interfere with judicial discretion and there are currently no sentencing guidelines as such in Scotland.”

(<http://www.scottish.parliament.uk/Research%20briefings%20and%20fact%20sheets/SB09-35.pdf>)

We will be interested to see what impact the SSC has on the rising use of custody, and note comments from the Justice Secretary Michael Matheson:

“While the Scottish Sentencing Council will create sentencing guidelines we continue to recognise that an independent judiciary is the fundamental cornerstone of the Scottish criminal justice system and the significant importance of judicial discretion in individual sentencing decisions.”

The Lord Justice Clerk, Lord Carloway stated: “The creation of the Council, with its responsibility to prepare guidelines to assist the courts in sentencing and to describe the potential effects of those guidelines, will help to ensure a consistent and coherent approach to sentencing practice and policy in Scotland.”

(<http://news.scotland.gov.uk/News/Scottish-Sentencing-Council-date-announced-1614.aspx>)

We would hope that comments received from this consultation would feed into the SSC processes.

Question 5: Do you think there are specific offences to which the presumption should not apply (i.e. offences which could still attract a short custodial sentence)?

We do not consider that there are specific offences that should automatically attract a short custodial sentence. However, we would note circumstances in which use of short custodial sentences might be deemed appropriate; none of these comments should suggest we are in favour of a mechanistic approach to use of custodial sentencing, but we would support a thoughtful and individualised approach.

- Persistent non-compliance with a Community Payback Order. We would not in normal circumstances endorse use of custody after a first breach of an order. We would note that Breach proceedings may in themselves help an offender concentrate on the possible consequences of continuing non-compliance. There are additional sentencing options (for example, Restriction of Liberty) that allow the offender to continue to work at making personal and life-style change in the community.
- Continuing pattern of offending:
 - where there is a risk of serious harm being caused to the public, and
 - where all community-based options have been offered previously and recently, and
 - where the offender has not demonstrated any positive change in patterns of behaviour.

We would strongly recommend that legislation be introduced to ensure that no period of imprisonment may be imposed without consideration of an up-to-date and

full court report. We note an occasionally-observed scenario where an offender's pattern of offending behaviour is reducing in its seriousness and/or frequency, but a further offence occurs. This relapse may well result in a custodial sentence, without consideration of a court report, based either on past failures to comply, or on an assessment of the current behaviour as being at least as unacceptable as the preceding offences.

Question 6: Do you think that there are any circumstances in which a custodial sentence should never be considered?

While the wording of this question is open-ended, we would wish to focus on scenarios where at present short periods of imprisonment may be used. It is our position that short custodial sentences should not normally be used where any of these circumstances apply:

1. For first offences that have not caused serious harm.
2. Where the offender is pregnant or is primary carer (for adults or children).
3. Where addiction is strongly linked with the offending.
4. Where poor mental health is strongly linked with the offending.
5. Where the offender has been on bail without further incident for a significant period.
6. Where offenders have responded well to previous Court Orders or periods of community supervision.
7. Where a robust plan can be put in place to manage the offender in the community.

We propose that this framework should be applied to all potential custodial sentences of a year or less.

Clearly there is a challenge in applying this position if the converse of any of the last three (5-7) also applies: if recent use of bail cannot be considered successful; if there has been a poor response to previous Court Orders or community supervision; or if a robust management plan cannot be agreed. Nevertheless, we would propose that the onus should be upon the court to explain comprehensively why the use of custody is essential.

Question 7: Do you think that the Scottish Government should also consider legislative mechanisms to direct the use of remand? If so, do you have any views on what such a legislative mechanism might include?

In 2005, the Scottish Executive gave an explanation of its position (<http://www.gov.scot/resource/doc/69582/0017987.pdf>)

In that document it noted the then-view of the European Court of Human Rights:

“The European Court of Human Rights has recognised a number of reasons which may make it appropriate to refuse bail, which relate to the risk that the accused, if released, would:

- *Fail to appear for trial;*
- *Take action to prejudice the administration of justice;*
- *Re-offend; or*
- *Create a risk of public disorder.”*

In relation to the ECHR view, we would suggest that the failure in any such outline is the lack of a clear and equitably-applied standard for assessment of potential risk.

We operate in the context of a legal structure where decisions about the appropriateness of community-based or custodial sentences are based on the increasingly rigorous application of evaluated risk assessment and risk management tools. Practice in relation to decision-making about use of bail or custodial remand appears in comparison to have little structure underpinning it, and we would strongly hope that this may be addressed both in law and in practice.

Bail Supervision schemes, such as that operated by this council, deal with a very small proportion of the people who are appearing before the court, and could be effective in dealing with many more, including a proportion of those people given custodial remands.

Question 8: Do you have any additional comments on the use of short-term imprisonment?

We do not consider that short-term prison sentences meet many of the purposes of sentencing as outlined in Section 4 of this response: retribution; deterrence; protection for the community; reparation; rehabilitation; restoration.

While such sentences are clearly retributive, we would suggest that the other functions are in fact more important and that they are rarely satisfied by imposition of a short custodial sentence. Indeed, there is a wealth of evidence to suggest that rehabilitation (arguably the most significant in reducing re-offending, and thereby contributing to the other outcomes), is often impeded by the imposition of short

custodial sentences.

While we do not intend in this response to discuss extensively the question of alternatives to imprisonment, we feel that there is still much to do by both the Scottish Government and local justice partners in responding to the challenges offered by the Commission on Women Offenders in 2012 on providing effective alternatives.

We would note that the alternative approach suggested in this response (avoiding use of short-term sentences wherever possible) will make savings for custodial services. It will also inevitably result in concomitant increases in costs for community-based services, and reallocation of financial resources will be essential if meaningful change is wanted.

DRAFT

Consultation on Proposals to Strengthen the Presumption against Short Periods of Imprisonment

RESPONDENT INFORMATION FORM

Please Note this form **must** be returned with your response to ensure that we handle your response appropriately

1. Name/Organisation

Organisation Name

Title Mr ☐ Ms ☐ Mrs ☐ Miss ☐ Dr ☐ Please tick as appropriate

Surname

Forename

2. Postal Address

Postcode	Phone	Email

3. Permissions - I am responding as...

Individual

/

Group/Organisation

☐

Please tick as appropriate

☐

- (a) Do you agree to your response being made available to the public (in Scottish Government library and/or on the Scottish Government web site)?

Please tick as appropriate

☐ Yes ☐ No

- (b) Where confidentiality is not requested, we will make your responses available to the public on the following basis

- (c) The name and address of your organisation **will be** made available to the public (in the Scottish Government library and/or on the Scottish Government web site).

Are you content for your **response** to be made available?

Please tick ONE of the following boxes

Please tick as appropriate

☐ Yes ☐ No

Yes, make my response, name and address all available ☐

or

Yes, make my response available, but not my name and address ☐

or

Yes, make my response and name available, but not my address ☐

- (d)** We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Please tick as appropriate

☐ Yes

☐ No



SOCIAL POLICY - POLICY DEVELOPMENT AND SCRUTINY PANEL

SCOTTISH GOVERNMENT CONSULTATION ON DRAFT ORDER TO REVISE THE PROCEDURES FOR COMPLAINTS ABOUT SOCIAL WORK

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To consult with the Panel on the proposed response by West Lothian Council to the most recent Scottish Government Consultation on Draft Order to revise the procedures for complaints about Social Work.

B. RECOMMENDATIONS

It is recommended that the Panel note and consider the proposed response to the consultation by the Scottish Government in relation to the Draft Order to revise the procedures for complaints about Social Work which is intended to be submitted to Council Executive for approval and submission.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Focusing on our customers' needs.• Being honest, open and accountable.• Making best use of our resources.• Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III Implications for Scheme of Delegations to Officers	No implications.
IV Impact on performance and performance Indicators	No impact.
V Relevance to Single Outcome Agreement	None
VI Resources - (Financial, Staffing and Property)	None
VII Consideration at PDSP	None.
VIII Other consultations	None.

D. TERMS OF REPORT

Background

The consultation seeks views on the Draft Order to revise the procedures for complaints about social work to allow the Scottish Public Services Ombudsman (“the SPSO”) to consider complaints in relation to social work under their model Complaints Handling Procedures.

The introduction of formalised social work complaints procedures in the early 1990s was set against the backdrop of improving public services for citizens (Citizen's Charter) and introducing systems to aid 'quality assurance'. Complaints were seen as a key tool in assessing the effectiveness of a service and at the time it was recognised that local authority complaint procedures, with one or two notable exceptions, were relatively undeveloped.

The framework for local authority social work complaints and representation procedures is set out in section 5B of the Social Work (Scotland) Act 1968. This provision gives Ministers powers to require local authorities to establish procedures for considering complaints with regard to the discharge of listed social work functions (including those related to children). The Social Work (Representations Procedure) (Scotland) Order 1990 (S.I. 1990/2519) requires local authorities to establish such procedures. The detail of the procedures adopted by local authorities must comply with Directions issued by Ministers.

Section 5B provides for complaints to be made by or on behalf of:

- a person for whom the local authority provides a service either directly or indirectly;
- a person whose request for such a service has been refused by the local authority;
- other persons whose need or possible need for a service, which the local authority has a power or a duty to provide, has come to the authority's attention.

Currently complaints on social work services progress through a four-stage process:

- Informal problem-solving stage
- Investigation by specially-designated staff
- Referral to Complaints Review Committee
- SPSO consideration (currently limited to consideration of whether there has been maladministration rather than any consideration of the merits of the decision).

Complaints Review Committees (CRCs) are a requirement laid out in Directions and Guidance issued by Ministers in 1996, and they are required to have Chairs which are independent of local authorities (working with Elected Members). CRCs are able to take some time for their investigations as set out in the 1996 Guidance. On occasion this can mean that there may be more than 100 days from the cases being referred to the CRC to the complainant receiving notification of any decisions.

The Crerar Review

A key finding of the Crerar Review which looked into regulation, audit, inspection and complaints handling of public services in Scotland was that complaints processes are not always accessible or easy to use, are often complex and far too variable in their content. In short they are not fit for purpose.

In response to the Crerar Review a number of groups were established to consider the recommendations in more detail, including the Fit for Purpose Complaints System Action Group (FCSAG). The report of this group, known as the Sinclair Report, was published in July 2008 providing Ministers with proposals for simplifying public service complaints handling procedures, including recommendations that are specific or relevant to social work complaints.

The particular recommendation in the Sinclair Report for social work complaints was that the role currently performed by local authority Complaints Review Committees (CRCs) for social work should be transferred to the SPSO to provide a standardised system to increase consistency across the country and address the potential imbalance between the experience of complainants in larger and smaller authorities.

The principles which the Sinclair Report identifies as key to improving the complaints handling procedures are:

- Making complaining more straightforward;
- Reducing the time taken to deal with complaints and reducing the number of standalone complaints handling bodies;
- Allow providers to deal with complaints more locally;
- Standardising how complaints outcomes are reported.

In line with the recommendations of the Sinclair Report the SPSO's Complaints Standards Authority have since worked with service providers in the local authority and other sectors to develop and implement a standardised model complaints handling procedure. This is now in operation across all local authority services (with the exception of social work) and most other public sector bodies.

The SPSO guidance sets out the process to be followed in a model Complaints Handling Procedure (CHP) and who should be accountable at each stage. The aim of the model CHP is to provide a quick, simple and streamlined process with a strong focus on local, early resolution by empowered and well trained staff.

The Draft Order

The Draft Order, if approved, is expected to come into force on 1st October 2016, to allow time for the preparations for the change to be undertaken and contains provisions for:

- Extending the remit of the SPSO to enable them to consider complaints made about social work which are not solely about maladministration, but enable the SPSO to consider the professional judgment of social work staff.
- Repealing the existing requirements on local authorities to create a social work complaints procedure.
- Allowing the sharing of information between SPSO, Care Inspectorate and the Scottish Social Service Council (SSSC) where relevant to their regulatory functions.

E. CONCLUSION

It is clear that the Complaints Review Committee structure and process is dated and needs to be reviewed and modernised, however we do not believe that it automatically follows that the process be discarded in its entirety.

West Lothian Council supports the move towards a more responsive and streamline process but considered that there are key issues that need still to be addressed. The

Panel is therefore asked to consider the points made within this draft consultation response and recommend that it is submitted to the Council Executive for approval.

F.

Appendices/Attachments:	Appendix 1	Draft Consultation Response
	Appendix 2	Consultation Document - Draft Order to revise the procedures for complaints about social work

Contact Person:	Pamela Main, Senior Manager, Community Care Assessment and Prevention
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Jane Kellock, Head of Social Policy (Interim)

Date:	5 th November 2015
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1. Do you agree that the Local Authority Complaints Review Committees should be replaced?

West Lothian Council supports the fundamental principles of the model Complaints Handling Procedure (CHP). However, the application of the model as described in the consultation document allows for the escalation of serious, 'high risk' or complex complaints about social work to be escalated to SPSO after a first investigation and provision of a 'definitive response within 20 working days'. This does not seem to reflect either the complexity of some of the complaints or key principles surrounding local governance processes which allow independent review while still having a local focus and context. It is also noted that one of the principles identified in the Sinclair Report is to 'Allow providers to deal with complaints more locally'

It is recognised that in acknowledgement of the complexity of social work complaints, a recommendation has been made to allow the possibility of extending the timescales at the first (Frontline Resolution) stage from 5 to 15 working days. However the CHP is clear that complex, serious or 'high risk' issues can be escalated to stage 2 before consideration at stage 1.

Officers in Social Work Services work in a politically accountable structure and the current process allows visibility both in terms of the volume and nature of complaints and of the impact and interpretation of policy frameworks. This is lost in the context of the current proposals and does not seem consistent with the principle of local political accountability to the public.

The CRC structure and process is dated and requires to be reviewed and modernised, and it is more costly in terms of time and resources than it could be, but those is not in themselves reasons to discard it entirely.

In conclusion West Lothian council supports the key aims of more responsive and streamlined processes but would request that the issues outlined above are taken into account in the proposals.

2. Do you agree with the proposal to extend the functions of the Scottish Public Services Ombudsman (SPSO) to allow the SPSO to investigate stage 3 of complaints for social work?

As above. In addition, the statutory role and responsibility of the Chief Social Worker must be acknowledged, and the SPSO's review of decisions in relation to functions covered by that role must take account of those aspects, which are not found in other service areas or in other public bodies.

3. Do you agree with the proposal to extend the role of the SPSO in relation to social work complaints to allow them to consider in their investigations matters of professional judgment of social work staff?

West Lothian Council is in agreement in principle with this proposal which better aligns the role of the SPSO with that of complaints in relation to a health service body. However, the statutory role and responsibility of the Chief Social Worker must be acknowledged, and the

SPSO's review of decisions in relation to functions covered by that role must take account of those aspects, which are not found in other service areas or in other public bodies.

4. Do you agree that the SPSO should be able to share information with the Care Inspectorate (Social Care and Social Work Improvement Scotland) and the Scottish Social Services Council in relation to social work?

Yes

5. Do you have any other comments on the proposals?

- *The critical role of the Chief Social Work officer is not clear in these proposals.*
- *Further guidance on the definition of 'sensitive complaints' which may have the opportunity for internal review would be welcome*
- *There should be clarification on the interface between the SPSO's role and that of the Court of Session in judicial review processes*

Consultation on Draft Order to revise the procedures for complaints about social work

September 2015

CONSULTATION ON DRAFT ORDER TO AMEND THE SCOTTISH PUBLIC SERVICES OMBUDSMAN ACT 2002

1. This consultation seeks your views on the draft Order to amend the Scottish Public Services Ombudsman Act 2002 to allow the Scottish Public Services Ombudsman ("the SPSO") to investigate complaints in relation to the substance of social work decisions. The draft Order also amends the Public Services Reform (Scotland) Act 2010 in relation to the sharing of information by the Care Inspectorate with the SPSO; and amends the Social Work (Scotland) Act 1968 to abolish the existing system of local authority social work complaints and allow a model complaints handling procedure prepared by the SPSO to be introduced.

BACKGROUND

2. The introduction of formalised social work complaints procedures in the early 1990s was set against the backdrop of improving public services for citizens (Citizen's Charter) and introducing systems to aid 'quality assurance'. Complaints were seen as a key tool in assessing the effectiveness of a service and at the time it was recognised that local authority complaint procedures, with one or two notable exceptions, were relatively undeveloped.
3. The framework for local authority social work complaints and representation procedures is set out in section 5B of the Social Work (Scotland) Act 1968. This provision gives Ministers powers to require local authorities to establish procedures for considering complaints with regard to the discharge of listed social work functions (including those related to children). The Social Work (Representations Procedure) (Scotland) Order 1990 (S.I. 1990/2519) requires local authorities to establish such procedures. The detail of the procedures adopted by local authorities must comply with Directions issued by Ministers.
4. Section 5B provides for complaints to be made by or on behalf of:
 - a person for whom the local authority provides a service either directly or indirectly;
 - a person whose request for such a service has been refused by the local authority;
 - other persons whose need or possible need for a service, which the local authority has a power or a duty to provide, has come to the authority's attention.
5. The entitlement of persons to complain or make other representations on behalf of others is intended to cover, inter alia, the position of private (e.g. unpaid) carers providing care to persons for whom authorities have a power or duty to provide social work services. An entitlement to complain on behalf of children in care, under supervision, in receipt of some other social work service or in possible need of such a service from the local authority, is expressly given to the child's parents and other persons mentioned in section 5B(4).

6. Currently complaints on social work services progress through a four-stage process:
 - Informal problem-solving stage
 - Investigation by specially-designated staff
 - Referral to Complaints Review Committee
 - SPSO consideration (currently limited to consideration of whether there has been maladministration rather than any consideration of the merits of the decision).
7. Complaints Review Committees (CRCs) are a requirement laid out in Directions and Guidance issued by Ministers in 1996, and they are required to have Chairs which are independent of local authorities (working with Elected Members). CRCs are able to take some time for their investigations as set out in the 1996 Guidance. On occasion this can mean that there may be more than 100 days from the cases being referred to the CRC to the complainant receiving notification of any decisions.

Scrutiny of existing system

8. The [Crerar Review](#) (Report of the Independent Review of Regulation, Audit, Inspection and Complaints Handling of Public Services in Scotland, published September 2007) looked into regulation, audit, inspection and complaints handling of public services in Scotland. A key finding was that complaints processes are not always accessible or easy to use, are often complex and far too variable in their content. In short they are not fit for purpose.
9. In response to the Crerar Review, Scottish Ministers established a number of groups to consider the recommendations in more detail, including the Fit for Purpose Complaints System Action Group (FCSAG). The report of this group, known as the [Sinclair Report](#), was published in July 2008 providing Ministers with proposals for simplifying public service complaints handling procedures, including recommendations that are specific or relevant to social work complaints.
10. The particular recommendation in the Sinclair Report for social work complaints was that the role currently performed by local authority Complaints Review Committees (CRCs) for social work should be transferred to the SPSO to provide a standardised system to increase consistency across the country and address the potential imbalance between the experience of complainants in larger and smaller authorities.
11. The Sinclair Report also recommended that legislation should be introduced to allow changes to the complaints landscape and to allow better information sharing (e.g. to allow the SPSO and complaints handling bodies to share headline information on cases under consideration).
12. CRCs in particular have been criticised by complainants and user organisations. Issues raised include:

- **Independence** - The Directions set out requirements on the appointment of "independent persons" to CRCs aimed to encourage confidence in the impartiality of CRC proceedings. The role of the CRC is to objectively and independently examine the facts of a complaint. However, although the CRC can express disagreement with policies, priorities, resources and professional judgment it only has the power to make a recommendation to the appropriate local authority committee. It is the local authority committee which effectively takes the final decision on the complaint.
- **Time** - A CRC has to make recommendations within 56 days from the date the complainant requested it, and the local authority then has a further 42 days from the date of the CRC decision to agree actions and notify the complainant in writing of the decision. This can substantially lengthen the complaints process for the complainant, especially when also taking into account the 28 days given to the local authority to initially investigate the complaint. It is recognised that the time involved to provide a response to an individual with a complaint about social work can conflict with the principle of keeping the journey of a complaint as short as possible.
- **Membership** - Some local authorities have expressed concerns about problems in maintaining membership for CRCs, which can lead to difficulties and delays in convening the committees when they are requested. The resources required to manage the CRC process, specifically the level of administration associated with convening CRCs, have also been highlighted.

13. The principles which the Sinclair Report identifies as key to improving the complaints handling procedures are:

- Making complaining more straightforward;
- Reducing the time taken to deal with complaints and reducing the number of standalone complaints handling bodies;
- Allow providers to deal with complaints more locally;
- Standardising how complaints outcomes are reported.

14. In response to the Sinclair report, the Public Services Reform (Scotland) Act 2010 gave the SPSO the authority to lead the development of simplified and standardised Complaints Handling Procedures (CHPs) across the public sector. Following consultation, a Statement of Complaints Handling Principles and Guidance on Model Complaints Handling Procedures were developed by the SPSO and published at the beginning of 2011. They can be accessed at: <http://www.spsso.org.uk/media-centre/news-releases/model-complaints-handling-guidance-published>

15. In line with the recommendations of the Sinclair Report the SPSO's Complaints Standards Authority have since worked with service providers in the local authority and other sectors to develop and implement a standardised model complaints handling procedure. This is now in operation across all local authority services (with the exception of social work) and most other public sector bodies.

16. The SPSO has set up an internal unit, the Complaints Standards Authority (CSA), which is working in partnership with individual public sector areas to oversee the process of developing model CHPs for each sector in line with the framework of the Principles and the Guidance.
17. The SPSO guidance sets out the process to be followed in a model CHP and who should be accountable at each stage. The aim of the model CHP is to provide a quick, simple and streamlined process with a strong focus on local, early resolution by empowered and well trained staff. The SPSO's recommended model is outlined below. This model, based on that recommended by the Sinclair Report, provides organisations with two opportunities to deal with complaints internally: frontline resolution and investigation.

Model Complaints Handling Procedure

FRONTLINE RESOLUTION	INVESTIGATION	INDEPENDENT EXTERNAL REVIEW (SPSO or other)
For issues that are straightforward and easily resolved, requiring little or no investigation. 'On-the-spot' apology, explanation, or other action to resolve the complaint quickly, in five working days or less, unless there are exceptional circumstances. Complaints addressed by any member of staff, or alternatively referred to the appropriate point for frontline resolution. Complaint details, outcome and action taken recorded and used for service improvement.	For issues that have not been resolved at the frontline or that are complex, serious or 'high risk'. A definitive response provided within 20 working days following a thorough investigation of the points raised. Sensitive complaints that meet set criteria may have the opportunity for additional internal review. Responses signed off by senior management. Senior management have an active interest in complaints and use information gathered to improve services.	For issues that have not been resolved by the service provider. Complaints progressing to the SPSO will have been thoroughly investigated by the service provider. The SPSO will assess whether there is evidence of service failure or maladministration not identified by the service.

18. This is the SPSO's standard model for complaints handling procedures, however for functions in relation to health, and the proposals in this draft Order for social work, the independent external review stage also allows SPSO to consider the merits of decisions taken in the exercise of clinical and professional judgment.

2011 Consultation and Working Group

19. The Scottish Government consulted on proposals to revise the system between December 2011 and March 2012. The consultation report was published in August 2012 (<http://www.gov.scot/Publications/2012/08/9288>), and showed clear support for the reform of the system, but no outright preferred mechanism for complaints handling.
20. In February 2013, a working group was established by the Scottish Government, under the independent chairmanship of the Very Revd Dr Graham Forbes CBE. The group included representation from COSLA, ADSW (now Social Work Scotland), SPSO, SSSC, the Care Inspectorate, and Capability Scotland.
21. The group agreed the following recommendations to Ministers:

“Internal review by Local Authorities – first and second stages of procedure

- a. The model Complaints Handling Procedure (CHP) which is currently in use in local government for all other complaints would be adopted for social work complaints. This would bring social work complaints procedures broadly into line with other local authority complaints, and NHS complaints procedures.
- b. In acknowledgement of the fact that social work complaints are more complicated than other local authority service complaints, it was agreed to recommend to Ministers that the model CHP would be adopted with local authorities having the possibility of extending the timescales at the first (Frontline Resolution) stage from 5 to 15 working days at the discretion of local managers. It was agreed that this should be monitored to ensure that there were genuine reasons for any extensions. We would initially expect that Directors of Social Work should monitor this, and SPSO will take an interest in the timescales of cases which have been referred to them.
- c. Until legislation is enacted, it remains a legal requirement that local authorities must continue to utilise CRCs, but local authorities should follow the principles of the model CHP for the first and second stages of complaints, with the possibility of extending timescales as above.
- d. SPSO and ADSW¹ would draw up, in consultation with SG and COSLA, guidance on the criteria for extensions to the Frontline Resolution stage timescales.

¹ Now Social Work Scotland.

- e. The second (Investigation) stage of the model CHP would apply as it does in other LA and Health complaints – a definitive response to be provided within 20 working days of escalation to the second stage, with responses signed off by senior management.

External review – third stage of procedure

- f. The group recommended that the SPSO take on a role similar to that currently undertaken by the CRCs. This recommendation is in line with that proposed by the Sinclair Report. This would involve the SPSO's remit being extended to cover social work complaints.

CRCs currently consider complaints made by or on behalf of users or carers about the provision or non-provision of services, the quality and extent of services, the operation of services and allied issues. CRCs do not consider grievance procedures, which concern staff issues, i.e. conditions of service, management and support or disciplinary procedures which apply to the actions of staff in relation to failure to comply with codes of conduct, practice, instructions or other relevant professional or administrative guidance.

Issues concerning the malpractice of a social services worker or social worker are considered by the SSSC (Scottish Social Services Council) as the regulatory body for the social services workforce. Issues around the allocation of resources are for the individual local authority, and it is not proposed that SPSO have a power to force local authorities to amend decisions based on their agreed eligibility criteria.”

Current barriers

- 22. Currently the SPSO is unable to consider decisions made by local authorities in the exercise of their social work functions under the 1968 Act, except those where there is a complaint about the process involved in reaching the decision (maladministration). The 2002 Act (7 (1)) states that the Ombudsman is not entitled to question the merits of a decision taken without maladministration by or on behalf of a listed authority in the exercise of a discretion vested in that authority.
- 23. The above subsection of the 2002 Act does not apply to the merits of a decision taken by or on behalf of a health service body, a family health provider or an independent provider to the extent that the decision was taken in consequence of the exercise of clinical judgment.
- 24. Our policy intent is that the exemption to (7 (1)) should be replicated to allow for the SPSO to consider the merits of decisions taken under the professional judgment of local authority staff exercising their functions under the 1968 Act and other listed social work legislation. This may require SPSO to consult with and seek expert guidance from those with social work expertise.

25. It is not our intention that the SPSO should be responsible for the professional conduct of social work staff – that will rightly remain with the SSSC (Scottish Social Services Council) as the regulatory body for staff in the social care sector.
26. The SSSC considers suitability for initial and ongoing suitability registration with reference to the good character, competence and conduct test set out in section 46 of the Regulation of Care (Scotland) Act 2001. At the point of application the SSSC considers this test to decide on entry to the Register. It is anticipated that the SPSO and SSSC will ensure that their Memorandum of Understanding is updated to avoid, where possible, and manage any overlap in scrutiny of the professional judgment of social work professionals.

Appeals against resource allocation decisions

27. It is not intended that the SPSO will take on any responsibility for hearing appeals against, or overturning decisions made by local authorities in resource allocation. The SPSO will be able to make recommendations to local authorities, and will continue to hold its power to lay special reports in Parliament, but it will not become an appeals body for resource allocation decisions.
28. During the deliberations of the Working Group, the issue of appeals against decisions was a significant discussion point. User groups felt that the SPSO would not have sufficient power to overturn decisions made by social work staff, and that the SPSO would not constitute access to a free and impartial tribunal.
29. The current arrangements of CRCs have the power to make recommendations to the local authority on the decisions made by social work staff, including on resource allocation for individual users. When SPSO takes on the 3rd stage of the complaints procedure, it will have the same powers to recommend to Local Authorities that decisions should be reconsidered. Should a Local Authority not comply with the recommendation of the SPSO, the Ombudsman may lay in Parliament a special report on that case. To date, this has not been necessary as there has been full compliance with the recommendations made by the Ombudsman.
30. It is not, however, intended that the Ombudsman should have additional powers in relation to social work allowing them to reverse decisions made by the Local Authority on the basis of the effective and efficient use of resources. In practice, this will mean that the SPSO may consider the merits of decisions made by staff of Local Authorities, and make recommendations to Local Authorities if they consider that the decisions should have been made differently, but will not have the power to overturn those decisions.
31. The new section 7(2A) to the SPSO Act as drafted in the Order will allow the SPSO to consider the merits of decisions taken in consequence of the exercise of professional judgment when investigating complaints. The reference to professional judgment is intended to reflect the reference to 'clinical judgment' in the context of health decisions, and to prevent the SPSO from considering the merits of wholly political decisions. We recognise that some high level political decisions in relation to strategic or resourcing issues may be taken in reliance on

professional advice from within the local authority: for example, a decision to close a day care centre or to choose a certain method of meeting an identified social care need over a different, more expensive method. We consider that the draft Order would allow the SPSO to consider the merits of such decisions, but only insofar as they were taken in the exercise of professional judgment. The SPSO could consider whether professional advice within the local authority was correct in the way it analysed the evidence in making the decisions. However, if that advice was correct, the SPSO could not go on to consider whether elected members of the Local Authority had made the correct decision when weighing that advice against other factors.

32. We do not intend that these changes should interfere with the ability of Local Authorities to set high level budgets for social work. The changes being made will not constitute an appeals process against decisions made by local authorities in their resource allocation at a strategic level.

Integration of Health and Social Care – complaints procedures

33. Our starting point for making changes to the NHS complaints system and the social work complaints system, and, indeed, for the provision of guidance as set out below, is to ensure that complaints, whether in relation to health or social work services, are handled in an effective, timely and person centred way. Complaints must be listened to, appropriate action should be taken in response, and learning should be shared and fed back to improve services and service delivery.
34. Under integration, each Health Board and Local Authority chooses one of two organisational models to adopt – “lead agency” or “body corporate”. One Local Authority area – Highland – is using the lead agency model. The other 31 Local Authority areas have agreed, with their Health Board partners, to adopt the body corporate model.
35. Every Health Board and Local Authority must agree an Integration Scheme – a scheme of establishment – setting out the local arrangements for integration, regardless of which model of integration is used. Requirements for the content of the Integration Scheme are set out in Regulations.
36. In Highland, the Health Board delivers adult health and social care, and is responsible for all complaints relating to those services. The Local Authority delivers children’s community health services and children’s social care services, and is responsible for all complaints relating to those services.
37. In all other areas, all of which are using the body corporate model, the Health Board and Local Authority create a partnership in the form of an Integrated Joint Board (IJB), which plans and commissions services that are then delivered by the Health Board and Local Authority in accordance with any directions issued by the

IJB. This means that the Health Board and Local Authority remain responsible for the delivery of health and social care services, and any complaints about service delivery will be dealt with through the existing health and social work complaints procedures.

38. We recognise the importance of ensuring that complaints are joined up from the perspective of the complainant. Health Boards and Local Authorities must agree and set out within their Integration Schemes their arrangements for managing complaints that relate to the delivery of services that are within the scope of integration. The Integration Scheme must also set out the process by which a service user, and anyone else complaining on behalf of a service user, may make a complaint. The arrangements set out in the Integration Scheme do not alter the underlying position, described above, that complaints are to be dealt with under existing health and social work complaints procedures.
39. The Health Board and Local Authority must ensure that the arrangements that they have jointly agreed are:
- Clearly explained;
 - Well-publicised;
 - Accessible; and
 - Allow for timely recourse.
40. They must also ensure that complainants are signposted to independent advocacy services.

Information sharing

41. During the discussions of the Working Group, the SPSO raised the difficulties that they encounter in sharing information with the Care Inspectorate and SSSC. The 2002 Act restricts the Ombudsman in relation to the information which it can disclose to other organisations and the purposes for which it can do so.
42. This restricts the SPSO from making either SSSC or the Care Inspectorate aware of any issues that have come to light as a result of its investigation into a complaint. It is intended that the SPSO will be able to highlight concerns or failings in care services or professionals to the appropriate body, if it discovers these in the light of its investigation into a complaint.
43. The draft Order makes a provision for SPSO to be able to share information with SSSC and the Care Inspectorate where it considers that the information relates to those bodies' regulatory functions.
44. Section 19 of the SPSO Act allows SPSO to share information with other bodies such as the Care Inspectorate and SSSC but only if it is specifically for the purpose of the SPSO undertaking its own investigation, or if the information indicates that a person constitutes a threat to the health and safety of others.

45. There are other scenarios when the SPSO may wish to share information but at present are unable to, even if a request has been made by the other organisation. For example:-
- when there is no clear and justifiable reason, for the purposes of undertaking the SPSO's investigations, for SPSO to need to share any information with the other body in order to obtain further information from them;
 - when SPSO has completed its investigation and issued a final decision;
 - when SPSO wants to share details of all of the live cases about a particular organisation in order to inform an inspection;
 - where the information relates to an area that SPSO does not have jurisdiction to investigate (e.g. a case about NHS or Local Authority functions which also references complaints about care provision in a home – a Care Inspectorate responsibility).
46. Section 20 to the 2002 Act authorises the SPSO to disclose any information obtained by or supplied to it to the persons specified in schedule 5 if the information appears to the SPSO to relate to a matter specified in that schedule in relation to that person. In order to deal with the scenarios listed above, the draft Order adds new entries to schedule 5. These will allow the SPSO to disclose to the SSSC information relating to its professional regulatory functions; and disclose to the Care Inspectorate information relating to its inspection and registration functions.
47. The draft Order also amends section 56 of the Public Services Reform (Scotland) Act 2010, which deals with confidential information obtained by Care Inspectorate inspectors in the course of their inspections. The amendment would authorise the disclosure of information to the SPSO where that would assist the SPSO in carrying out its investigatory functions under the 2002 Act.
48. The SPSO, Care Inspectorate and SSSC will remain subject to Data Protection legislation, and will treat any information shared between them in accordance with the Data Protection Act 1998, only processing sensitive data when required so that there are provisions in place to allow for the protection of data.

Funding of SPSO to undertake the additional functions

49. The Scottish Government has made a commitment to the SPCB that the SPSO will be fully resourced for the changes made by the draft Order. The Scottish Government will continue to work with SPCB and the SPSO on the resource implications arising from these changes.

Costs on other bodies and individuals

50. The draft Order will not generate any additional costs on bodies or individuals other than the SPSO. It is anticipated that Local Authorities will benefit from the changes as an administrative burden (in the form of CRCs) will be removed from them.

Review of effectiveness of the changes

51. The Scottish Government will, in collaboration with SPSO and stakeholders, after the first full year of operation of the revised complaints system, conduct a light-touch review of how the new system is performing against the principles of the recommendations of the Sinclair and Crerar reports to ensure that the system is supporting service users.

DRAFT ORDER

52. The draft Order contained in Annex A makes the legislative changes necessary to allow the SPSO to take on the role currently undertaken by local authorities' Complaints Review Committees. It also repeals the provisions which create the framework for the existing complaints procedures.

53. Until the Order is enacted, it will remain a requirement for local authorities to continue to hold Complaints Review Committees. The savings provisions mean that the existing local authority complaints procedures (including Complaints Review Committees) will continue to apply to any complaints which have been made before the changes come into force.

54. The draft Order contains provisions for:

- Extending the remit of the SPSO to enable them to consider complaints made about social work which are not solely about maladministration, but enable the SPSO to consider the professional judgment of social work staff.
- Repealing the existing requirements on local authorities to create a social work complaints procedure. One effect of this repeal is that the SPSO will be able to use its existing functions to create a model complaints handling procedure for social work complaints, and that local authorities will be obliged to adopt a procedure which complies with that model. This brings SPSO functions in relation to social work into line for those for health, where the SPSO sets out its model complaints handling procedures which it expects local authorities to follow.
- Allowing the sharing of information between SPSO, Care Inspectorate and the Scottish Social Service Council (SSSC) where relevant to their regulatory functions.

55. The draft Order, if approved, is expected to come into force on 1st October 2016, to allow time for the preparations for the change to be undertaken.

56. The explanatory note to the draft Order should be read in conjunction with the draft Order in responding to this consultation.

CONSULTATION QUESTIONS

1. Do you agree that the Local Authority Complaints Review Committees should be replaced?
2. Do you agree with the proposal to extend the functions of the Scottish Public Services Ombudsman (SPSO) to allow the SPSO to investigate stage 3 of complaints for social work?
3. Do you agree with the proposal to extend the role of the SPSO in relation to social work complaints to allow them to consider in their investigations matters of professional judgment of social work staff?
4. Do you agree that the SPSO should be able to share information with the Care Inspectorate (Social Care and Social Work Improvement Scotland) and the Scottish Social Services Council in relation to social work?
5. Do you have any other comments on the proposals?

Proposed draft Order laid before the Scottish Parliament under section 26(2)(a) of the Public Services Reform (Scotland) Act 2010 for the purposes of consultation required by section 26(1) of that Act.

Draft Order laid before the Scottish Parliament under section 25(2)(b) of the Public Services Reform (Scotland) Act 2010, for approval by resolution of the Scottish Parliament.

DRAFT SCOTTISH STATUTORY INSTRUMENTS

2016 No.

REGULATORY REFORM

SOCIAL CARE

**The Public Services Reform (Social Work Complaints Procedure)
(Scotland) Order 2016**

Made - - - -

Coming into force - - *1st October 2016*

The Scottish Ministers make the following Order in exercise of the powers conferred by section 14(1) and (7) and 17(1) and (9) of the Public Services Reform (Scotland) Act 2010⁽²⁾ (“the Act”) and all other powers enabling them to do so.

The Scottish Ministers consider that the conditions in section 16(2) and 18(2) of the Act are satisfied.

The Scottish Ministers have consulted in accordance with section 26 of the Act.

In accordance with section 19(2) of the Act, the Scottish Parliamentary Corporate Body has consented to the laying of a draft of this Order.

The Scottish Ministers have laid a draft of this Order and an explanatory document before the Scottish Parliament in accordance with section 25(2)(b) of the Act.

In accordance with section 25(2)(c) of the Act, the draft of this Order has been approved by resolution of the Scottish Parliament.

(2) 2010 asp 8. The effect of sections 14 to 30 and schedule 5 and 6 of the Act has been extended by virtue of section 134(4) and S.S.I. 2015/234.

Citation and commencement

1. This Order may be cited as the Public Services Reform (Social Work Complaints Procedure) (Scotland) Order 2016 and comes into force on 1st October 2016.

Amendment of the Scottish Public Services Ombudsman Act 2002

2. The Scottish Public Services Ombudsman Act 2002⁽³⁾ is amended in accordance with articles 3 and 4.

3. In section 7 (matters which may be investigated: restrictions), after subsection (2) insert—

“(2A) Subsection (1) does not apply to the merits of a decision taken by or on behalf of a person mentioned in subsection (2B) in pursuance of a social work function to the extent that the decision was taken in consequence of the exercise of the professional judgment of the social worker or other person discharging the function.

(2B) The persons are—

- (a) a local authority, or
- (b) the holder of an office established by or under any enactment to which appointments are made by a local authority.

(2C) In subsection (2A), “social work function” means a function conferred by or under—

- (a) the Social Work (Scotland) Act 1968⁽⁴⁾,
- (b) an enactment mentioned in section 5(1B) of that Act, or
- (c) an enactment listed in the schedule to the Public Bodies (Joint Working) (Scotland) Act 2014⁽⁵⁾.”.

4. At the end of schedule 5 (disclosure of information by the Ombudsman) insert—

“The Scottish Social Services Council	A matter in respect of which the Scottish Social Services Council could exercise any power conferred by— <ul style="list-style-type: none">(a) section 46 (grant or refusal of registration),(b) section 47 (variation etc. of conditions in relation to registration),(c) section 49 (removal etc. from the register), of the Regulation of Care (Scotland) Act 2001 ⁽⁶⁾
---------------------------------------	--

⁽³⁾ 2002 asp 11.

⁽⁴⁾ 1968 c. 49. Section 5(1B) was inserted by the Local Government etc. (Scotland) Act 1994 (c.39), Schedule 13, paragraph 76(3)(b) and amended by the Children (Scotland) Act 1995 (c. 36), Schedule 4, paragraph 15(4)(b); the Criminal Proceedings (Consequential Provisions) (Scotland) Act 1995 (c. 40), Schedule 4, paragraph 6(2); the Regulation of Care (Scotland) Act 2001 (asp 8), schedule 4, paragraph 1; the Mental Health (Care and Treatment) (Scotland) Act 2003 (asp 13), schedule 4, paragraph 1(3); the Adoption and Children (Scotland) Act 2007 (asp 4), schedule 2 paragraph 2(2)(a) and schedule 3, paragraph 1; the Social Care (Self-directed Support) (Scotland) Act 2013 (asp 1), section 21(b); the Children and Young People (Scotland) Act 2014 (asp 8), schedule 5, paragraph 1(b) and S.S.I. 2013/211.

⁽⁵⁾ 2014 asp 9.

⁽⁶⁾ 2001 asp 8.

Social Care and Social Work Improvement Scotland	<p>A matter in respect of which Social Care and Social Work Improvement Scotland could exercise any power conferred by—</p> <p>(a) chapter 2 (social services; inspections),</p> <p>(b) chapter 3 (care services; registration etc.),</p> <p>(c) chapter 4 (local authority adoption and fostering services etc.),</p> <p>of Part 5 of the Public Services Reform (Scotland) Act 2010⁽⁷⁾”.</p>
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Amendment of the Public Services Reform (Scotland) Act 2010

5. In section 56 of the Public Services Reform (Scotland) Act 2010 (inspections: authorised persons), in subsection (4)—

- (a) omit “or” immediately following paragraph (c);
- (b) after “offenders” in paragraph (d) insert—
 - “, or
- (e) to the extent considered necessary by the authorised person for the purpose of assisting the Scottish Public Services Ombudsman in connection with the Ombudsman’s investigatory functions under the Scottish Public Services Ombudsman Act 2002”.

Amendment of the Social Work (Scotland) Act 1968

6. Omit section 5B of the Social Work (Scotland) Act 1968⁽⁸⁾ (complaints procedure).

Saving provision

7.—(1) Where paragraph (2) applies, section 5B of the Social Work (Scotland) Act 1968 continues to have effect on and after 1st October 2016 as it had effect immediately before that date.

(2) This paragraph applies in the case of any representations (including complaints) made before 1st October 2016 through a procedure established in accordance with the Social Work (Representations Procedure) (Scotland) Order 1990⁽⁹⁾.

Name

Authorised to sign by the Scottish Ministers

St Andrew’s House,
Edinburgh
Date

⁽⁷⁾ 2010 asp 8.

⁽⁸⁾ Section 5B was inserted by the National Health Service and Community Care Act 1990 (c.19), s. 52, and amended by the Local Government etc. (Scotland) Act 1994 (c.39), Schedule 13, paragraph 76(5) and the Children (Scotland) Act 1995 (c.36), Schedule 4, paragraph 15(5)(a) and Schedule 5, paragraph 1.

⁽⁹⁾ S.I. 1990/2519.

EXPLANATORY NOTE

(This note is not part of the Order)

This Order amends the Scottish Public Services Ombudsman Act 2002 (“the 2002 Act”) in order to allow the Ombudsman to consider the merits of certain social work decisions taken in the exercise of professional judgment in the course of its investigations under section 2 of the 2002 Act. Section 7(1) of the 2002 Act generally precludes the Ombudsman from questioning the merits of discretionary decisions when carrying out investigations. New section 7(2A) of the 2002 Act, introduced by article 3 of the Order, creates an exception to this rule. The exception applies to decisions taken in pursuance of functions conferred by the enactments referred to in new section 23(1A) of the 2002 Act, to the extent that those decisions are taken in consequence of the exercise of professional judgment. The functions in question may be conferred on the local authority itself or on particular office holders appointed by the local authority. The latter group would cover, in particular, chief social work officers, mental health officers and council officers acting under the Adult Support and Protection (Scotland) Act 2007.

Article 4 of the Order amends schedule 5 to the 2002 Act. Schedule 5 sets out the bodies with whom, and the matters relating to which, the Ombudsman is permitted under section 20 of the 2002 Act to disclose certain information. The amendment permits the Ombudsman to disclose to the Scottish Social Services Council information which appears to it to relate to the Council’s professional regulatory functions. It also permits the Ombudsman to disclose to Social Care and Social Work Improvement Scotland (commonly known as the Care Inspectorate) information which appears to it to relate to the Care Inspectorate’s inspection and registration functions.

Article 5 of the Order amends section 56 of the Public Services Reform (Scotland) Act 2010. The effect of this amendment is to authorise a Care Inspectorate inspector to disclose confidential information obtained in the course of an inspection to the Ombudsman where the inspector considers this necessary to assist the Ombudsman in connection with its investigatory functions.

Article 6 of the Order repeals section 5B of the Social Work (Scotland) Act 1968 (“the 1968 Act”). That section confers a power on the Scottish Ministers to make an Order to require local authorities to establish a procedure to consider representations (including complaints) in relation to the exercise of certain social work functions. That power has been exercised through the Social Work (Representations Procedure) (Scotland) Order 1990 (“the 1990 Order”)

Article 7 of the Order is a saving provision. It provides that section 5B of the 1968 Act continues to have effect in relation to any representations (including complaints) made under the 1990 Order before 1st October 2016.



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SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL

**REPORT ON REDUCING RE-OFFENDING COMMITTEE ANNUAL REPORT 2014-2015
AND ACTION PLAN 2015-2016 FOR WEST LoTHIAN**

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

The purpose of this report is to advise the Social Policy, Policy Development and Scrutiny Panel of the Reducing Re-offending Annual Report 2014-2015 and Action Plan 2015-2016. This Annual Report reflects the work of the Reducing Re-offending Committee and the progress made over the period 2014-2015.

B. RECOMMENDATIONS

That the Panel:

1. Notes how the Reducing Re-offending Committee Annual Report and Action Plan outline the key themes that are considered a priority for Scottish Government, West Lothian and its Partners.
2. Notes how the Reducing Re-offending Committee and its associated sub-committees are driving forward key initiatives and developments.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customer's needs. Being honest, open and accountable. Making best use of our resources. Working in Partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	No implications
III Implications for Scheme of Delegations to Officers	No current implications
IV Impact on performance and	The Reducing Re-offending Committee has its

	performance Indicators	own overarching Performance Indicators and each of the Sub-committees have their own suite of performance indicators.
V	Relevance to Single Outcome Agreement	<p>We live in resilient, cohesive and safe communities.</p> <p>People most at risk are protected and supported to achieve improved life chances.</p> <p>We live longer, healthier lives and have reduced health inequalities.</p>
VI	Resources - (Financial, Staffing and Property)	None
VII	Consideration at PDSP	Reducing Re-offending Committee Annual Report 2013-2014 and Action Plan 2014-2015 was considered at a PDSP on 4 th September 2014.
VIII	Other consultations	HMP Addiewell, Police Scotland, Third Sector, NHS Lothian.

D. TERMS OF REPORT

The Reducing Re-offending Committee Annual Report 2014-2015 and Action Plan 2015-2016 is the second since the Reducing Re-offending Committee was established in January 2013. This Annual Report reflects the work of the Reducing Re-offending Committee during the period 1st April 2014 to 31st March 2015 and the Action Plan for 2015-2016. The aim of the Reducing Re-offending Committee and its associated sub-committees is to reduce re-offending by making communities safer through tackling crime and anti-social behaviour. The Reducing Re-offending Committee and the sub-committees meet on a quarterly basis.

The West Lothian Reducing Re-offending Strategic Plan (2013-2018) defines the shared vision, priorities and outcomes for Partners in West Lothian who will take responsibility for taking forward this Agenda. The key themes that are considered a priority for the Scottish Government, West Lothian and its Partners are:

- Women who offend
- Young people who offend
- High risk violent offenders
- Short-term prisoners
- Persistent/Prolific Offenders (adult and juvenile)
- Domestic Abuse

- Drug and Alcohol Related Crime
- Employability
- Housing needs
- Addressing Inequalities
- Managing difficult to engage offenders.

These priorities are being taken forward by 4 sub-committees which report directly to The Reducing Re-offending Committee. Each of the 4 sub-committees has specific areas of responsibility and are:

- Offender Management Sub-committee
- Violence against Women Strategic Group
- Youth Crime Sub-committee
- Offender Engagement Sub-committee

Each of the sub-committees has their own detailed Action Plans which inform the main priorities of the Reducing Re-offending Committee Action Plan (2015-2016) – as detailed within the Annual Report. Each sub-committee also has their own suite of performance indicators and are monitored and analysed within these groups.

During the course of 2014-2015 there has been a specific focus on:

- The development of a new Reducing Re-offending Committee Performance Management Framework
- Community Planning Partnership (CPP) Audit undertaken by the Accounts Commission.
- The development of the West Lothian Offender Profile 2013-2014.
- Consultation on the Community Justice Redesign.

In addition to this, the Reducing Re-offending Committee Annual Report outlines the main activities and initiatives which have been taken forward in this period in order to progress the Reducing Re-offending Agenda. These include:

- The Reshaping Children's Services agenda to reduce the use of external resources.
- The ongoing review and updating of the Whole Systems Approach within West Lothian.
- The development of the Young Almond Project to address the needs of young women and girls at risk.
- Prepare for the implementation of the Children and Young People (Scotland) Act 2014.
- Prepare for a new model of delivering Community Justice in Scotland.

More specifically, the sub-committees have taken forward a number of key activities

during the course of 2014-2015. The **Offender Management Sub-Committee** has been successful in increasing ViSOR access to Criminal Justice staff. The Sub-Committee also reported on the positive MAPPA review audit completed in June 2014. The **Youth Crime Sub-Committee** reported on the increasing number of more complex cases being dealt with at the Early and Effective Intervention (EEI) meetings and that the level of re-offending is reducing. Tackling Serious Organised Crime is being taken forward by this sub-committee and is beginning to develop new approaches around the “Divert” and “Deter” strands. The **Offender Engagement Sub-Committee** reported on the Domestic Violence Programme which is currently being piloted. HMP Addiewell has also completed their initial pilot of an “Asset Based Approach” model aimed at short term prisoners and West Lothian Drug and Alcohol Service being commissioned to deliver voluntary throughcare.

These and other initiatives and developments to address the main priorities will continue to be progressed over the coming months and years in order to reduce offending and re-offending and to keep communities safe.

E CONCLUSION

The Social Policy, Policy Development and Scrutiny Panel are invited to note the second Reducing Re-offending Committee Annual Report 2014-2015 and the Action Plan 2015-2016 and how the Reducing Re-offending Committee and its associated Sub-Committees are driving forward key initiatives and developments in order to address the key priorities of the Scottish Government, West Lothian Council and its Partners.

Building resilient and safe communities and protecting people who are most at risk is a priority for West Lothian Council and its Partners. Working together to deliver responsive, appropriate and early interventions will be key in delivering better outcomes for the citizens of West Lothian.

F. BACKGROUND REFERENCES

Reducing Re-offending Committee Annual Report 2014-2015 and Action Plan 2015-2016.

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Head of Social Policy (Interim)

Date: 5th November 2015



Reducing Re-offending Committee

Annual Report 2014-2015 Action Plan 2015-2016



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Preface

This Annual Report reflects the work of the Reducing Re-offending Committee during the period 1st April 2014 to 31st March 2015 and the Action Plan for 2015-2016.

This Annual Report is the second since the Reducing Re-offending Committee was established and aims to reflect on the progress made in the previous 12 months of which its priority is to reduce re-offending, by making communities safer through tackling crime and anti-social behaviour.

The Community Safety outcomes: **“We live in resilient, cohesive and safe communities”** and **“People most at risk are protected and supported to achieve improved life chances”** is embedded in West Lothian's Community Plan and Single Outcome Agreement 2013-2023.

The West Lothian Reducing Re-offending Strategic Plan 2013-2018 defines the shared vision, priorities and outcomes for the Partners in West Lothian who will continue to take responsibility for taking forward the reducing re-offending agenda.

Chair

Tim Ward
West Lothian Council

Vice Chair

Graham Paxton
NHS Lothian



Context

West Lothian has a population of approximately 176,000 and has the youngest and fastest growing population in Scotland. The population of West Lothian accounts for around 3.3 per cent of the total population. Around 20% of the population is aged 0-15 years, 17 per cent are aged 16-29 years and 19% make up the over 60 age group. Continued population growth is expected as developments in West Lothian's Core Development Areas continue to progress over the next decade. West Lothian is one of the fastest growing parts of Scotland and is predicted to continue this trend, with predictions that it will rise by over 19% by 2035. West Lothian rate of increase in population from 1991-2011 is at 21.55%, the highest of all local authority areas. The working age population and under 15 year olds are likely to see the highest increase in the coming years.



The West Lothian Reducing Re-offending Strategic Plan (2013-2018) is the document which sets out the means by which partnership working across the range of Criminal Justice and Community Safety organisations will ensure the successful delivery of the outcomes and make communities safer. It also highlights the importance of partnership and collaboration with education, health and housing including 3rd sector agencies. This will provide the most successful outcomes where crime and the root causes of crime are viewed holistically. This partnership approach is particularly relevant in relation to prevention and tackling the social issues and inequalities that exist within society.

Building strong and safe communities is priority for West Lothian Community Planning Partnership. Nationally, there have been general reductions in crime in the last few years. In West Lothian, Miscellaneous Crimes accounted for the highest number of detected crimes and includes common assault, breach of the peace etc and represents an increase of 6% on last year's figures. This is higher than the national average. Other crime groups represent very small variances in comparison with last year. Overall, West Lothian has a lower crime rate than that of the Scottish average.

The key themes that are considered a priority for the Scottish Government, West Lothian and its partners continue to be:

- Women who offend
- Young People who offend
- High Risk Offenders
- Short-term prisoners
- Persistent/Prolific offenders (adult and juvenile)
- Domestic Abuse
- Drug and Alcohol Related Crime
- Employability
- Housing Needs
- Addressing Inequalities
- Managing Difficult to Engage Offenders



The Reducing Re-offending Committee Overview 2014-2015

The Reducing Re-offending Committee meets on a quarterly basis as does the associated sub-committees:

- Offender Management Sub-Committee
- Violence against Women Strategic Group
- Youth Crime Sub-Committee
- Offender Engagement Sub-Committee

The following have been the specific activities over the course of last year:

- The development of a new Performance Management Framework
- Community Planning Partnership (CPP) Audit was undertaken by the Accounts Commission. The Accounts Commission found West Lothian CPP to be a strong, mature partnership which is making good progress in delivering outcomes for West Lothian which some areas for improvement.
- The development of the West Lothian Offender Profile 2013-2014.
- Consultation on Community Justice Re-design.

There have also been a number of presentations delivered to the Reducing Re-offending Committee over the course of the past year and they have included:

- Multi-Agency Public Protection Arrangements (MAPPA).
- Domestic and Sexual Abuse Team (DASAT).
- Early and Effective Intervention (EEI).



Key Actions and Priorities for 2015/16

- Reshaping Children's Services. This work aims to significantly reduce the use of external resources whilst investing in activity to keep children and young people within their own communities. This will involve further development and review of the Whole Systems Approach Implementation Plan.
- Develop "Young Almond Project". This targeted initiative for challenging young women aged 12-16 will reduce the numbers of girls in external care provision.
- The introduction of the Children and Young People (Scotland) Act 2014. This new legislation, including extending duties to Looked After young people up to the age of 25 and will result in improved transitions for young people.
- Prepare for a new model of delivering Community Justice in Scotland. This was announced by the Scottish Government in December 2014 following reports by Audit Scotland (September 2011) and the Commission on Women Offenders (April 2012). The conclusion of these reports was that community justice services in Scotland were unnecessarily complicated and not well co-ordinated. West Lothian's views have been represented at each stage of the consultation, and the outcome is broadly in line with the options preferred in West Lothian's submissions. The new model plans to deliver a community solution to the achievement of improved outcomes for community justice, and to the problem of re-offending and the task of offender management. The Scottish Government suggests that the Community Empowerment (Scotland) Bill (specifically part 2) will help put this on a firm statutory footing. Local strategic planning and delivery of services through Community Planning Partnerships (CPP's) is central to the new arrangements, ensuring the best use of local knowledge and experience. This will result in a restructuring of the Reducing Re-offending Committee and will involve other groups who are focused on Community Justice. Due to this restructuring it is unlikely that an Annual Report will be produced next year.



Summary of Sub-Committee Activities 2014-2015

Offender Management Sub-Committee

There have been 4 meetings of the OM Sub-committee during the year 2014-2015 and these have been held on a quarterly basis. The 2014-2015 Action Plan was updated to reflect the new priorities for the New Year.

Increasing ViSOR access to Criminal Justice staff has been completed.

Following on from the success of previous MAPPA training, a further event was conducted on the 12th December 2014 with future events also being planned. Once again, this involved presentations from Criminal Justice Social Work, MAPPA Co-ordination unit, NHS Lothian and Police Scotland.

A MAPPA review audit was completed on 13th June 2014 with all areas audited being assessed as either very good or excellent. The audit noted specifically

“There was very strong evidence of effective partnership working between CJSW, Children and Families, Housing and Police”.

and

“Risk management plans were clearly recorded and kept under active review.”

A revised document set for MAPPA Level 1 has also been designed and is due to be introduced shortly. This has been developed with engagement from Police Offender Management Unit and Criminal Justice Social Work and it is envisaged that this will provide significant time savings for staff, whilst retaining a clear focus on risk management and reduction of re-offending.

There is also a quarterly update on the performance reporting for the MAPPA statistics held by the MAPPA co-ordination unit.

The national proposal to include Category 3 offences within the MAPPA process has been delayed at this time but may be incorporated in the future.



Youth Crime Sub-committee

The Youth Crime Sub-committee (YCSC) met 4 times in the year 2014-2015; the meeting dates being aligned to the quarterly meetings of the Reducing Re-offending Committee (RRC). The YCSC supports the work of the RRC by overseeing the operational work taking place to reduce offending and re-offending and ensuring that this is consistent with local and national objectives. This is reflected in the YCSC Action Plan.

The basis of these objectives is underpinned by the Whole System Approach (WSA) which supports children and young people from 8-21 years through Early and Effective Intervention (EEI), prevention and diversion from prosecution, the management and assessment of risk and the provision of support through the court process if required.

The functions of the YCSC in 2014-2015 have helped to enable this and actions have included:

- Supporting and contributing to the Early and Effective Intervention work for both the 8-15 year old group and the 16 and 17 year old group. All members provide partnership representation at the weekly EEI meetings. The number and complexity of referrals to these meetings are increasing and the number of re-offenders is reducing as this work develops.
- Designing educational packages around the “divert” and “deter” strands of tackling serious organised crime. Overseen by the YCSC, our members are targeting young people who are vulnerable to becoming involved in this area within their client groups.
- Developing improved services and responses and continuing to adapt to address the needs of children and young people who offend, and their complex problems, by improving the design of our youth justice service.

We are working towards the next phase of the Whole System Approach. School Inclusion Projects, gender specific approaches to female offenders and increased community engagement with regard to Serious Organised Crime will be included in our revised Action Plan.

There have been notable successes this year including a reduction in young people being subject to secure care and residential school on offence grounds and there has been an overall reduction in the number of young people re-offending. This year has also seen an increase in the use of diversion.



Offender Engagement Sub-Committee

Domestic Violence

The group had been remitted with identifying ways in which we can deliver against the Domestic Violence theme, with a specific focus on perpetrator engagement in suitable programmes aimed at reducing further offending.

The one to one Domestic Violence Programme work has been piloted this year and is currently subject to ongoing monitoring and evaluation to gauge its effectiveness within West Lothian.

The Offender Engagement Sub-Committee will continue to identify the best option for perpetrators, ensuring no duplication with other groups is undertaken.

Persistent Offenders

There are a number of initiatives undertaken in tackling “persistent offending”. The definition of “Persistent Offender” being adopted within West Lothian is: “The top 20 offenders identified by Police Scotland in West Lothian who have

accrued 5 or more charges/incidents in the previous 6 month period". This definition will enable us to evaluate this particular group.

The group have highlighted non-compliance rates amongst young people in attending addiction clinics. The Youth Justice Services are engaging young people involved in offending, and are tackling non-compliance accordingly. Further work in collaboration with the Youth Justice Service would be necessary in order to ascertain the impact upon re-offending rates as applicable.

HMP Addiewell has completed their initial pilot for delivery of an "Asset Based Approach" model aimed at short-term persistent offenders. The pilot yielded a number of findings following evaluation. The findings primarily highlighted that quick return to custody was a result of outstanding fines; lack of employment opportunities/access to benefits for the Work Programme/housing arrangements and relational issues.

Short-Term Prisoners

WLDAS have been commissioned within West Lothian to deliver Voluntary Throughcare. This initiative is currently in its early stages but there has been an increase in engagement of the number the of Short Term prisoners undertaking this. Work is also underway to evaluate national programmes designed to work with Short Term prisoners and whether these will be effective in addressing the needs of Short Term prisoners within West Lothian.

Employability

There is a number of activities required in order to better engage offenders in employment and training opportunities within the community, and in particular, on release from prison.

There has been a recent change in information sharing protocols between DWP and the prison, whereby, limited access to information to track individuals on release. The prison has doubled their employability resources in order to better support individuals when being released back into the community, and in engaging them with support.

There has been some difficulty in engaging the relevant employment partners with the group. This will continue to be pursued.

Additional resources are now in place within the community to support young people with employability issues.

Awareness Raising

There is limited information on the availability of a local common forum within West Lothian where joint services can provide a presentation/leaflets etc on Reducing Re-offending in West Lothian.

This is being explored via the local Community Council with the aim of introducing a concerted effort to raise awareness of this agenda. It is anticipated that where this is not feasible, the Offender Engagement Sub-Group will scope out a Terms of Reference for the introduction of such a forum.

Next Steps

All other actions contained within the Offender Engagement Sub-Committee Action Plan continue to progress in line with expected target dates.



Progress of Reducing Re-offending Action Plan 2014-2015

High Risk Offenders					
Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
Provide robust responses to violent and sexual offenders	Develop environmental screening processes for NASSO	Revise and review full processes for Level 1, 2 and 3 MAPPA cases	Complete	High Risk Offender Lead Officer MAPPA Members	Processes are in place to deal with violent and sexual offenders within the existing MAPPA structure which will be measureable through performance indicator and monitored through the Offender

Preparing to introduce a set of arrangements for Category 3 offenders under MAPPA	Initial Evaluation to be undertaken	Audit relevant current offenders	Complete		Management Sub-Committee. National evaluation completed but there is no implementation date set yet.
Re-establish use of ViSOR for Criminal Justice Social Work	Move ViSOR suite to larger venue within Civic Centre	Negotiation with Police Scotland and Civic Centre Building managers	Complete	Criminal and Youth Justice Group Manger Chair of Offender Management Sub-committee	Criminal Justice Social Work staff has re-established access to ViSOR.
Domestic Abuse					
Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
Continue to establish 1:1 programme for perpetrators of domestic abuse	Increase number of perpetrators of Domestic Abuse undertaking the 1:1 programme	Promote and increase take-up of 1:1 Domestic Abuse Programme with Courts To include HMP	Complete	Criminal and Youth Justice Group Manger Violence Against Women Strategic Group	Increase Domestic Abuse perpetrators undergoing the programme resulting in a reduction in further offending Programme

		Addiewell Prisoners			implemented within the prison
Establish corporate council and CPP Membership of the White Ribbon Campaign	Raise awareness of White Ribbon Campaign throughout the council and partnership	Communication with appropriate Council and Partnership bodies	A decision was made not to pursue this at this time.		Increased membership and awareness of the White Ribbon campaign
<h2>Young People who Offend</h2>					
Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
Youth Justice Redesign to improve effectiveness of local service delivery to meet the needs of young people who offend	Increase the numbers of early intervention cases considered at EEI	Develop EEI Framework to include 16 and 17 year olds and increase the remit to include higher tariff young people	Completed	EEI Co-ordinator Members of the EEI Screening Group	Increase in number of referrals to EEI 8-17 year olds and an increase in higher tariff referrals. Reduction in re-offending rates for young people who offend. This will be monitored through the Youth Crime Sub-committee and Performance

					reporting.
	Develop a response to meet the specific needs of girls and young women who offend	Develop a gender specific service for young women and girls who offend	Young Almond Initiative to be piloted in 2015/2016	Youth Justice Manager/Group Manager with SDO involvement	Reduction in young people being placed in external resources. If successful, then a decision will be made on how to sustain this in the future.
	Develop a response to young people who are chaotic and at risk of secure, custody or residential school	<p>Work in partnership with One-to-One Mentoring</p> <p>Work in partnership with Youth Inclusion Project and housing, particularly when returning from external resources</p> <p>Develop a local resource as an alternative to secure, custody and residential school</p> <p>Increased use of Movement Restriction Conditions (MRC's) and Intensive Support and Monitoring Service (ISMS's).</p>	Initial resources have been identified and put in place. This will be monitored in order to gauge their effectiveness.	Youth Justice Manager/Group Manager with SDO involvement	Reduction in young people being placed in external resources

	Develop a process where those involved in serious organised crime are being targeted.				
Persistent Offenders					
Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
Ensure prolific and persistent offenders receive appropriate drug and alcohol services and sustain engagement	<p>Continue established links with Alcohol and Drug Partnership and agencies.</p> <p>Develop a process which targets individuals involved in persistent offending</p> <p>Develop a process of monitoring those who commit persistent offences</p>	<p>Consider how we identify and refer persistent offenders to appropriate services</p> <p>Identify persistent offenders on admission to custody and prioritise services</p> <p>Develop reporting mechanisms for measuring the return to custody</p>	Complete	<p>Alcohol and Drug Partnership Consider developing existing referral routes through discussion with appropriate agencies</p> <p>HMP Addiewell</p> <p>HMP Addiewell</p>	<p>A reduction in prolific and persistent offenders re-offending and sustaining engagement with drug and alcohol agencies</p> <p>Reduction in number of persistent offenders returning to custody. Enhanced throughcare provision in place.</p>

	Introduce Asset Based Model approach to persistent offenders in custody	Build upon the assets of prisoners whilst in custody, and on release	Complete This is now embedded within HMP Addiewell's prison management regime	HMP Addiewell	
Women who Offend					
Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
Continue to improve services for women who offend	Ensure that all women who require a service from the Almond Project receive the service at the point of need	Increase staffing capacity by one fixed term full-time member of staff	Completed	Criminal and Youth Justice Group Manager	A high rate of engagement with the Almond Project and a reducing in re-offending rates for women.

Short-term Prisoners					
Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
Ensure all short-term prisoners are offered post release support	<p>Increase and improve Voluntary Through care arrangements</p> <p>Extend LibRite service within HMP Addiewell</p>	<p>WLDAS/Almond Project are in place to provide TAS and Voluntary Through care</p> <p>Consistent delivery of service with key partners</p>	Complete	<p>WLDAS/HMP Addiewell</p> <p>WLDAS/HMP Addiewell</p>	Increase in number of short-term prisoners receiving a voluntary through care service. Reduction in women re-offending following engagement with the Almond Project.
Employability and Housing Needs					

Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
Develop a range of services to address employability, literacy, housing and welfare needs	Develop robust links with employment agencies and housing eg membership of OES by DWP	Develop a range of services to address employability, literacy, housing and welfare needs	<p>Services are now in place with the Youth Inclusion Project and Employability Services.</p> <p>There will now be a focus on Accommodation needs for 2015/2016.</p>	WLDAS/HMP Addiewell/Almond Project/Housing	Tenancy sustainment. Clear routes for individuals to receive employability skills and training where appropriate.
Improve Offender Engagement	Improve offender engagement through a review of Unpaid Work arrangements	<p>Introduce new initiatives i.e. one-to-one mentoring.</p> <p>Invite DWP/Jobcentre Plus onto Offender Engagement Sub-committee</p>	<p>Complete</p> <p>DWP/Jobcentre Plus has been invited but a representative has not been identified at this time.</p>		Reduction in breach proceedings being pursued

Problematic Substance Misuse					
Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
To ensure offenders have access to drug and alcohol services at the point of need	Commission, monitor, deliver and evaluate alcohol and drug services for offenders including young people who offend	WLDAS and Circle have been awarded the contract for drug and alcohol services in West Lothian for adults and young people. Services will be developed with these agencies to ensure they meet the needs of the individuals.	Complete	ADP CJSW WLDAS Circle	Sustained engagement with addiction services
	Partners consultation events aimed at continued improvement and performance management	Hold partner events throughout the year	April 2014/15 November 2014/15	OES Chair	Service improvements identified and implemented
	ABI implemented for offenders admitted to custody	Core screen enhancements in place	Complete	HMP Addiewell	Increased number of offenders engaged in drug and alcohol services.



Reducing Re-offending Action Plan 2015-2016

REDUCING RE-OFFENDING PLAN					
Objective	What are we going to do?	How will we do it?	When will we do it by?	Who is responsible?	How will we know when we have done it?
Implement the Young Almond Project as a response to meet the specific needs of girls and young women who offend.	Pilot the Young Almond Project	Recruit to one FTE Family Support Worker Post. Evaluation to determine ongoing sustainability	2015/2016	Team Manager – Youth Justice and Families Included Service. SDO involvement.	Reduction in young girls/women being placed in external resources.
Develop a response to young people who	Work in partnership with One-to-One		2015/2016	Youth Justice Manager/Group	

are chaotic and at risk of secure, custody or residential school.	<p>Mentoring.</p> <p>Work in partnership with Youth Inclusion Project and housing particularly when returning from external resources</p> <p>Develop a local resource as an alternative to secure, custody and residential school</p> <p>Increased use of Movement Restriction Conditions (MRC's) and Intensive Support and Monitoring Service (ISM's).</p> <p>Focus on the Housing Needs of young people in transition</p>	<p>Initial resources have been identified and put in place.</p> <p>Develop an Accommodation Strategy</p>	<p>2015/2016</p> <p>2015/2016</p>	<p>Manager with SDO involvement.</p> <p>Jointly with Housing and Social Policy</p>	<p>Accommodation Strategy in place to address the housing needs of young people in transition</p>
	Complete review of Whole Systems Approach Implementation Strategy	Align Whole System Approach Implementation Strategy with the national Preventing Offending Getting It Right for Children and	Meeting dates have been set to undertake review.	November 2015	<p>Youth Justice Manager/EEI Co-ordinator/SDO</p> <p>Produce a revised Whole Systems Approach Implementation Strategy.</p>

	Young People.				
Review governance arrangements for Offender Management Sub-Committee and Violence Against Women Group	Offender Management Sub-committee and Violence Against Women Group to come under the remit of the Public Protection Committee	Revise Governance Structure	April 2016	Chairs of respective groups.	OM Sub-Committee and VAWG will sit under the remit of the PPC
Review the provision of Domestic Abuse services	To undertake a full strategic review of the domestic abuse provision within West Lothian including developing a Violence Against Women Strategic Plan	To be taken forward under the new governance structure	April 2016	OM Sub-Committee and VAWG	Completed Strategic Plan
Review Governance arrangements for the Reducing Re-offending Committee	The Reducing Re-offending Committee to sit under a Community Justice Strategic Planning Group	Revise Governance Structure and membership to include other existing relevant groups	April 2016	Chair/Vice Chair of Reducing Re-offending Committee	New governance structure will be in existence
Introduction of the Community Justice Act	Prepare for the new statutory responsibilities under the new Community Justice Act	To be taken forward under the new governance structure	April 2016	Chair/Vice Chair under new governance structure	To be fully prepared for the new responsibilities of the new Act.



West Lothian
Council

SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL

REPORT ON WEST LOTHIAN OFFENDER PROFILE 2013-2014

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

This report is to advise the panel of the West Lothian Offender Profile 2013-2014 and how this Profile continues to inform the Reducing Re-offending Strategic Plan 2013-2018 and identify the priorities for future services.

B. RECOMMENDATIONS

That the Panel:

1. Notes how the West Lothian Offender Profile 2013-2014 provides an overview of crime within West Lothian and how this compares with national trends.
2. Notes the national and local priorities.
3. Notes some recent developments in West Lothian to address crime trends.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customer's needs.
	Being honest, open and accountable.
	Making best use of our resources.
	Working in Partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	No implications
III Implications for Scheme of Delegations to Officers	No current implications
IV Impact on performance and performance Indicators	None
V Relevance to Single	We live in resilient, cohesive and safe

	Outcome Agreement	communities. People most at risk are protected and supported to achieve improved life chances.
VI	Resources - (Financial, Staffing and Property)	None
VII	Consideration at PDSP	West Lothian Offender Profile 2012-2013 was considered at a PDSP on 14 th November 2013.
VIII	Other consultations	Police Scotland HMP Addiewell

D. TERMS OF REPORT

Reducing re-offending, by making communities safer through tackling crime and anti-social behaviour, is one of the priorities for the Scottish Government, West Lothian Council and its Partners. The West Lothian Reducing Re-offending Strategic Plan 2013-2018 defines the shared vision, priorities and outcomes for the Partners in West Lothian who will take responsibility for taking forward the reducing re-offending agenda.

The West Lothian Offender Profile has contributed to help identify the key priorities and themes which have informed the Reducing Re-offending Strategic Plan. The West Lothian Offender Profile 2013-2014 is the second one produced in West Lothian. This Report will aim to summarise and highlight the main findings from this most recent West Lothian Offender Profile.

The key priorities for West Lothian reflect the national picture and include:

- Women who offend
- Young people who offend
- High Risk Offenders
- Short-term Prisoners
- Persistent/Prolific Offenders
- Domestic Abuse
- Drug and Alcohol related crime
- Employability
- Housing needs
- Addressing Inequalities
- Managing Difficult to Engage Offenders

The aim of the West Lothian Offender Profile 2013-2014 aims to provide information on individual's involved in detected crime in West Lothian between 1st April 2013 and 31st March 2014.

SUMMARY OF FINDINGS

Crimes recorded by the police in Scotland decreased by 1% from 273,053 in 2012-2013 to 270,397 in 2013-2014. Recorded crime is now at the lowest level since 1974.

More specifically, in comparison from last year, the crime group that showed the

highest decrease were those of non-sexual crimes of violence which decreased by 10% nationally.

From 1st April 2013 through to 31st March 2013, 10,867 crimes were detected in West Lothian. This represents a slight increase from 9,188 in 2012-2013 and is true of both male and female detected crime. Despite this increase, West Lothian still has an overall crime rate lower than that of the Scottish average with lower levels reported in most crime groups.

Miscellaneous offences accounted for the highest number of all detected offences. This is the case for both males and females and is 6% higher than that of 2012-2013. This figure rose from 37% to 43%. Miscellaneous crimes include common assault, breach of the peace, threatening or abusive behaviour and offences involving alcohol (excluding driving under the influence). This increase is likely to be due to an increased focus on domestic related assaults. Crimes of violence and sexual offences are unchanged from 2012-2013 representing 2% of the total crime level. Crimes of dishonesty and traffic offences show a slight decrease on last year.

Male offending accounted for 82.5% of all crime in West Lothian with the peak age at 16 years. The volume of offending continued until age 32 for men before beginning to subside. The highest number of crimes occurred within the 31-40 age group; the highest crime group being miscellaneous crimes.

Violent offences were highest in the 21-40 age group, sexual offences were highest amongst the under 16 years and over 30 years, crimes of dishonesty were highest amongst 16 and 17 year olds with fire raising, vandalism and malicious damage most prevalent amongst the under 16 age range. Other crimes, which relate to drug related crimes were mainly within the 18-20 age range. Miscellaneous crimes were high amongst all age ranges and motor offences increased in the over 50's.

Female offending accounted for 17.5% of all crime in West Lothian with the peak age at 14 years. However, the volume of offending continued until 41 years for women before beginning to subside. Overall, there was little change in figures from last year but females under 16 years and over 21 years showed the highest increase. This increase related to crimes of threatening behaviour, minor assault and other miscellaneous offences. Females under 16 years showed a higher percentage of damage related crime. Acquisitive crimes and traffic offences were most prevalent in the older age groups. In a sample of female offenders, 41% reported being victims of domestic, sexual assault or both.

83% of domestic perpetrators were male with most crime committed within the 26-40 age range, peaking at 29 years. Female offending, in relation to domestic abuse, peaked at age 34.

There are also a number of persistent/prolific offenders within West Lothian – most of who are male over the age of 21 years. These are offenders who commit repeat offences usually related to drug use. This would concur with crimes of dishonesty being the highest crime group reported within this category. This is a similar picture to that of last year. The peak age for male prolific offending is between 31-40 years and accounts for the highest number of crimes. Contrary to male prolific offenders, the highest volume of crime committed by female prolific offenders includes Breach of the Peace and Common Assault. In the under 16 age group a small number of females commit a high volume of crime and this tends to be fire-raising and vandalism.

There have been various initiatives which have continued to be developed within West Lothian to address these crime trends. For example; The Almond Project, which works intensively with women offenders, has been expanded with the appointment of another Key worker, the Whole Systems Approach is currently under review to further meet the needs of young people who offend, and the Young Almond Project is under development to work intensively with young women and girls who are at risk. A Domestic Violence Programme is currently being piloted and West Lothian Drug and Alcohol Service have been commissioned to deliver voluntary throughcare.

The use of community based disposals has increased over the course of the past year, primarily Community Payback Orders. This increase is true of both male and female offenders. Figures on breaches indicate that this has decreased over the past year, however, some development is required in relation to data reporting in order to accurately make year on year comparisons and benchmarking. Gaps remain in relation to information on social and lifestyle issues and patterns of drug and alcohol use within West Lothian and needs further development in relation to data recording and reporting.

E. CONCLUSION

The West Lothian Offender Profile provides useful data which continues to inform the Reducing Re-offending Strategy 2013-2018 and helps identify priorities within West Lothian. Development will continue to ensure that systems are in place in order to provide information on continuing trends and patterns on the offending population with West Lothian. This will enable services to be targeted appropriately in the coming years.

F. BACKGROUND REFERENCES

None

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01506 281235
Jane Kellock
Head of Social Policy (Interim)

Date: 5th November 2015



SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL

ALCOHOL DIVERSIONARY ACTIVITIES

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

The purpose of this report is to inform the panel and seek their agreement that the Alcohol Diversionary applications are submitted to the Council Executive for funding approval.

B. RECOMMENDATIONS

It is recommended that the Social Policy PDSP consider the applications submitted for Alcohol Diversionary Funding and agree to their submission to the Council Executive.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none"> • Focusing on our customers' needs. • Being honest, open and accountable. • Making best use of our resources. • Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III Implications for Scheme of Delegations to Officers	No implications.
IV Impact on performance and performance Indicators	Reduction in the number of underage drinking and antisocial behaviour calls registered with the Community Safety Unit.
V Relevance to Single Outcome Agreement	People most at risk are protected and supported to achieve improved life chances.
	We live longer, healthier lives and have reduced health inequalities
VI Resources - (Financial, Staffing and Property)	The budget for 2015/16 is £100,000
VII Consideration at PDSP	None
VIII Other consultations	Consultation at 2 October meetings of West Lothian Alcohol & Drug Partnership Subgroup Panel on 6 th October and 23 rd October .

D. TERMS OF REPORT

BACKGROUND

A new governance process for the Alcohol Diversionary Funding was approved by the Council Executive on 21st January 2014, placing the responsibility for this funding within Social Policy.

The report submitted and approved by the Council Executive, references the Social Policy PDSP role within the new process:

“Local Area Committees (LACS) will receive any applications for proposed projects and will provide an assessment panel with their recommendations. Results from the application and approval process will then be reported to the PDSP and approved by the Council Executive”.

The applications detailed in this paper have proceeded through the West Lothian Alcohol & Drug Partnership Subgroup Panels on Tuesday 6th October and Friday 23rd October and have been assessed as meeting the West Lothian Alcohol Drug Partnership (WLADP) Joint Commissioning Plan outcomes.

CURRENT POSITION

There are two application considered and recommended by the WLADP Alcohol & Drug Partnership Subgroup. Brief details are:

ADP Partner	Project Name	Funding Request 2015/16
WLYAP	Intensive Support Programme – Males	£19,128
WLYAP	The 3 C's Project – Female	£7,230

E. CONCLUSION

The Social Policy PDSP is asked to note the ADP Subgroup recommendations for Alcohol Diversionary Funding and to recommend that the applications proceed through to the Council Executive.

F. BACKGROUND REFERENCES None

Appendices/Attachments:

Appendix 1 – Application form for “Intensive Support Programme- Males” WLYAP

Appendix 2 - Application form for “The 3 C's Project – Female “ WLYAP

Contact Person: Alan Bell, Senior Manager, Community Care Support and Services
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Jane Kellock, Head of Social Policy (Interim)

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Date: 5th November 2015

Appendix 1



Application Form

The West Lothian ADP Youth Alcohol Diversionary Fund application form is split into several sections covering different aspects of your initiative or project. Please take some time to ensure the main points are covered in the appropriate place.

Section 1 – Submission details	
TADP Partner	West Lothian Youth Action Project
Name of Key Contact	Helen Davis 01506 431430 or 07719716913
Project Title / Name	Intensive support Programme – Males Name to be decided by the group when established
Have you applied for funding for this same initiative before?	No
<i>If so, an evaluation must have been carried out AND attached before completing the following sections</i>	

Section 2 – The Project	
What outcome targets are set for the project?	Changing young people's attitudes to alcohol and associated risks. Young people at risk are informed about substance use and associated consequences Improved levels of self-esteem, confidence and aspiration levels of group participants assisting positive life choices. Improved attitudes and behaviour reducing the risk of involvement in crime.

	<p>Increased practical and life skills</p> <p>Increased resilience and knowledge of coping mechanisms reducing the risk of poor mental health</p> <p>Provision of Alcohol Brief Interventions, 1-1 support and referrals to other specialised agencies if required.</p>
What ward areas will the project cover?	<p>West Lothian wide with the exception of Linlithgow – application too late for the LAC. Also LYPP – Linlithgow Young People’s Project, provide groupwork programmes, although not the same as this proposal, there may have been some possible duplication.</p>
Who are the intended beneficiaries of the project?	<p>This application contains details of two programmes for young men</p> <p>13-15 age group and another for 16 – 19’s</p>
Which of the National Outcomes does the project cover?	<p>Our young people are successful learners, confident individuals, effective communicators and responsible citizens.</p> <p>We live longer happier lives and have improved chances for people at risk</p> <p>We live our lives free from crime, disorder and danger.</p>
What local priorities/ outcomes does the project cover?	<p>Young people have an alternative to drinking alcohol or taking other substances, and an increased awareness of healthy alternatives.</p> <p>Young people’s alcohol and drug consumption is reduced</p> <p>Improved levels of mental health and wellbeing</p> <p>Improved levels of confidence and positive contributions to society</p> <p>The outcomes of these programmes will have a strong link to the Whole Systems Approach and Early Intervention strategies adopted by West Lothian Council.</p> <p>Priority 3 – Improving attainment and positive destinations for children of school age.</p> <p>Priority 6 – Reducing crime and improving community safety.</p>

Section 2 – The Project

How does the project meet the Equalities and Diversity Agenda?	<p>The project will be open and inclusive; anti discriminatory practice will be at the core of the service. We will strive to ensure that young people participating in the project will be from a wide range of ethnic and social economic backgrounds. The partners involved have a history of welcoming young people from the LGBT and ethnic minority communities and intends to continue this.</p> <p>Colleagues should be mindful that this is a targeted programme, therefore referral based, with criteria provided to a wide range of partners and self-referrals will be considered.</p>
How does the project demonstrate positive engagement with the local community?	<p>The project will support some of the most vulnerable and at risk young people in our communities. Referrals can be made to the programme from community groups, voluntary and statutory sector organisations. The numbers involved in the programme are small but as a preventative measure, local communities will benefit as these young people without support, can become a drain on resources and public sector funding. Early Intervention has been evidenced to reduce escalating criminal behaviour, therefore reducing expenditure to Social work, Police, Youth Justice and many other services. For those most vulnerable and experimenting with alcohol and drugs, intervention can reduce the risk of harmful long term substance use. Increased positive mental health will be of benefit to group participants but also to a much larger network of people such as family and peers.</p>
How will your project be advertised/ publicised?	<p>The project will be advertised through schools, social workers, voluntary organisations, through the Early and Effective Intervention group, educational psychology, local youth providers networks, community buildings, street work staff, youth workers, police etc. and through Social media sites and our project Website.</p>
Explain what is new and innovative about this project?	<p>The project is a new approach to working with young men who are displaying signs of risk taking behaviour, or who are vulnerable or socially isolated due to their life circumstances. The young men will have been identified as experiencing poor life choices, difficulties in school, community or family settings by a range of workers. It has been evidenced that single sex work is appropriate for some young people; the young men identified may have poor male role models in their life, therefore, this programme will aim to establish trusting and positive relationships with the workers.</p> <p>The Youth Action Project have been asked on many occasions by schools and social workers if we run support groups for young men, as an alternative to mainstream school or training</p>

	<p>facility, particularly 4th year pupils and Christmas leavers in 5th year. We ran a pilot group for vulnerable and/or isolated young men during the summer holidays, this proved to be very beneficial for the young men referred for a 6 week period, however, attendance between 4 – 6 sessions was too short a period to effect sustained behavioural change or allow meaningful outcome evaluation. It is our intention to run a more in depth groupwork programme for a more sustained period if funds are approved.</p> <p>A key aspect of the programme will involve the use of materials developed in the Cool, Calm and Collected training pack due to be rolled out in West Lothian during the winter of 2015/6.</p> <p>In addition to the above programme materials being delivered, the young men's programme will include a more practical element than the proposed young women's group. We intend to use our workshop facility to encourage the young men referred to use their energies in construction, painting, design, bike maintenance, gardening etc. Staff will assist the young men to identify their practical skills but also their ability to communicate, work together, take instruction and deal with their own emotions and frustrations within a work setting. The issues that arise within the workshop sessions can be used as examples to explore within the Cool Calm and Collected programme content.</p> <p>A higher number of referrals have been received by YAP for young men aged 16-19 than young women, who are struggling to manage Skills Training or further education programmes. We therefore consider it appropriate to add this proposal for the older males. Statistically there are lower numbers of young men attaining positive destinations after leaving school than young women. This project will act as a preparation programme for participants enabling them to be more able to sustain future education or employment. Close links will be maintained with training agencies, McMc staff and colleges to ensure a smooth transition for these young men at the end of the programme.</p>
Is this a short term or long term solution/intervention?	<p>This is a time limited pilot programme running from late November 2015 – end of March 2016 initially, engaging targeted young women in our community who engage in risky behaviour, have limited social networks, poor mental health and have limited positive engagement with services or peers.</p> <p>The pilot will be fully evaluated and if successful additional</p>

	funding will be explored to extend the project post April 2016.
<p>Please give an outline of the project that will be undertaken including how the project need was identified and its relevance to the West Lothian ADP</p> <p>(maximum 500 words)</p>	<p>The Intensive programmes will be run by experienced youth workers and specialised instructors where required. The programme will be based predominantly within the Craigsfarm Campus and workshop in Craigshill, Livingston, however, other facilities will be accessed as needs are identified by the group. Referrals will be taken for young men who reside West Lothian wide as transport will be provided, particularly for those out with Livingston. We recognise that some young people are prohibited from taking part in programmes such as these due to geographical, economic or social factors. Self - travel will be encouraged where realistic.</p> <p>It has become apparent in recent months following referrals to the Youth Action Project, that there is a need for intensive support groups for young people both male and female. Particularly for those young people who have complex family situations and poor mental health; several of the referrals have identified, self - harming issues, poor self-esteem, poor peer associations, risky behaviour with substance use, not always prolonged but often as a reaction and inappropriate use of social media, as some of the core concerns expressed by colleagues in a variety of agencies.</p> <p>This application is a response to the identified need for groupwork – following discussion with a range of colleagues the applications have been made for single sex group work programmes.</p> <p>WLC Health Improvement team have been working with Edinburgh City Council and have agreed to co facilitate training on the teen confidence programme – recently evaluated very well – called Cool, Calm and Collected. 3 project staff members will be trained in this programme in Oct/ November, and this material will be utilised along with other appropriate sessions during this groupwork programme.</p> <p>We intend to use our workshop facility to encourage the young men referred to use their energies in construction, painting, design, bike maintenance etc. Staff will assist the young men to identify their practical skills but also their ability to communicate, work together, take instruction and deal with their own emotions and frustrations within a work setting. The issues that arise within the workshop can be used as examples to explore within the Cool Calm and Collected programme.</p>

	<p>The two programmes will differ slightly in content to reflect the age and stage of the young male participants.</p> <p>The aims of the group will be to provide:-</p> <ul style="list-style-type: none"> • A safe setting for identified young men to attend one day per week for 16 weeks approx. – Max numbers 20 per group – throughout the 4 month period, it is envisaged that some participants may only attend for a short period (Xmas leavers) or occasionally, this will be a voluntary, not compulsory group. (Expected average numbers per session 10-12) • A rolling programme so that appropriate young men can join the group when required, this will ensure that the group manage changing group dynamics, something that many struggle with, the group will be monitored closely by workers to ensure all members feel consistently welcomed. • To increase awareness of participants emotions, understanding their bodies and psychological behavioural patterns. • To increase communication and resilience skills • To raise realistic aspirations and improved access to further education, training and employment for participants. • To provide direct information on issues affecting the group and their peers, - E.G. Substance use Inc. NPS, alcohol and cannabis, sexual health and relationship inputs • A supportive environment where participants feel they can learn life skills and enjoy their time with a caring staff team and other like-minded peers. • Where appropriate – the opportunity to gain accredited certificates – Youth Achievement awards/ First Aid certificates, joiner module etc. • The opportunity to pilot the materials within the Cool Calm and Collected training manual. <p>An additional positive aspect to this programme will be the opportunity to shop, prepare and cook a meal/ snack together, there will also be planned activities / visits planned in conjunction with the group, therefore these cannot be</p>
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	<p>specified at this point, however, YAP have a proven track record of combining activities, groupwork approaches and 1-1 individual support within programmes.</p> <p>Staff facilitating the group will deliver ABI's as appropriate.</p>		
Project Start Date	Late Nov 2015	Project End Date	31 st March 2016

Section 3 – Resources

How much are you applying for the Fund?	<p>Costs Based On A 16 Week Programme, (Staff Inc. On Costs)</p> <p>We are aware that the Christmas New Year holiday period falls within the proposed project timeframe, this may alter the weekly contact hours for staff but a service will be provided to Those needing it during the holiday period.</p> <p><u>Intensive Support Project</u></p> <p><u>X 2 Groups</u></p> <p><u>13-15 Age Group + 16-19 Age Group</u></p> <p><u>Staff Costs</u></p> <p>X 2 Qualified Youth Workers – 12 Hours Per Week Each X 16 Weeks (6 Hours Direct Groupwork, 2 hours per session travelling/ collection time throughout West Lothian / 4 Hours Planning / Prep, Recordings And YAA Work weekly) @ £ 14.63 P. Hr = <u>£ 5,618</u></p> <p><u>Equipment And Resources –</u></p> <p>Safety Equipment – Googles/ Overalls Etc.- <u>£ 360</u></p> <p>Wood, Paint, Gardening Equipment – Based on previous Schools Workshop Programmes Etc. <u>£ 1800</u></p> <p>Stationary/ Photocopying & Materials required to carry out Exercises and Group Work contained within the Cool Calm and Collected Training Pack and Youth Achievement Awards <u>£ 220 – Inc. Costs of YAA Packs.</u></p> <p><u>Transport Costs</u> – Some participants will struggle to Self-Travel, although they will be encouraged to so, however, it is anticipated that staff will have to collect and return some young men to and from the group venue throughout West Lothian, for the duration of the Programme. There will also be occasional transport costs</p>

	<p>associated with Programmed Sessions.</p> <p>Diesel Costs For Minibus – Average 100 Miles Per Week X 16 @ 0.40p Per Mile = <u>£ 640</u></p> <p><u>Staff Training</u> = 2 Day Course – Provided By WLC Health Improvement Team in conjunction with Edinburgh City Council – Cool Calm and Collected, a New Programme positively reviewed assisting Young People to build Confidence, Resilience and manage being a teenager. The Training Is scheduled for the beginning of November and will be an excellent group to pilot the materials with, in addition to our Specialist Youth Work Sessions.</p> <p><u>Cost = £150</u> (ADP Fund 1 Staff Member, YAP will fund the other worker (£150) to attend the course through Core Funds).</p> <p><u>Refreshments/ Cooking Ingredients</u> – The group will make lunch for the whole group to eat together. The meals will be practical, easy to cook, Realistically Healthy Options, Planned, prepared and cooked by the group.</p> <p>Costs Based on £ 3 Per Head Per Group Session with an average of 10 + 2 Staff attending, Therefore an average of £ 36 Per Session X 16 Weeks = <u>£ 576</u></p> <p><u>Evaluation / Outcome Report At End Of Project</u></p> <p>Staff Member and Administration/ Database Worker Support Costs – 8 Hours = <u>£ 200</u></p> <p><u>Project Cost Per Programme - £ 9564</u></p> <p><u>Total Project cost x2 programmes - £ 19,128</u></p> <p><u>Request for £ 19128</u></p>
What is the total cost of the project?	£ 19,128
What other funding sources have you obtained, including in-kind / matched funding?	<p>Substantial in - kind contributions from sources such as WLC Health Improvement team, Arts Services, MCMC workers, Community Safety Unit/ West Lothian College etc.</p> <p>In kind support/ management / finance and additional staff – YAP if required.</p>
What staffing resources are required to deliver the project?	<p>2 youth workers, (These will be additional hours for current part time staff within YAP).</p> <p>Additional workers – in kind as required.</p>

<p>What partner organisations are involved and what will be their contribution?</p>	<p>WLYAP – provide youth workers, experienced in practical skills and delivery of groupwork programmes to support the young men in all aspects of the project, including Alcohol Brief interventions as appropriate.</p> <p>WLC Arts Services- Provision of Creative arts / furniture upcycling sessions</p> <p>West Lothian College – Appropriate visits and SVQ accreditation if joiner module is completed.</p> <p>Many other partners will contribute to specific one off or short intervention sessions e.g. Police, LGBT, WLDAS, SDS, DASAT etc. Requests for inputs into the programme will be determined by the needs of the young men involved.</p>
<p>Highlight how applicants will work together to reduce duplication of service and resources.</p>	<p>The Early and Effective Intervention group, Monthly TAC meetings, local screening groups, ADP and mental health working groups will play an important role in ensuring appropriate referrals are made to this project, the Youth Action project are represented on these groups. All partners and those providing specific inputs into the project will work in a cohesive and joined up approach. The reason for this application being planned as a West Lothian wide initiative is to avoid duplication, to ensure that the provision is widely available and filling gaps in provision. The Programme will compliment others, such as the Young Almond Project, providing an Early Intervention programme. The Youth Action Project will be the administrator of the fund but will work in close partnership with other agencies in the delivery of the service ensuring we adhere to the GIRFEC principles.</p>
<p>Please provide evidence of how this project demonstrates preventative spend?</p>	<p>This project will provide intervention with a targeted group of young men who are deemed vulnerable or at risk due to many reasons, providing education and preventative approaches that will contribute to a cultural change within our communities around drug and alcohol misuse and antisocial behaviour.</p> <p>The practical skills training will ensure these young men are more able to sustain employment or training, requiring less interventions in future life from public services, ensuring that they are more able to become successful contributors and a benefit to society.</p> <p>The positive approaches adopted within the Cool, Calm and Collected work programme will assist the young men to move into adulthood more resilient and independent, therefore reducing the potential future drain on a wide range of public resources.</p>

	This is in line with leading thinking and the recommendations of the Christie Commission report which calls for Local Authorities to reduce inequalities and prioritise early intervention.
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Section 4 – Monitoring and Evaluation

How will you evaluate this project?	<p>As this is a multi - agency partnership project involving young people at a key age in their lives we will use a variety of evaluation tools.</p> <p>Each educational input by partners will be individually evaluated.</p> <p>Baseline evaluations will be carried out with young people as well as follow up evaluations designed to measure impact and changes in attitude; these will cover both Quantitative and Qualitative methodologies. – The evaluation process will be agreed with ADP/Social Policy staff if funding is approved.</p> <p>Police statistics will be used to measure impact in terms of youth crime.</p> <p>Trained youth worker will carry out ABI's with appropriate young people.</p> <p>Individual case studies evidencing progress/ distance travelled.</p> <p>Evaluation of the Cool, Calm and Collected programme.</p>
What monitoring data will be collected for the project?	<p>Performance monitoring will be carried out to gather a range of data including attendance, age, address, referrals, levels of awareness and achievements.</p> <p>Baseline evaluations will be completed along with distance travelled questionnaires in order to show individual impact on young people.</p> <p>The number of ABI's carried out</p> <p>Information relating to WLC KPI's and Outcome measures will also be collected and session recording reports will be completed after each session.</p> <p>An evaluation report will be produced at the end of the funding period detailing evidence on data from surveys/ questionnaires, self-evaluations from beneficiaries together with a sample of case studies. – The framework for this will be guided by Social Policy/ ADP Officers.</p>

<p>What outcomes will you achieve?</p>	<p>A change in young people's attitudes towards drugs and alcohol and related behaviours.</p> <p>Young people will have increased awareness of alcohol misuse and related behaviour including consequences.</p> <p>A reduction in engagement in ASB/ criminal behaviour</p> <p>Increased awareness of the risks associated with substance misuse.</p> <p>Increased levels of confidence and self - awareness amongst participants.</p> <p>Accredited learning for some participants</p> <p>Increased knowledge of practical skills.</p>
<p>What impact will the project have?</p>	<p>This project will have a positive impact on the participants, their families and the local community. An increase in knowledge, new skills, participation and self-efficacy amongst young people involved in the projects. Reduced incidents of self harm or risk taking behaviour.</p> <p>The strong partnerships between referring agencies will ensure the maximum impact of the project, services will not work in isolation with just one intervention, and we will operate collectively to improve the lives of young people, their families and community.</p> <p>We intend to reduce the number of young people involved in regular or harmful alcohol/ drug use and anti - social behaviour. If required referrals for young people or family support services will be made to WLDAS/ Circle.</p>
<p>Note any possible barriers or threats.</p>	<p>The targeted young people are hard to reach and it is possible that the project may be unable to engage with all those individuals referred; particularly those from families who are entrenched in substance use or involved in persistent offending. This barrier is very real but local and experienced workers will endeavour to create a culture change and provide an opportunity for these young people who are some of those most vulnerable and may cause significant harm to themselves in the future or become a prolonged drain on public services/ resources in years to come. Staff will also flag up any family concerns to agencies such as Families Included etc.</p>

Section 5 – Validation

This part of the application verifies that all partners are happy with the content and intention

contained within the application. For electronic copies received without a signature, the funding panel will assume that all the relevant permissions/approvals and evidence have been sought and attached by the applicant.		
Signed on behalf of the project		
Name Helen Davis	Organisation West Lothian Youth Action Project	Position Project Director
Signed	Date 23-08-2015	Telephone number 01506 431430 or 07719716913

Section 6 – Your Organisation	
ADP / CPP Partner	West Lothian Youth Action Project
Name of Key Contact	Helen Davis
Position in Partnership/ Organisation	Project Director
Correspondence Address	Craigsfarm Maree Walk, Craigshill, Livingston
Post Code	EH54 5BP
Tel Number	01506 431430 or 07719716913
Email Address	helen@wlyap.org.uk
Website	www.wlyap.org.uk

Section 7– Evaluation (POST PROJECT)

DATA LABEL: PUBLIC*For Office Use Only*

<i>Reference Number</i>	
<i>Date Received</i>	
<i>Form of Submission</i>	<input type="checkbox"/> <i>Email</i> <input type="checkbox"/> <i>Post</i>
<i>Checked for Completion by</i> <i>(all relevant information is included in form)</i>	
<i>Date Summary Completed</i>	
<i>LAC meeting date</i>	
<i>LAC decision</i>	<input type="checkbox"/> <i>Progress</i> <input type="checkbox"/> <i>Unsuccessful</i>
<i>Op ADP date</i>	
<i>Op ADP recommendation</i>	<input type="checkbox"/> <i>Progress</i> <input type="checkbox"/> <i>Unsuccessful</i>
<i>Final Outcome post Council Executive</i>	
<i>Date Evaluation Received (post project completion)</i>	

Appendix 2



Application Form

The West Lothian ADP Youth Alcohol Diversionary Fund application form is split into several sections covering different aspects of your initiative or project. Please take some time to ensure the main points are covered in the appropriate place.

Section 1 – Submission details	
TADP Partner	West Lothian Youth Action Project
Name of Key Contact	Helen Davis 01506 431430 or 07719716913
Project Title / Name	The 3 C's Project - Female
Have you applied for funding for this same initiative before?	No
<i>If so, an evaluation must have been carried out AND attached before completing the following sections</i>	

Section 2 – The Project	
What outcome targets are set for the project?	<p>Changing young people's attitudes to alcohol and associated risks.</p> <p>Young people at risk are informed about alcohol and associated risky behaviours</p> <p>Improved levels of self-esteem, confidence and aspiration levels of group participants assisting positive life choices.</p> <p>Improved attitudes and behaviour reducing the risk of involvement in crime</p> <p>Increased resilience and knowledge of coping mechanisms</p>

	<p>reducing the risk of poor mental health</p> <p>Provide alcohol Brief Interventions, 1-1 support and referrals to other specialised agencies if required.</p>
What ward areas will the project cover?	<p>West Lothian wide with the exception of Linlithgow – application too late for the LAC. Also LYPP – Linlithgow Young People’s Project, provide groupwork programmes, although not the same as this proposal, there may have been some possible duplication.</p>
Who are the intended beneficiaries of the project?	<p>Young women aged 13-16 years predominantly – appropriate referrals may be considered out with this age group.</p>
Which of the National Outcomes does the project cover?	<p>Our young people are successful learners, confident individuals, effective communicators and responsible citizens.</p> <p>We live longer happier lives and have improved chances for people at risk</p> <p>We live our lives free from crime, disorder and danger.</p>
What local priorities/ outcomes does the project cover?	<p>Young people have an alternative to drinking alcohol or taking other substances, and an increased awareness of healthy alternatives.</p> <p>Young people’s alcohol consumption is reduced</p> <p>Improved levels of mental health and wellbeing</p> <p>Improved levels of confidence and positive contributions to society</p> <p>Priority 3 – Improving attainment and positive destinations for children of school age.</p> <p>Priority 6 – Reducing crime and improving community safety.</p>

Section 2 – The Project

How does the project meet the Equalities and Diversity Agenda?	<p>The project will be open and inclusive; anti discriminatory practice will be at the core of the service. We will strive to ensure that young people participating in the project will be from a wide range of ethnic and social economic backgrounds. The partners involved have a history of welcoming young people from the LGBT and ethnic minority communities and intends to continue this.</p> <p>Colleagues should be mindful that this is a targeted programme, therefore referral based, with criteria provided to a wide range of partners and self referrals will be considered.</p>
How does the project demonstrate positive engagement with the local community?	<p>The project will support some of most vulnerable and at risk young people in our communities. Referrals can be made to the programme from community groups and statutory sector organisations. The numbers involved in the programme are small but as a preventative measure, local communities will benefit as these young people without support can become a drain on resources and public sector funding. Early Intervention has been evidenced to reduce escalating criminal behaviour, therefore reducing expenditure to Social work/ Police Youth justice and many other services. For those most vulnerable and experimenting with alcohol and drugs, intervention can reduce the risk of harmful long term substance use. Increased positive mental health will be of benefit to group participants but also to a much larger network of people such as family and peers.</p>
How will your project be advertised/ publicised?	<p>The project will be advertised through schools, social workers, voluntary organisations, through the Early and Effective Intervention group, educational psychology, local youth clubs, community buildings, street work staff, youth workers, police etc. and through Social media sites and our project Website.</p>
Explain what is new and innovative about this project?	<p>The project is a new approach to working with young women who are displaying signs of risk taking behaviour, or who are vulnerable or socially isolated due to their life circumstances. The girls will have been identified as experiencing difficulties in school, community or family settings by a range of workers. It has been identified that single sex work is appropriate for some young people and issues have occurred for a small number of young women in recent years in West Lothian resulting in quick escalation of risky behaviour leading to some being placed in secure settings. The Young Almond Project has recently been established by WL Council to address those young women most at risk within our communities, however, the Youth Action Project have been</p>

	<p>asked on many occasions by schools and social workers if we run support groups for young women. We ran a pilot group for 6 young women during the summer holidays, this proved to be very beneficial for the girls referred for a 6 week period. It is our intention to run a more in depth groupwork programme for a longer period if funds are approved.</p> <p>A key aspect of the programme will involve using the materials developed in the Cool Calm and Collected training pack due to be rolled out in West Lothian during the winter of 2015/6.</p>
Is this a short term or long term solution/intervention?	<p>This is a time limited pilot programme running from the end of November 2015 – end of March 2016 initially, engaging targeted young women in our community who engage in risky behaviour, have limited social networks, poor mental health and have limited positive engagement with services or peers.</p> <p>The pilot will be fully evaluated and if successful additional funding will be explored to extend the project post April 2016.</p>
<p>Please give an outline of the project that will be undertaken including how the project need was identified and its relevance to the West Lothian ADP</p> <p>(maximum 500 words)</p>	<p>The 3 C's Project will be run by experienced youth workers and a qualified counsellor, based predominantly within the Craigsfarm Campus in Livingston, however, other facilities will be accessed as needs are identified by the group.</p> <p>It has become apparent in recent months following referrals to the Youth Action Project, that there is a need for intensive support groups for young people both male and female. Particularly for those young people who have complex family situations, poor mental health, several of the referrals have identified, self - harming issues, poor self-esteem, poor peer associations, risky behaviour with substance use, not always prolonged but reactionary use and inappropriate use of social media as some of the core concerns expressed by colleagues in a variety of agencies.</p> <p>This application is a response to the identified need for groupwork – following discussion with a range of colleagues the applications have been made for single sex group work programmes.</p> <p>WLC Health Improvement team have been working with Edinburgh City Council and have agreed to co facilitate training on the teen confidence programme – recently evaluated very well – called Cool, Calm and Collected. 3 staff members will be trained in this programme in Oct/ November, and this material will be utilised along with other appropriate sessions during this groupwork programme.</p>

	<p>The aim of the group will be to provide:-</p> <ul style="list-style-type: none"> • A safe setting for identified young women to meet once per week for 2-4 hours for 16 weeks approx. – The times for this group will be confirmed once referrals are received and assessed. Max numbers 20 - within the 5 month period, it is envisaged that some participants may only attend for a short period or occasionally but this will be a voluntary, not compulsory group. (Expected average numbers per sessions 10-12) • A rolling programme so that appropriate young women can join the group when required, this will ensure that the group manage changing group dynamics, something that many struggle with , the group will be monitored closely by workers to ensure all members feel consistently welcomed. • To increase awareness of participants emotions, understanding their bodies and psychological behavioural patterns. • To increase communication and resilience skills • To offer the opportunity to access individual support or counselling if required. • To raise realistic aspirations of participants • To provided direct information on issues affecting the group and their peers, - E.G. Substance use inc. NPS, alcohol and cannabis, sexual health and relationship inputs • A supportive environment where participants feel they can learn life skills and enjoy their time with a caring staff team and other like - minded peers. • The opportunity to pilot the materials within the Cool Calm and Collected training manual. <p>An additional positive aspect to this programme will be the opportunity to shop, prepare and cook a meal/ snack together, there will also be planned activities / visits planned in conjunction with the group, therefore these cannot be specified at this point, however, YAP have a proven track record of combining activities, groupwork approaches and 1-1 individual support within programmes.</p> <p>Staff facilitating the group will deliver ABI's as appropriate.</p>
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Project Start Date	End Nov 2015	Project End Date	31 st March 2016
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Section 3 – Resources

How much are you applying for the Fund?	<p>Costs based on a 16 week programme, (staff Inc. on costs)</p> <p>We are aware that the Christmas New Year holiday period falls within the proposed project timeframe, this may alter the weekly contact hours for staff but a service will be provided to those needing it during the holiday period.</p> <p><u>3 C's Project</u></p> <p><u>Staff costs</u></p> <p>X 1 qualified youth worker – 6 hours per week x 16 weeks (4 hours direct groupwork (these are approximate hours to allow time for visits, it is a pilot project and will be shaped with the young women involved) / 2 hours planning / prep and recordings) @ £ 14.63 p. hr = <u>£ 1,405</u></p> <p>Specialist qualified counsellor – 10 hours per week (4 hours direct groupwork with youth worker, 2 hours planning preparation and recordings, 4 hours per week – Individual counselling session/ 1-1 support, family or peer meetings) = 10 hours x 16 weeks @ £ 17.62 = <u>£ 2,819</u></p> <p><u>An oversight on the original application – An approximate cost for Practise supervision costs – 1 session per month x 4 @ £40 per session = £ 160.</u> If the costs are higher than this during the pilot project, the core organisation will honour additional costs.</p> <p><u>Equipment and resources</u> – Stationary/ photocopying & materials required to carry out exercises and group work contained within the Cool Calm and Collected training pack. <u>£ 160</u></p> <p><u>Activity costs</u> based on £ 20 per month per young woman, with an average of 10 participants per session £20 x 10 x 4 activity sessions = <u>£ 800</u></p> <p>Staff activity costs x2 = <u>£ 160</u></p> <p>(These costs are an average, as the young women will assist to set the activity/ outing programme, some activities/ visits will be much cheaper than others and may vary when they occur</p>
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	<p>throughout the whole 4 month programme.)</p> <p><u>Transport costs</u> – Some participants will struggle to self-travel, although they will be encouraged to do so, however, it is anticipated that staff will have to collect and return some young women to and from the group venue throughout West Lothian, for the duration of the programme. There will also be occasional transport costs associated with activities.</p> <p>There will also be associated staff travel costs for the follow up/counselling sessions.</p> <p>Diesel costs for Minibus – average 100 miles per week x 16 @ 0.40p per mile = £ 640</p> <p>There are generally 2 vehicles doing collections and drop offs for groupwork programmes and it is possible to do 50 mile radius journeys, each vehicle, if participants are from Linlithgow, East Calder, Fauldhouse etc. Without knowing where referrals are coming from an exact figure can't be established.</p> <p>Staff travel – average 25 miles per week x 16 weeks @0.40p per mile = £ 160</p> <p>Travel costs = £ 800</p> <p><u>Staff training</u> = 2 day course – provided by WLC Health improvement team in conjunction with Edinburgh City Council – Cool Calm and Collected a new programme positively reviewed assisting young people to build confidence, resilience and manage being a teenager. The training is scheduled for the beginning of November and will be an excellent group to pilot the materials with in addition to our specialist youth work sessions.</p> <p><u>Cost = £150</u> (ADP fund 1 staff member, YAP will fund the other worker (£150) to attend the course through core funds).</p> <p><u>Refreshments/ cooking ingredients</u> – the group will make either lunch or a light evening meal for the whole group to eat together, as yet, the times for the group have not been set, this will be dependent upon needs/ circumstances of the young women. The meals will be practical, easy to cook, realistically healthy options, planned, prepared and cooked by the group.</p> <p>Costs based on £ 3 per head per group session with an average of 10 + 2 staff attending, therefore an average of £ 36 per session x 20 weeks = £ 576</p> <p><u>Evaluation / Outcome report at end of project</u></p> <p>Staff member and administration/ database worker support costs</p>
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	<p>– 8 hours = £ 200</p> <p><u>Total Project Cost</u> = £ 8749.50 - Whole figure = £ 7230</p>
What is the total cost of the project?	£ 7230
What other funding sources have you obtained, including in-kind / matched funding?	<p>Substantial in - kind contributions from sources such as WLC Health Improvement team, Arts Services, Community Safety Unit/ West Lothian College etc.</p> <p>In kind support/ management / finance and facilities - WLYAP</p>
What staffing resources are required to deliver the project?	<p>1 youth worker, 1 Specialist counsellor (These will be additional hours for current part time staff within YAP).</p> <p>Additional workers – in kind as required.</p>
What partner organisations are involved and what will be their contribution?	<p>WLYAP – provide an experienced youth worker to support the young women in all aspects of the project, delivery of the programme, including Alcohol brief interventions as appropriate.</p> <p>A counsellor experienced in group work delivery and individual Early Intervention and counselling support.</p> <p>WLC Arts Services- Provision of Creative arts session</p> <p>West Lothian College – Appropriate visits / make up/ hair session</p> <p>Many other partners will contribute to specific one off or short intervention sessions e.g. Police, LGBT, WLDAS, SDS, DASAT etc. Requests for inputs into the programme will be determined by the needs of the young women involved.</p>
Highlight how applicants will work together to reduce duplication of service and resources.	<p>The Early and Effective Intervention group, Monthly TAC meetings, local screening groups, ADP and mental health working groups will play an important role in ensuring appropriate referrals are made to this project, the Youth Action project are represented on these groups. All partners and those providing specific inputs into the project will work in a cohesive and joined up approach. The reason for this application being planned as a West Lothian wide initiative is to avoid duplication, to ensure that the provision is widely available and filling gaps in provision. The Programme will compliment others, such as the Young Almond Project, providing an Early Intervention programme. The Youth Action Project will be the administrator of the fund but will work in close partnership with other agencies in the delivery of the service ensuring we adhere to the GIRFEC principles.</p>

<p>Please provide evidence of how this project demonstrates preventative spend?</p>	<p>This project will provide intervention with a targeted group of young women who are deemed vulnerable or at risk due to many reasons, providing education and preventative approaches that will contribute to a cultural change within our communities around drug and alcohol misuse and antisocial behaviour.</p> <p>The positive approaches adopted within the Cool, Calm and Collected work programme will assist the young women to move into adulthood more resilient and independent, therefore reducing the potential future drain on a wide range of public resources.</p> <p>This is in line with leading thinking and the recommendations of the Christie Commission report which calls for Local Authorities to reduce inequalities and prioritise early intervention.</p>
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Section 4 – Monitoring and Evaluation	
<p>How will you evaluate this project?</p>	<p>As this is a multi - agency partnership project involving young people at a key age in their lives we will use a variety of evaluation tools.</p> <p>Each educational input by partners will be individually evaluated.</p> <p>Baseline evaluations will be carried out with young people as well as follow up evaluations designed to measure impact and changes in attitude; these will cover both Quantitative and Qualitative methodologies. – The evaluation process will be agreed with ADP/Social Policy staff if funding is approved.</p> <p>Police statistics will be used to measure impact in terms of youth crime.</p> <p>Trained youth worker will carry out ABI's with appropriate young people.</p> <p>Individual case studies evidencing progress</p> <p>Evaluation of the Cool, Calm and Collected programme.</p>
<p>What monitoring data will be collected for the project?</p>	<p>Performance monitoring will be carried out to gather a range of data including attendance, age, address, referrals, levels of awareness and achievements.</p> <p>Baseline evaluations will be completed along with distance travelled questionnaires in order to show individual impact on young people.</p>

	<p>The number of ABI's carried out</p> <p>Information relating to WLC KPI's and Outcome measures will also be collected and session recording reports will be completed after each session.</p> <p>An evaluation report will be produced at the end of the funding period detailing evidence on data from surveys/ questionnaires, self-evaluations from beneficiaries together with a sample of case studies. – The framework for this will be guided by Social Policy/ ADP Officers.</p>
What outcomes will you achieve?	<p>A change in young people's attitudes towards drugs and alcohol and related behaviours.</p> <p>Young people will have increased awareness of alcohol misuse and related behaviour including consequences.</p> <p>A reduction in youth alcohol related calls to police.</p> <p>Increased awareness of the risks associated with substance misuse.</p> <p>Increased levels of confidence and self - awareness for participants.</p> <p>Increased engagement of young people in positive activities</p>
What impact will the project have?	<p>This project will have a positive impact on the participants, their families and the local community. An increase in knowledge, new skills, participation and self-efficacy amongst young people involved in the projects. Reduced incidents of self harm or risk taking behaviour.</p> <p>The strong partnerships between referring agencies will ensure the maximum impact of the project, services will not work in isolation with just one intervention, and we will operate collectively to improve the lives of young people, their families and community.</p> <p>We intend to reduce the number of young people involved in regular or harmful alcohol/ drug use and anti - social behaviour. If required referrals for young people or family support services will be made to WLDAS/ Circle.</p>
Note any possible barriers or threats.	<p>The targeted young people are hard to reach and it is possible that the project may be unable to engage with all those individuals referred and families who are entrenched in substance use or involved in persistent offending. This barrier is very real but local and experienced workers will endeavour to create a culture change and provide an opportunity for these</p>

	young people who are some of those most vulnerable and may cause significant harm to themselves in the future and become a prolonged drain on public services/ resources in years to come. Staff will also flag up any family concerns to agencies such as Families Included etc.
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Section 5 – Validation

This part of the application verifies that all partners are happy with the content and intention contained within the application. For electronic copies received without a signature, the funding panel will assume that all the relevant permissions/approvals and evidence have been sought and attached by the applicant.

Signed on behalf of the project

Name Helen Davis	Organisation West Lothian Youth Action Project	Position Project Director
Signed	Date 22-08-2015	Telephone number 01506 431430 or 07719716913

Section 6 – Your Organisation

ADP / CPP Partner	West Lothian Youth Action Project
Name of Key Contact	Helen Davis
Position in Partnership/ Organisation	Project Director
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DATA LABEL: PUBLIC

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Section 7– Evaluation (POST PROJECT)

DATA LABEL: PUBLIC*For Office Use Only*

<i>Reference Number</i>	
<i>Date Received</i>	
<i>Form of Submission</i>	<input type="checkbox"/> <i>Email</i> <input type="checkbox"/> <i>Post</i>
<i>Checked for Completion by</i> <i>(all relevant information is included in form)</i>	
<i>Date Summary Completed</i>	
<i>LAC meeting date</i>	
<i>LAC decision</i>	<input type="checkbox"/> <i>Progress</i> <input type="checkbox"/> <i>Unsuccessful</i>
<i>Op ADP date</i>	
<i>Op ADP recommendation</i>	<input type="checkbox"/> <i>Progress</i> <input type="checkbox"/> <i>Unsuccessful</i>
<i>Final Outcome post Council Executive</i>	
<i>Date Evaluation Received (post project completion)</i>	



SOCIAL POLICY POLICY AND DEVELOPMENT SCRUTINY PANEL

VOLUNTARY SECTOR DAY CARE CENTRES CONTRACTUAL ARRANGEMENTS

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To report on progress regarding the redesign of older people's day care services, in particular the development of an outcomes based service specification and a funding model that is consistent and equitable for all providers.

B. RECOMMENDATION

That the PDSP

1. Notes the co-productive approach between council and Optima to the redesign of older people's day care services.
2. Notes the development of an outcomes based service specification and a funding model that is consistent and equitable for all providers.
3. Notes the substantial increased investment by council of £200,000 to support the new model, including a sustainable transport solution.
4. Notes the proposal to proceed a formal contract with the current third sector providers of older people's day care.
5. Agrees to submit the report to the Council Executive for decision with a recommendation of approval.

C. SUMMARY OF IMPLICATIONS

I Council Values	– Focusing on our customers' needs
	– Being honest, open and accountable
	– Providing equality of opportunity
	– Making best use of resources
	– Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality	None

	Issues, Health or Risk Assessment)	
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance Indicators	The redesigned service will contribute to health and wellbeing indicators within the Integrated Joint Board strategic plan.
V	Relevance to Single Outcome Agreement	The redesigned service will contribute to the healthier living and Independent living outcomes in the SOA.
VI	Resources - (Financial, Staffing and Property)	Currently £ 521,997 from current Revenue budget with a proposed additional investment of £200,000 to support sustainable transport provision.
VII	Consideration at PDSP	None
VIII	Other consultations	The proposal has been developed in partnership with Optima, the representative body of all third sector day care providers in West Lothian.

D. TERMS OF REPORT

Background

In 2012 the Scottish Government set out its vision for Reshaping Care for Older People (RCOP) and created a Change Fund to encourage local agencies across all sectors to work in partnership with the main aim of supporting older people to enjoy full and positive lives in their own home or in a homely setting.

The current relationship between West Lothian Council and the day care providers who comprise Optima is historically based and varies widely across all providers. That resulted in:

- Widely varying levels of funding support between providers
- Limited specification of service delivery; which at best was output rather outcome based
- A service not rooted in a strategic context and therefore not valued for the contribution to the strategic aims of the WL CHCP.

Over the last two years, consistent with the guidance from the Scottish Government, the focus of RCOP has progressively moved towards a strategic commissioning model, with a view to ensuring that resources were deployed on a needs-led basis to meet strategic outcomes within a contractual framework that ensures best value.

Co-Production

As part of West Lothian's RCOP programme, a project was established with the broad remit of establishing a model of day care that supported the overall aims of the RCOP programme whilst offering a consistent, sustainable and equitably funded model of provision for the five current providers, all of whom are members of Optima, the Federation of Voluntary Sector Day Support Services.

A co-production approach was taken and a Project Board was established that comprised representatives of Optima and officers of the council, facilitated by a project manager seconded to Optima and chaired by the Chairperson of Optima. This approach has resulted in a new outcomes-based Service Specification (Appendix 1) that has been agreed in principle by all centres and a funding model that aims to achieve an equitable, consistent and outcomes focused model of day care that is sustainable within available resources.

Contributory financial model

The financial model acknowledges the financial contribution made by Optima day care service providers in addition to the resources provided by council. This model, along with the new outcomes-based Service Specification, will form part of a formal contract for the provision of day care services for Older People. The financial model (Appendix 2) is a contributory model; not a full cost recovery model. The model shows the contribution, based on a rate per head per day, that the council will make to the cost of Voluntary Sector Day Care provision. It is expected that centres will continue to generate other sources of income to meet their total operating costs.

Council funding contribution

The model shows a total funding contribution to centres from the council in 2015/16 of £521,997. This is derived from known current funding by centre taken from the West Lothian Council's Social Policy Contract Register. Funding not controlled by Social Policy has not been included in the model.

Number of places (demand)

Appendix 2 details the model based on 453 places per week; this figure is derived from that reported by centres in July 2014. Estimating demand is increasingly difficult with the advent of self-directed support; people may choose alternatives to day care. Council acknowledges the risks to providers in operating on a purely volume basis. This risk can be significantly reduced by structuring the contract on a 'cost and volume' basis, where providers will have a guaranteed level of funding regardless of the actual demand.

Rate

The model shows a rate per place per day of £25. This is based on a formally assessed and referred client attending a voluntary sector day care centre for one day per week.

Income

The model does not make any assumptions about income from client charges and this has been treated as neutral in the model. It is noted that currently there is some variation in charges between centres.

Additional council investment

In addition to the existing council contribution, substantial additional funding of £200,000 is being made by the council. This additional funding is intended to address the transport problems for the current providers. If the proposed service contract is agreed it is the intention of the project to explore and develop a community transport solution.

Progress to Formal Agreement

Four of the Optima member organisations, Answer House, Acredale House, Braid House and St Michael's, have written to the council stating that they support the proposal and wish to progress to a formal agreement without further delay.

These centres have expressed their concern that any further delay in implementing the proposed new business arrangements will have an increasing negative impact on their financial viability. The 5th Optima member, the Rosebery Centre, whilst expressing concerns in various communications, has not yet formally confirmed their position in respect of the proposal.

E. CONCLUSION

The redesign of third sector older people's day care services is intended to deliver a model of service that fits with the main objective of supporting people to live as long as possible at home or in a homely setting. In addition it is intended to establish a model of funding by council that was consistent, equitable and sustainable. Of the five members comprising Optima, four have formally confirmed their support for the proposed contractual arrangements with council. It is recommended that a new contract based on the proposed service specification and financial model is offered to all five centres.

G. BACKGROUND REFERENCES

None

Appendix 1: Proposed Service specification for Day Care provision
Appendix 2: Financial model

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Jane Kellock
Head of Social Policy (Interim)

Date of meeting: 5th November 2015

West Lothian Community Health and Care Partnership

Service Specification for the provision of “Day Support Services - Older People”

Summary of Provision

This section provides a summary of the services covered by this overarching Service Specification. This summary will be replaced by individual service information contained in the provider Service Specification.

Name of Service	Day Support Services - Older People.
Location(s)/ Delivery area	<p>All West Lothian:</p> <ul style="list-style-type: none"> • Acredale House, Bathgate. • ANSWER, Whitburn. • Braid House, Livingston. • Rosebery Centre, Livingston. • St Michael's, Linlithgow. <p>The Providers (5) involved in the delivery of this service are all voluntary organisations and are members of Optima, The Federation of West Lothian Voluntary Sector Day Support Services.</p>
Type of Service	In-centre Voluntary Sector Day Support Services - Older People.
Client Group(s)	Primarily aimed at higher dependency individuals 65+ years old.
Description of Service	The service takes a person-centred approach to the support and care provided, i.e. care that is tailored to individual need. It will provide support to older people to have as good a quality of life as possible by offering activities, learning opportunities and socialisation. It will enable people to be independent and active for as long as possible. It will support their physical and mental health and well-being through a reduction in social isolation and meaningful activity. It will engage older people in their local community by providing places in which to socialise, learn new skills or re-learn skills for daily living
Registration or Accreditation	Providers registered with Care Inspectorate. Managers registered with Scottish Social Services Council (SSSC).
Contracted Hours/ No. of Units	Providers will advise the council of the days and times that the Service will operate. Where a Service operates on Bank Holidays no enhanced payment will be made by the council for attendees.
Period of availability/ cover	The intent is that a place will be offered to Service Users for 1 day per week. The service will be available daytime or in the evening or at weekends according to demand and resourcing. The specific days and times that the Service will operate will be agreed in individual service specifications.
Contract Type	Cost and Volume Contract.
Contact Name and Address	<ul style="list-style-type: none"> • Acredale House, Bathgate. • ANSWER, Whitburn. • Braid House, Livingston. • Rosebery Centre, Livingston. • St Michael's, Linlithgow.

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Preface

West Lothian Community Health and Care Partnership's (WL CHCP) overall vision is to commission a range of high quality Health and Social Care Services to meet the needs and outcomes of the people living in West Lothian and their communities.

To achieve this vision WL CHCP will commission services which focus on prevention and early intervention, which enable people to maximise their independence and remain within their own homes and within their local communities wherever possible.

The purpose of this service specification is to provide an outline of the service provision requirements including identifying the aims, objectives, eligibility criteria, and operating arrangements which will be used by WL CHCP and the Provider to deliver "Day Support Services - Older People" in West Lothian.

The Provider must follow the requirements set out in this Service Specification and comply with all statutory requirements in the delivery of the Service. Notwithstanding any conditions agreed in this Service Specification, all Terms and Conditions applying in the main full contract will apply.

The Provider will be required to demonstrate the quality of the Service and its compliance with the requirement of the contract .

Background & Strategic Context

There are a range of national and local policy drivers, which are applicable to and underpin the rationale for the commissioning of Day Support Services for older people and these are shown in Appendix 1. Specifically, the Scottish Government's 'Reshaping Care for Older People' (RCOP) initiative makes it clear that major change is required in the provision of community support services for older people. RCOP emphasises the developments needed in older people's community services in order to shift the balance of care for our older people away from more costly, intensive services that create dependence, towards a more enabling, preventative and early intervention model of preventative care and community involvement.

Building on a robust history of working in partnership with voluntary providers, West Lothian wants to strengthen this relationship through a co-production approach to the future commissioning of Day Support Services. In West Lothian, Voluntary Sector Day Support Services operate five Day Care Centres and are an integral part of community support services for older people. Historically, the majority of such centres functioned as a form of social club for older socially isolated people, while a minority focused on dementia care from the outset. That situation has changed significantly in the last 10 years. A major driver of change at a local level has been the introduction by the WL CHCP of an in-centre Day Care Allocations Policy, which prioritises day care places for those with a high dependency condition. Those considered to be socially isolated are now referred to other services that have been brought on stream in recent years. At the operational level of older people's in-centre day care, that policy change has resulted in:

- More clients with a medium to severe level of dementia in all centres, rather than a minority.
- More clients with high levels of personal care needs.
- More clients with higher mobility/physical difficulties.
- More clients requiring assistance with eating and drinking.
- Clients requiring more supervision during travel to and from day care centres.

- Increased staffing as client to staff ratios are lowered in order to provide appropriate care.
- The need to improve the capacity of all centres in terms of their knowledge, skills and expertise to better support dementia clients and their carers.

From the above a number of common themes can be identified that require to be translated into both the range of day support and day care provision to be made available, as well as inform the way in which it is delivered. These are:

- Shifting the balance of care more towards community and home based care.
- Personalisation and increased service user/carer choice and control over their care and support provision e.g. through Self Directed Support or Direct Payment.
- Management of long-term conditions within local communities, this includes anticipatory care, support for self-management and a robust risk management and reablement framework.
- Rehabilitation and reablement to be delivered as locally as possible.
- Maximisation of independence and capacity, including improving social opportunities and reducing attitudinal and environmental barriers.
- Service user engagement and choice.
- Carers as equal partners in health and social care, including the need for carer training and support.
- Strategic planning and joint commissioning, integrated service delivery and robust performance monitoring, management and reporting.
- An outcomes-focused approach and framework in service commissioning and delivery.
- Prevention and upstream investment to avoid, delay or reduce the need for formal health and social care intervention, particularly hospital admission

The review and redesign of day support and day care services in West Lothian has been progressed through the RCOP and associated the 'Change Fund'. That has helped inform the commissioning of this service.

Description of Service to be Provided

The day support service is primarily aimed at older people aged over 65 who are highly dependent, who have been formally referred to and offered a place in the service. The day support service will also be aimed at people with lower dependency needs who require reablement interventions to undertake the tasks of daily living and maximise their mental and emotional well-being.

The centre-based service will help bridge the gap between older people living in their own homes, or with family or in sheltered housing settings. The service takes a person-centred approach to the support and care provided, i.e. care that is tailored to individual need. It will provide support to older people to have as good a quality of life as possible by offering activities, learning opportunities and socialisation. It will enable people to be independent and active for as long as possible. It will support their physical and mental health and well-being through a reduction in social isolation and meaningful activity. It will engage older people in their local community by providing places in which to socialise, learn new skills or re-learn skills for daily living.

Those using the service will have a voice in how it is run and what activities are offered. The service will be run by qualified, dedicated and experienced staff, supported by trained volunteers. The service will offer mental stimulation and physical activity sessions suitable for varied abilities and interests, at a level appropriate to the needs of the individual.

Examples are art therapy, seated exercise, music, singing, fall prevention and reminiscence sessions. Outings and entertainment will also be offered. Nutritionally balanced meals will be provided, with individual dietary, religious and cultural needs catered for. The service shall include working with and assisting the Service User to meet their personal care needs.

This will include:

- Addressing continence needs and assisting with continence management including necessary cleaning and safe disposal of waste.
- Eating and drinking, including food and/or drink preparation.
- Prompting, supporting and administering non-invasive prescribed medication.
- Achieving maximum mobility, using appropriate equipment where necessary.

These tasks will exclude nursing care, which is the responsibility of the National Health Service. Personal care services such as chiropody and hairdressing may be available at some centres. Unpaid carers will be supported to help sustain them in their caring role. This will include respite for the unpaid carer. The service will be available daytime or in the evening or at weekends according to demand and resourcing.

The specific days and times that the Service will operate will be agreed in individual service contracts. The intent is that a place will be offered to Service Users for 1 day per week. The service will be delivered from venues throughout West Lothian. The service will include signposting to relevant information and other appropriate services.

Accessible and safe transport to and from a registered centre will be available if required. This will be provided by a competent community transport partner. A charging policy will operate in respect of the service and associated transport. The daily Service User Charge will be determined by the Provider with the in consultation with WLCHCP.

The service will encourage volunteering opportunities to help build social capital in communities and support employability. The use of volunteers is allowed subject to Care Inspectorate guidance. To make sure that older people receive the highest quality of care and that their rights are promoted and protected, providers of the service will require to be appropriately registered with the Care Inspectorate <http://www.scswis.com/> the independent regulatory body for care services and the Scottish Social Services Council <http://www.sssc.uk.com/> regarding the registration of staff working in day support services.

Provider Specific Information

This Section will be completed through negotiation with individual Providers after the agreement of the overarching service specification. This is an indicative but not exhaustive list:

- Location
- Number of daily Service Users
- Registered Capacity
- Average Occupancy per month
- Opening Sessions and Times
- Range of Activities
- Additional Services e.g. Chiropodist, hairdressing
- Meals Provided
- Service Users Charging
- Personal Care
- Client / Staff Ratio

- Staff working in day support services are to be registered with the Scottish Social Services Council
- Use of volunteers
- Support for Unpaid Carers
- Key working partners
- Quality Standard (s)
- Key Policies

Service User Outcomes

The outcomes for the Day Support Service - Older People are shown in Table 1. Providers will be expected to work towards these outcomes during the Contract Period. The outcomes have been derived from Optima's older people's secondary intervention day care logic model (Appendix 2). The outcomes are expressed as short-term, medium-term, long-term and strategic, and have been developed for clients, unpaid carers and volunteers. It should be noted that these are contributory outcomes, as any day care service of itself cannot achieve an outcome on its own. However, providers have a key role in achieving these outcomes.

Short-term Outcomes
1. Older person/carer engages with a service: build trust.
2. Older person/ carer access external services, support and opportunities for participation they want and need.
3. Respite for carer.
4. Participants have increased understanding of issue/topic.
5. Volunteers build skills and confidence.
6. Volunteers have opportunity to give to their community.
Medium-term Outcomes
1. Older person feels motivated and confident to do things for themselves.
2. Older person/carer feels less isolated.
3. Older person/carer copes with the situation better.
4. Younger volunteers take up employment or other opportunities.
Long-term Outcomes
1. Improved health and well-being for carer and older person.
Cross-cutting Outcome
1. Older people and carers are involved in and shape their services.

Table 1
Outcomes
Day Support Service - Older People

The secondary intervention logic model explains the need that the day support service is meeting and the assumptions underpinning the model. It also identifies the inputs and activities that enable the outcomes. Outcome indicators and methods for collecting data are also in place. An initial assessment and support plan will capture baseline and personal goals for each individual Service User. The day care logic model and outcomes link with the West Lothian Life Stages Model and the Older People's Life Stage http://www.westlothian.gov.uk/media/downloadaddoc/1799465/lcp/LifeStages_Guide. The outcomes also link with the Older People focus of the West Lothian Community Planning Partnership Single Outcome Agreement 2013 to 2023 and its outcome of 'Older people are able to live independently in the community with an improved quality of life'. <http://www.westlothian.gov.uk/media/downloadaddoc/1799465/lcp/SOA2013> Finally, the older people's day care logic model and outcomes link with the national priority of older people.

Aims & Objectives of Service

The aim of the service is:

To achieve better outcomes for older people and their unpaid carers by supporting the person to take greater control of their life and allow them to remain as independent as possible within their own home, the community and within their chosen way of life.

The objectives of the service are:

- To support the Service User to improve their quality of life.
- To assist the Service User to lead a fulfilling life.
- To help the Service User maintain good health.
- To promote and enhance effective personal support networks.
- To put the Service User at the centre of all decisions about how they are supported.
- To provide services in such a way that the Service User is able to feel secure, confident and included in all decisions regarding the service provided to them.
- To support unpaid carers and sustain them in their role.

Principles of Service

In delivering the Service, the Provider must adhere to the following principles:

- The Service will enhance and sustain the quality of life of the Service User.
- The Service will promote independent living and capacity building.
- The Service will aim to reach a stability of independence for the Service User to enable them to move on from the service confidently with minimum or no support.
- The Service shall be flexible and designed to meet the needs of the Service User as specified within the Single Shared Assessment and Support Plan.
- Service Users shall be encouraged to have a regular and primary say in the service they receive.
- The Provider shall ensure that Service Users have access to external advice, representation, or advocacy if so requested.
- Service Users shall be able to come and go as they wish within the limitations of their abilities and in accordance with any agreements between the council, the older person and the Provider.
- The Service User should be allowed to take responsible risks, which should be regarded as normal. The Single Shared Assessment will assist the Provider in determining any risks that should be considered when assessing a referral.
- The Service will seek to assist in enabling the Service User to achieve their potential capacity, physical, intellectual, emotional and social. This may include the involvement of other services to provide and meet the assessed need of individual.
- The Provider must demonstrate that they are actively seeking the views of Service Users and with the Service User's agreement, those of their Representatives.
- The council regards the interest, wellbeing and care and support needs of Service Users as paramount. Therefore, the Provider must at all times during the term of the Agreement ensure that the Service User's rights as an individual are referred to.

Service Availability & Criteria

The service will be offered to older people aged 65 and over living in West Lothian who have a higher dependency condition that requires support in the community and whose needs for such a service have been determined through completion of a Single Shared Assessment. The service eligibility criteria (Appendix 3) will be accessible, published and provided by the WL CHCP.

There are no blanket exclusions to accessing this service. Access to the service is based on an individual risk assessment process linked to clear eligibility criteria. Referrals to the service will come via the WLCHCP Service Matching Unit (SMU). The referrals will be considered by a group of health and social care professionals appointed by the WL CHCP. The group will be chaired by a health or social care professional appointed by the WL CHCP. The intent is that a place will be offered to Service Users for 1 day per week.

Once placed, a formal review of Service User needs will take place on a minimum six monthly basis. This will be conducted by the Provider. Service Users must be given a written Support Plan by the Provider following joint agreement of content. This must not conflict with any of provisions of the contract between the Provider and the council. Staffing arrangements should be flexible to ensure that home visits can be arranged at a time suitable for service users and their unpaid carers. This may include evening and weekend visits.

Registration

It is a condition of this Contract that the Day Support Service should be registered with the Care Inspectorate (Social Care and Social Work Improvement Scotland (SCSWIS)).

The Provider must at all times, meet the National Care Standards and regard these as minimum standards of Service delivery. The requirements of the Service Specification and the Care and Support Plan must also be met at all times during the term of the Agreement.

Monitoring of Service

The service will be monitored by the WL CHCP Contracts and Commissioning Team, Social Policy. A nominated Link Officer will be notified.

Quality assurance information will be supplied by the Provider to ensure that the Service is meeting the quality standards. This information will be used by the council in monitoring the performance of the Service. This information will be considered by the council and the Provider when making decisions about the future commissioning position of the council and in future planning and development with the Provider.

The Service will operate to the relevant standards issued by the Care Inspectorate and the SSSC and comply with any current or future requirement issued by the Care Inspectorate and the SSSC relevant to the Service or this type of Service.

The council will continue to have the primary responsibility for ensuring the Provider is meeting the requirements of the Service User as specified within the Assessment of Need.

WLCHCP will put in place appropriate arrangements for the management of contracts to evidence best value and ensure quality outcomes are delivered to service users and their

carers. WLCHCP Contract Monitoring Framework for the Provision of Quality Care and Support Services will apply to these services. This framework acknowledges the need to minimise duplication with other regulatory bodies such as the Care Inspectorate and ensure that contract monitoring is **proportionate to identified risks**.

There is an emphasis on provider's responsibilities to ensure compliance with contract terms and conditions and to maintain quality assurance systems. The principles below will apply to West Lothian CHCP's Contract Monitoring Framework.

- Proportionate, seeking more detailed information only where required
- Avoids duplication, making use of information from all available sources
- Equitable in approach for all providers
- Transparent and outlines reasons for decisions.

The role of the nominated WLCHCP Link Officer will be to apply the contract monitoring process to ensure contract compliance. In addition, Link Officers will work with providers, care managers (the person whom completed the assessment of need), and CHCP senior management who have the following responsibilities as part of contract compliance:

- The provider - responsible for day to day care/support planning, service delivery and overall contract compliance and performance.
- The care manager - overall responsibility for ensuring that the care and support is meeting service user's stated outcomes
- Senior Managers and the Head of Social Policy - to make judgements in discussion with Link Officers and providers on the appropriate action where non-compliance occurs or issues are raised through the contract monitoring process.

There are other individuals and service areas that provide advice, or may have an interest in contract monitoring. These include Elected Members, Corporate Procurement Unit, Legal Services, Finance and Estates, Housing Construction and Building Services, and Audit and Risk Management.

The WLCHCP Risk Assessment Framework provides a mechanism to identify the level of risk associate with a commissioned provider. This in turn determines the appropriate level of monitoring to be applied under the contract monitoring framework. Providers after being scored on criteria stated within the Framework. There are a number of monitoring methods which can be considered by the Link Officer as appropriate and where relevant. The minimum requirements for each of the Low, Medium and High Categories are detailed below:

Assessment of Risk	MINIMUM monitoring methods to be applied
Low Baseline monitoring	<ul style="list-style-type: none"> • Annual meeting and site visit • Routine returns (contractual requirements) • Review of Care Inspectorate report
Medium Active monitoring	<ul style="list-style-type: none"> • Baseline (above) plus internal feedback with focus on specific problems • Service user reviews from care managers • 6 monthly monitoring visits plus site visit

High Close monitoring	<ul style="list-style-type: none"> • Baseline(above) plus short life working group to specifically work with the provider • All sources of appropriate and relevant monitoring to be considered at this stage
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Of key importance is the minimum level of contract monitoring required to ensure that the risks of anything going wrong are minimised and that audit requirements are being met. An annual contract review meeting will be undertaken once a year by Link Officers and the outcome will be reported back to the provider with any agreed actions and timescales for completion / further review. The annual contract monitoring process will determine the risk level which will be (re)assigned for the next period. The Annual Contract Monitoring Template is attached in Appendix 4.

The Provider will ensure access by the nominated Link Officer to all records held by the Provider relevant to the Support of a Service User, past or present and the overall delivery of the Service. This shall include lawful access to Support Plans, records, complaints, management, personnel and financial records. Records shall be retained for the periods specified in the guidance issued by the Care Inspectorate and/or the SSSC from time to time. At the discretion of the council such visits may take place without notice.

The Provider will present information to the council when requested from time to time containing such data as may reasonably be required for the purposes of monitoring and reviewing the Service.

The Provider will report to the council any significant incident relating to the Service User or the Care and Support of the Service User. Any such report shall be made as soon as is practically possible. This shall be in the form of a copy of the report required to be submitted to the Care Inspectorate and/or the SSSC regarding such incidents.

Performance Standards

This section covers both Performance and Quality Assurance standards.

The Provider must at all times, meet the National Care Standards and regard these as minimum standards of Service delivery. The requirements of the Service Specification and the Support Plan must also be met at all times during the term of the Contract. .

Providers will hold the interest, well-being and care and support needs of the Service User of prime importance in the operation of this Contract. Services will be provided in a reasonable, responsible manner and without negligence or carelessness.

Providers are expected to comply with their contractual obligations. The Service specification is based on service outcomes for Service Users and recognises the key role that providers have in achieving these outcomes.

The Provider will demonstrate, through an agreed quality assurance system, such as PQASSO (<http://www.ces-vol.org.uk/PQASSO>) how they will achieve the requirements of the Contract. The council will use this information for the purpose of monitoring the Service.

The Provider shall evidence within their quality assurance method that they meet all the requirements of the Service Specification and Support Plan as agreed. Attendees at Reviews will be in consultation with the Service User.

A written record of Reviews must be kept by Provider and made available to the council at the council's request.

Contract Arrangements

The contract type will be a Cost and Volume Contract for service delivery. *This section will be expanded after negotiations and listed in the Financial Schedule.*

Joint Working

Joint working will be part of the ethos of the service. The service will work with various statutory, non-statutory organisations and voluntary services within West Lothian. This is based on Service User individual needs and support plans. The following have been identified as having a key role:

- Advocacy Services
- Age Scotland.
- Carers of West Lothian.
- Community Psychiatric Nurse – Elderly.
- Day Care Allocations Group.
- Dementia Services Development Centre.
- General Practitioners.
- Lothian Community Transport Services.
- Occupational Therapists.
- Optima, The Federation of West Lothian Voluntary Sector Day Support Services.
- Unpaid Carers.
- West Lothian Community Health and Care Partnership.
- West Lothian Council Services.
- West Lothian Health Improvement Team.
- West Lothian Leisure.
- West Lothian CHCP Service Matching Unit.

This above list is not exhaustive.

Review of Service

The Provider will co-operate with the council's requirement to carry out a formal Service Review by supplying all reasonably requested information.

The overall purpose of a review is to determine whether a contract should be continued or extended and if it is meeting best value. A service review should therefore be undertaken in the last year of the contract, to enable time for the outcome of the decision to be implemented.

A service review should consider:

- Is the service provision strategically relevant and meeting the commissioning intentions of the care group commissioning plan
- Is the service provision responsive to current demand and future needs
- If the service provision meets the stated quality standards and delivers the outcomes identified within the service specification. This includes service user and carer views

- If the service demonstrates value for money.

It should be noted that the majority of information used to inform a service review can be sourced from existing contract monitoring arrangements and therefore there should have minimal impact on provider resources. Link Officers should work with the provider when undertaking a service review and any conclusions/recommendations should be set out in an action plan with agreed actions, responsibilities and timescales.

The potential outcomes of a service review are:-

- Continue with the same service specification and same level of service
- Continue but with a variation to the service specification and decreased/increase use
- Decommission the service.

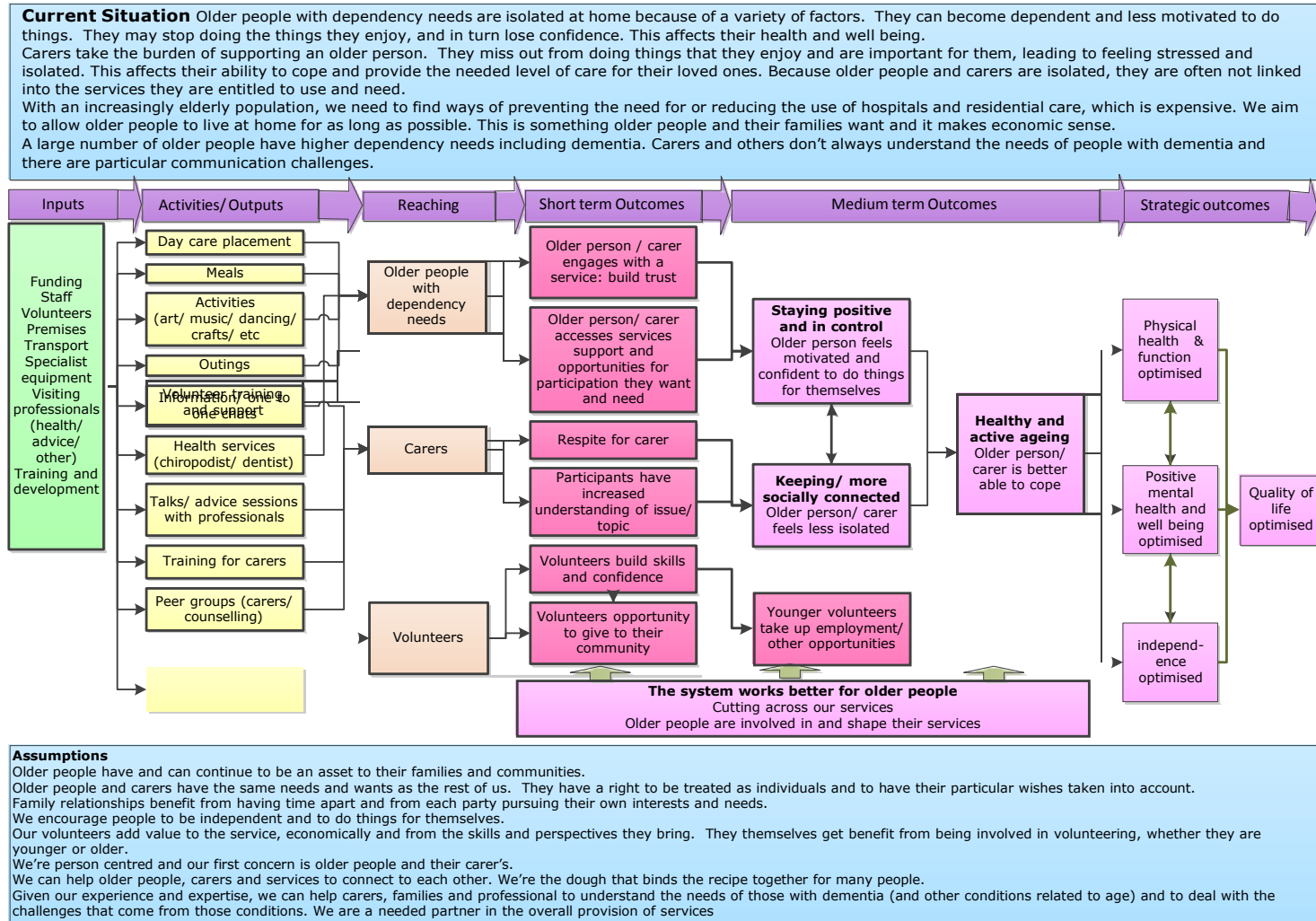
Communication between West Lothian CHCP & Provider

All contractual communication between the CHCP and the Provider will be conducted between nominated link officers. Nominated link officers will be identified in writing by each party; any changes to the link officers will also be notified in writing as soon as possible to either party.

Appendix 1: National & Local Policy Drivers

National Policy
<p>Social Care (Self Directed Support) (Scotland) Bill – included in programme of Government 2011/12</p> <p>Housing for Older People 2011</p> <p>National Telecare Development Programme 2006 - 11</p> <p>Self-Directed Support A National Strategy for Scotland 2010</p> <p>All Our Futures 2008</p> <p>Shifting the Balance of Care 2008</p> <p>Co-ordinated Integrated and Fit for Purpose 2007</p> <p>The Adult Support and Protection (Scotland) Act 2007</p> <p>Carers Strategy for Scotland 2010-2015, Caring Together</p> <p>Better Outcomes for Older People 2005</p> <p>Changing Lives 2005</p> <p>Partnership for Care 2003</p> <p>The Mental Health (Care & Treatment) Scotland Act 2003</p> <p>The Adults with Incapacity (Scotland) Act 2000</p>
Local Policy
<p>A Sense of Belonging – Joint Strategy for Improving Mental Health & Well-being of Lothian's Population 2011</p> <p>Joint Commissioning Plan Older People 2012</p> <p>Older Peoples Strategic Service Statement 2009 – 2012</p> <p>Dementia Strategic Service Statement 2009-2012</p> <p>West Lothian Council Housing Strategy 2011</p> <p>Social Care & Social Work Improvement Scotland Scrutiny Report 2011</p> <p>Social Policy Management Plan 2011</p> <p>West Lothian Local Transformation Plan – Reshaping Care for Older People 2011</p> <p>West Lothian Single Outcome Agreement</p> <p>Adult Support & Protection: Ensuring Rights Preventing Harm 2010</p> <p>Improving Care Investing in Change 2006</p> <p>West Lothian Capacity Plan 2005</p> <p>West Lothian Carers Strategy 2012-2015 (Draft)</p> <p>West Lothian Community Planning</p> <p>Health & Well Being Profile 2012</p>

Appendix 2: Day Support Service Outcomes – Older Adults



Appendix 3: Eligibility Criteria - Day Support Services

Service Description

The day support service is primarily aimed at older people age 65 and over. Services are provided by both the council and the voluntary sector. Day support services for older people:

- Provide respite from caring for carers
- Provide personal care and support
- Provide social stimulation and meaningful activities
- Enable people to be independent and active for as long as possible.

Service Criteria

- Primarily age 65 and over
- Ordinarily resident in West Lothian
- Is socially isolated or partner/carer needs support.

Eligibility

- Requires emotional support and social contact to prevent deterioration in mental health (e.g. depression, disorientation, anxiety, dementia) or loss of physical functioning due to lack of motivation.
- Is unable by virtue of physical frailty or mental disorder to access resources ordinarily available within the community or through the voluntary sector.
- Partner/carer is providing regular and substantive care and respite from caring is part of a planned package of care.
- The person is not in receipt of alternative supports and has chronic/short-term physical/mental health conditions that can be supported through reablement.

Management Process

- Assessed by Health or Social Care as requiring day support services
- Health or Social Care must outline how the person meets the eligibility criteria
- Request for provision of service to Service Matching Unit
- Referrals will be considered by the day support services Allocations Group
- The Allocations Group matches placement against eligibility criteria
- Provision of the service will be based on the intent that a place will be offered to service users for 1 day per week.
- Additional need for day support services will require a further assessment by Health or Social Care.

Allocations Group

Membership

Membership is limited to 5 members comprising:

- 1 x Social Care
- 2 x Voluntary Sector Day Support Service Centre Manager (rotating every 3-months)
- 1 x CPNe

DATA LABEL:PUBLIC

1 x Carers of West Lothian.

Chair

Chair. Rotating every 3-months between 1 x Voluntary Sector Day Support Service Centre Manager, 1 x CPNe, 1 x Social Care.

Quorum

The quorum necessary to conduct the business of the group will be a minimum of 3 composed as follows:

1 x Voluntary Sector Day Support Service Centre Manager

1 x CPNe

1 x Social Care.

DRAFT

Appendix 4 Annual Contract Monitoring Template

1: Meeting Details

Meeting Details	Insert relevant information below
Name of Provider:	
Type of Organisation:	
Meeting Date:	
Meeting Location:	
Name of Chair (WLC Link Officer)	
Names of Provider Attendees:	
Names of other WLC Attendees	

2. Information/Update from Link Officer/WLC

Information	Confirmation of update/discussion	Further Info Action Required
Purpose of Meeting and general Update from WLC		

3. Contract Details

Contract Details	Insert relevant information below and confirm with provider
Name and Type of Services	
Main Client Group	
Contract Start and end Date	
Contract Extension	
Contract Type (national, block, spot, cost and volume, etc.)	
Contract Financial Payments	
Contract Volume (i.e. number of hours/places detailed within service spec)	

4. Insurance and Indemnity

Area	Received Y/N	Analysis/confirmation of information	Further info/Action Required
Public Liability (3 rd Part) Insurance			
Professional Indemnity Insurance			
Employers Liability Insurance			

5. Data Protection

Area	Date last Received	Analysis/confirmation of information	Further info/Action required
Data Protection Policy and Certificate		Evidence of implementation	
Copy of Data Processing Agreement or Information Sharing Protocol		Evidence of implementation	

6. Updates on Policies and Procedures

Area	Date last Received	Analysis/confirmation of any updates	Further info/Action required
Recruitment Policy			
Staff Induction /Training			
Staff Sickness			
Health and Safety			
Equal Ops			
Terms of Employment			
Others			

7. Service Provision

Discussion Area	Analysis/confirmation of information	
Confirmation of provision at the end of each financial year.		

--	--	--

8. Strategic Commissioning Links

Identify strategic relevance and the commissioning intentions from Care Group Commissioning Plan	Discussion	Further Action required

9. Performance and Quality

Theme	Discussion/analysis of any update	Further info/action required
Outcome of most recent Care Inspectorate Inspection, Grades awarded and Improvement Notices etc.		
Detail of Quality Assurance Systems in Place		
Information in relation to complaints received		
Performance against agreed contract outcomes		

10: Financial Information (due diligence check):

Council's Role (Audit Scotland 2012): council's should carry out due diligence checks when contracting services from 3rd party providers. Councils have a role in monitoring the financial health of the contract.

Theme	Discussion/analysis of any update	Further info/action required
Current Business Plan		

Financial Statement regarding annual turnover, reserves, any funding issues		
Audit Accounts for		
Review of Actual Expenditure for		
Proposed budget for		

11: Outstanding Action from previous annual monitoring meeting

Outstanding Action Area	Discussion	Agreed Action

Appendix 2

Optima Day Centres	2013/14 Payments by WLC	Transport costs current	Funding net of transport current	Places per day	Days per week (current)	Places per week (current)	Indicative price per place per day (current incl transport)	Annual income based on current days operation (£25 per day)
Acredale House	123435	23307	100127	20	5	100	£25	£125,000
Answer	11442	5292	6150	12	3	36	£6	£45,000
Braid House	240791	35640	205151	45	5	225	£21	£281,250
Rosebery Centre	80126	13078	67048	12	3	36	£45	£45,000
St. Michaels	66204	12606	53598	14	4	56	£24	£70,000
Total	521997	89924	492074	103		453	£25	£566,250

Note that proposal is to develop a community transport model that would remove the liability for transport provision, curently considered to be unsustainable due to aged vehicles, from the Optima Day Centres. The additional cost of the transport provision will be funded from the increased investment of £200k by council.



West Lothian
Council

SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL

REPORT ON PREVENTING OFFENDING GETTING IT RIGHT FOR CHILDREN AND YOUNG PEOPLE

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

The purpose of this report is to advise the panel of the recent publication of the Scottish Government's youth justice strategy for Scotland: Preventing Offending Getting it Right for Every Child. This strategy builds on recent progress made in the youth justice sector.

B. RECOMMENDATIONS

That the Panel:

1. Notes the publication of the Scottish Government's youth justice strategy for Scotland: Preventing Offending Getting it Right for Every Child.
2. Notes the priority themes for 2015-2020.
3. Notes the implications of this strategy on Youth Justice Services within West Lothian.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customer's needs.
	Being honest, open and accountable.
	Making best use of our resources.
	Working in Partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	No implications
III Implications for Scheme of Delegations to Officers	No current implications
IV Impact on performance and performance Indicators	A new suite of Performance Indicators has been developed.

V	Relevance to Single Outcome Agreement	We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life chances.
VI	Resources - (Financial, Staffing and Property)	None
VII	Consideration at PDSP	None. Reducing Re-offending Committee
VIII	Other consultations	Youth Crime Sub-committee.

D. TERMS OF REPORT

It is the Scottish Government's vision that Scotland is the best place to grow up. The Scottish Government states the need to take an integrated and holistic approach to the needs of children and young people, particularly where there is risk of or involvement in offending behaviour. It is essential to address the deeds and needs of children and young people who are involved in offending and for them to be kept out of the criminal justice system as far as possible.

There has been a great deal of progress over recent years through the implementation of both the Preventing Offending by Young People Framework and the national roll out of the Whole System Approach in mainland authorities. Positive alternatives, prevention and ensuring that appropriate interventions are in place where children and young people are involved in offending, are part of a broader approach to tackling inequalities and promoting social justice. A child centred and preventative approach is being taken in order to achieve the following outcomes:

- Help to ensure communities are safe from crime and disorder
- Improving the life chances for children and young people involved in or at risk of offending
- Enabling all children and young people to be confident individuals, effective contributors, successful learners and responsible citizens.

Getting It Right for Every Child (GIRFEC) has been reaffirmed by the Children and Young People (Scotland) Act 2014 and the provision within this Act relating to Children's Services Plan, Named Person and Child's Plan is critical in the delivery of youth justice services within Scotland.

Preventing Offending Getting it Right for Every Child outlines the priority themes for 2015-2020. These are:

- Advancing the Whole System Approach
- Improving Life Chances
- Developing Capacity and Improvement.

Advancing the Whole System Approach

There will be a strategic focus on :

- **Integration and sustainability as part of Community Planning**
- **Improving practice aligned with implementation of the 2014 Act**
- **Timely and effective intervention to minimise the number of children in the Criminal Justice System and formal processes**
- **Assessing and managing risk and complexity for the small number of young people posing the greatest risk to themselves and others.**

The Whole Systems Approach has made a significant contribution to the progress made in dealing effectively with youth offending. This priority aims to further develop, sustain and improve the Whole System Approach (WSA) and involves promoting good practice, partnership working, embedding offending work in Community Planning following changes in Community Justice and ensuring resources are targeted on a strategic basis from 2016 to support the next phase of WSA.

This next phase aims to further enhance and develop effective interventions to maximise opportunities for diversion, minimise delays in proceedings when children and young people are jointly reported to the Crown Office and Procurator Fiscal (COPFS) and the Scottish Children's Reporter Administration (SCRA), increase cases remitted to Children's Hearings, increase community based alternatives to reduce the number of children in secure care, remand and custody and to divert children and young people from serious organised crime.

Improving Life Chances

There will be a strategic focus on:

- **School Inclusion**
- **Strengthening relationships and engagement**
- **Victims and community confidence**
- **Improving health and well-being**
- **Opportunities for All**
- **Transitions.**

This priority recognises the need to enhance school inclusion and diversionary strategies in order to facilitate the desistance process. There is also a focus on strengthening relationships and engagement as it is recognised that the quality of relationships young people experience is a key factor in building on their strengths as well as helping to manage risk, address the needs of victims and increase community confidence. As part of the preventative, child-centred approach to improving well-being and life chances there will require to be a strong focus on education, employability and health issues. Employability is a key priority both as part of a preventative approach and as a targeted area of support to ensure that young people who have been involved in offending, including those sentenced, can move on. Children and young people involved in offending are likely to have issues related to, for example, mental health and substance misuse. The strategy states the importance of these issues being dealt with in a non-stigmatising way that helps build resilience. There is also a focus on the importance of effectively managing transitions for young people and within this housing support is viewed as a key priority area particularly for those young people moving on from secure and custody.

Developing Capacity and Improvement

There will be a strategic focus on:

- **Supporting workforce development and encouraging a culture of continuous learning development**
- **Improving systems and making best use of performance information nationally locally.**

Developing capacity and supporting continuous improvement is a priority in order to continue to develop and sustain a workforce which is skilled in working within this complex area and where the workforce are able to share knowledge and good practice. Systems will be improved in order to gather evidence of trends and patterns which will help target skills, knowledge and resources in the right areas as well as strengthening the information available on the needs of young people at risk.

Implementation

A Youth Justice Improvement Board will be established which will comprise 10-15 members. Working groups will be set up by the Improvement Board and will be aligned to the priority themes.

Partnership working has been a crucial element of success in preventing offending and will remain integral to the delivery of the strategy.

The West Lothian Whole System Approach Implementation Strategy drafted in 2012 is currently under review and being updated. This revised strategy and action plan will incorporate the priorities set out within Preventing Offending Getting it Right for Children and Young People.

The progress on this will be reported on at a future PDSP.

E. CONCLUSION

Preventing Offending Getting it Right for Children and Young People builds on the success of the Preventing Offending by Young People – Framework for Action in 2008. This represented a significant shift towards prevention and early intervention. Nationally, there have been substantial reductions in offence referrals to the Children's Reporter, the level of crime committed by young people and a reduction in 16 and 17 year olds in prison.

This preventative approach, which is further embedded in this new strategy for youth offending, is the most effective way of reducing crime, improving life chances and making the best use of resources. Timely, appropriate and effective interventions are needed to address offending behaviour and its causes in order keep children, young people and communities free from crime.

F. BACKGROUND REFERENCES

None	
Appendix:	Preventing Offending Getting it Right for Children and Young People.
Contact Person:	Tim Ward, Senior Manager Young People and Public Protection Tim.ward@westlothian.gov.uk 01506 281235 Jane Kellock Head of Social Policy (Interim)
Date:	5 th November 2015



PREVENTING OFFENDING

Getting it right for children
and young people



safer
scotland
SCOTTISH GOVERNMENT

Preventing Offending

**Getting it right for children
and young people**

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This strategy has been developed with a wide range of partners and has been agreed by the members of the Youth Justice Strategic Group: Police Scotland, Convention of Scottish Local Authorities (COSLA), Crown Office and Procurator Fiscal Service (COPFS), Local Authorities, Scottish Children's Reporter Administration (SCRA) and relevant inspectorates and professional organisations.

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Foreword

Preventing offending is integral to our vision of Scotland as the best place to grow up – Getting it Right for Every Child in Scotland.

The Scottish approach to youth justice builds on the hugely influential Kilbrandon Report (1964) by responding to deeds in the context of needs. We see, understand and deal with offending behaviour in an integrated way to help the child, their family and the community to flourish.

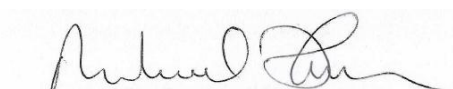
Our 2008 'Preventing Offending by Young People – Framework for Action' document was a significant shift towards prevention and early intervention, combined with interventions to manage high risk and build community confidence.

The past seven years have seen some striking successes – with substantial reductions in offence referrals to the Children's Reporter, numbers of young people committing crimes and offences and the number of 16 and 17 year olds in prison.

Significant challenges do remain however, and we must ensure this work is given the continued priority it needs. A preventative approach has the best chance of reducing crime, improving life chances and making good use of public resources. Timely, appropriate and effective interventions are needed to address offending behaviour and ensure communities and children stay safe from crime. We know also that children involved in offending can be victims themselves.

This document builds on our recent progress and offers a clear set of forward priorities.

I thank all the partners involved in the development of this strategy. Their on-going support and commitment will be critical to delivering even better results for young people, victims and communities.

A handwritten signature in black ink, appearing to read 'Michael Matheson'.

Michael Matheson MSP
Cabinet Secretary for Justice

Introduction

Our vision of Scotland as the best place to grow up extends to all of our children and young people.

Scotland has a proud record of taking a holistic approach to the needs of children and young people. Where children are involved in or at risk of offending, evidence and experience tells us that we must remain committed to an integrated approach – tackling deeds while taking account of wider needs.

We know that as far as possible children and young people should be kept out of the Criminal Justice System. Where offending does take place, effective and timely interventions are needed to address that behaviour and its causes.

Progress – founded on that consistent Scottish philosophy – has been made over recent years. This has been delivered with the support of national and local partners, through the implementation of both the Preventing Offending by Young People Framework¹ and the national roll-out of the Whole System Approach in all mainland authorities. Positive alternatives, prevention and ensuring that appropriate interventions are in place where children and young people are involved in offending, are part of a broader approach to tackling inequalities and promoting social justice.

We take a child-centred, preventative approach focused on the following outcomes:

- helping ensure communities are safe from crime and disorder
- improving life chances for children and young people involved in or at risk of offending
- enabling all children and young people to be confident individuals, effective contributors, successful learners and responsible citizens

The importance of a child-centred approach to Getting It Right for Every Child (GIRFEC) has been reaffirmed by the Children and Young People (Scotland) Act 2014 (the 2014 Act)². Provisions in the 2014 Act in respect of Children's Services Plans, Named Person and Child's Plan will be critical to future arrangements in support of youth justice.

Priority themes for 2015 to 2020 are:

Advancing the Whole System Approach
Improving Life Chances
Developing Capacity and Improvement

¹ [Preventing Offending by Young People: A Framework for Action, June 2008](#)

² [Children and Young People \(Scotland\) Act 2014](#)

We will continue to place real importance on partnership working, and will help increase capacity to use co-production and asset-based approaches involving children and young people building on their strengths and attributes.

In this document when we talk about a child we are referring to someone under the age of 18. This respects the definitions set out in the 2014 Act and the United Nations Convention on the Rights of the Child. Good practice indicates the principles can also apply to young people over 18, and there is a particular need for various partners and agencies to take account of their corporate parenting responsibilities.

Youth Justice in Scotland – key statistics since the 2008 ‘Preventing Offending by Young People’ framework

Crime is at a 40 year low³, and offending by young people has halved since 2008-09⁴.



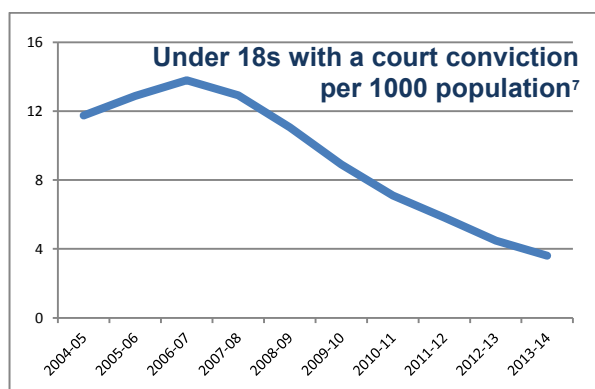
70% reduction in number of under 18s in custody
Down from 222 in 2007 to 66 in 2014⁵



83% reduction in children referred to Children’s Hearings System on offence grounds - from 16,229 in 2006-07 to 2,764 in 2013-14
Care and protection referrals fell by 61% from 44,545 to 17,476⁶



74% reduction in children appearing in court over last seven years⁷
Estimated saving of at least £2.8 million in court costs



Peak age for males committing offences has risen from 18 in the late '80s to 23 in 2013^{7.1}



The Centre for Youth and Criminal Justice’s paper ‘Youth Justice in Scotland: Fixed in the past or fit for the future?’ sets out useful contextual material and articulates a number of challenges which have informed this strategy⁸.

³ [Scottish Government, Recorded Crime in Scotland 2013-14](#)

⁴ [Scottish Policing Performance Framework annual report 2012/13 – November 2013](#)

⁵ [Scottish Government Justice Analytical Services](#)

⁶ [SCRA online Statistics 2013/14](#)

⁷ [Criminal Proceedings in Scotland, 2013/14 – Scottish Government bulletin 16 December 2014](#)

^{7.1} [Peak age research from Ben Matthews, Applied Quantitative Methods Network \(AQMeN\) \(2014\)](#)

⁸ [Youth Justice in Scotland: Fixed in the past or fit for the future? CYCJ September 2014](#)

Priorities

Advancing the Whole System Approach

There will be a strategic focus on:

- **Integration and sustainability as part of Community Planning**
- **Improving practice aligned with implementation of the 2014 Act**
- **Timely and effective interventions to minimise the number of children in the Criminal Justice System and formal processes**
- **Assessing and managing risk and complexity for the small number of young people posing the greatest risk to themselves and others**

Since 2011 the Whole System Approach (WSA) has provided a clear focus on:

- Early and effective intervention (EEI)
- Opportunities to divert young people from prosecution
- Court support
- Community alternatives to secure care and custody
- Managing high risk, including changing behaviours of those in secure care and custody
- Improving reintegration back into the community

The WSA has been developed and implemented on a voluntary basis, supported by seed funding for local partners. The intention has always been that WSA should be embedded in local planning arrangements and practice. We will maintain and intensify our commitment to sustaining the WSA in the period to 2020.

WSA has made a significant contribution to the progress made in dealing effectively with youth offending - as demonstrated by the recent independent evaluation of WSA by the Scottish Centre for Crime and Justice Research.

Key findings of the evaluation:

- WSA has been a galvanising factor in driving improvements in partnership working, information-sharing and shared learning across agencies and in turn improving outcomes for children and young people.
- Flexibility in implementing WSA across local authority areas may be necessary to adapt to different conditions and local demands, including variations in local authority size, scale and structure.

Areas for improvement:

- Some areas may benefit from greater consistency, including eligibility criteria for services through individual agency criteria (for example in relation to children on supervision).
- Diversion from prosecution is inconsistent across the three areas and may function more effectively if the default position was diversion.
- The long term sustainability of WSA in any given authority is predicated upon staff expertise and their dedication to the WSA ethos, as well as diversifying its sources of influence. 'Buy-in' to WSA policy and practice cannot be assumed; ongoing work is required to sustain WSA values across and within partner agencies at all levels.

The evaluation confirms that the principles of WSA remain the right ones. It is clear that sustained commitment is needed from national and local partners to build on the achievements to date.

While this strategy focuses on the approach for under 18's, aspects of youth justice provision now extend to under 21's in some local authority areas and this is an encouraging trend. The key priority is to ensure that children and young people receive appropriate services which help to address and minimise offending and improve life chances.

WSA is not being formally extended to age 21 at this stage, but as part of Community Planning arrangements local partners should consider the most suitable arrangements for young people involved in offending. A joined up approach involving children's, youth and criminal justice services is particularly important. This includes close alignment with work on looked after children, corporate parenting and community justice as well as other related policies and programmes.

The minimum age of criminal responsibility remains under active consideration and as part of the WSA to youth justice there is a multi-agency commitment to promoting the rights and wellbeing of children and young people.

Integration and sustainability as part of Community Planning

Ensuring effective integration of youth justice as a priority area into children service's planning and wider Community Planning, including community justice, will be a key task for national and local partners to 2020.

WSA has played a significant role in creating the conditions for young people to address most offending behaviour in a direct, focused way. This can be effective in preventing further offending and frees up resources for the Criminal Justice System to deal with the most serious high risk cases.

The Future Model for Community Justice in Scotland will mark a transition from Community Justice Authorities to an integrated planning model as part of Community Planning Partnerships. As part of the next phase of WSA, available resources will be applied on a strategic basis to support partners to develop, sustain and improve WSA.

We will:

- Encourage and support WSA leaders and practitioners to promote good practice and highlight the benefits achieved through this approach
- Support partners to embed preventing offending work in Community Planning following changes in Community Justice
- Ensure that resources are targeted on a strategic basis from 2016 to support the next phase of WSA
- Integrate findings from the WSA evaluation and implement arrangements from the end of 2015

Improving practice

WSA embodies the principles of GIRFEC and represents an example of a preventative, multi-agency approach focussing on improved outcomes for children and young people. However, the implementation of the 2014 Act will require aspects of WSA processes to be updated. Ensuring integration of the role of the Named Person and the Child's Plan are particular priorities before summer 2016.

Some children will need more intensive interventions, which may represent a 'targeted intervention' in terms of the 2014 Act, depending on the services available in a local authority area. A universal service in one area may be a targeted intervention in another area based on the population and the frequency that the service is required. A Child's Plan will always be required if a targeted intervention is involved. Specific youth justice services such as diversion from prosecution and some forms of EEI are likely to be a targeted intervention.

We will:

- Support partners to ensure that the implementation of the 2014 Act will improve local partnership work on youth justice and WSA
- Support partners to integrate EEI with the implementation of the 2014 Act including development of EEI practice to ensure consistency and appropriate involvement of the Named Person in advance of the implementation in 2016
- Continue to support good practice on EEI and promote an improvement culture among national and local partners

Timely and effective interventions

First contact

As the first point of contact Police Scotland play a key role in shaping the perceptions of children, young people and their families about the role of the police. As well as protecting communities, Police Scotland lead important work on risk and concern which helps to ensure an integrated approach to child wellbeing is put in place.

Consensual, or non-statutory, stop and search involving under 12s has been ended by Police Scotland and a presumption against consensual stop and search for all people has been introduced where a statutory alternative exists. An independent advisory group on stop and search has been established to consider the longer term policy and will make recommendations to Scottish Ministers by the end of August 2015.

Police Scotland are also concluding a review of Standard Operating Procedures in respect of youth crime and are committed to supporting the approach outlined in this strategy.

Early and Effective Intervention (EEI)

Many types of offences are now being dealt with through local EEI processes which ensure young people receive proportionate and timely support to tackle and improve their behaviour. EEI support does not result in a criminal conviction though could be considered relevant information as part of an enhanced disclosure to protect vulnerable groups.

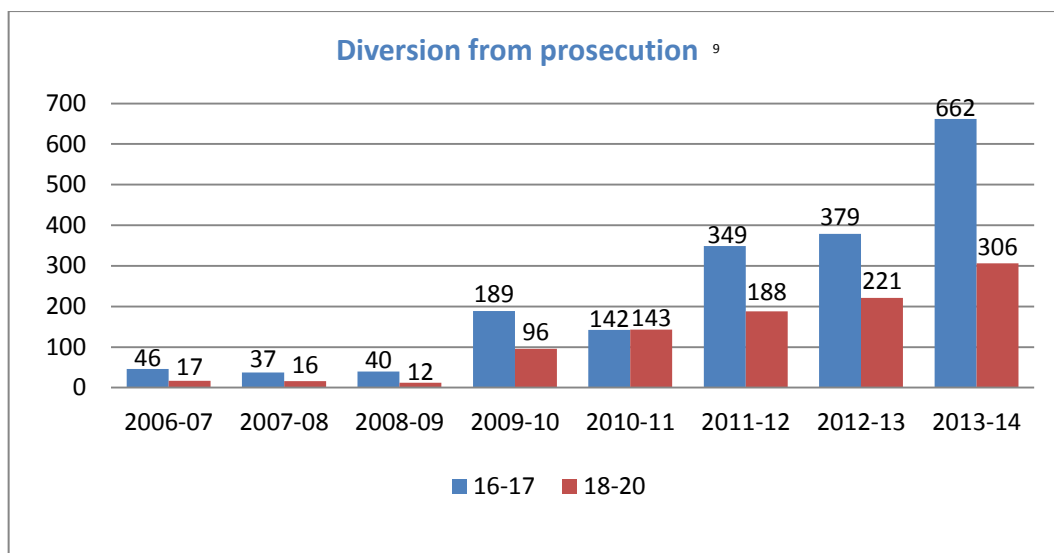
EEI disposals can include police direct measures and a referral to an intervention to change behaviour for example an alcohol or substance misuse project. Wherever possible, children are helped to address their behaviour within their communities.

Diversion

Diversion from prosecution is a national scheme for offenders of all ages, but a central tenet of WSA is the targeting of 16 and 17 year old offenders who have committed a relatively minor crime and whose prosecution is not in the public interest. A young person's eligibility for diversion is at the discretion of the Procurator Fiscal, the rationale being that a diversionary intervention will have a more positive impact in reducing future offending behaviour, hence improving future life chances.

Diversion schemes can be commissioned by a local authority from third sector organisations, or delivered by social work services. Most adopt a deferred prosecution model whereby prosecution is suspended until the young person has completed the diversion programme. There may be individual and group work involved depending on the offence and the needs of the young person, and sessions can cover a range of areas such as addressing the impact of the offending behaviour, alcohol and drug use, education, employability, and social skills.

The WSA evaluation has recommended a presumption in favour of diversion from prosecution for appropriate offences, which is consistent with existing good practice.



Timely and appropriate interventions

Improving how and when justice works for children and young people can also impact on the effectiveness of interventions. When children are involved in offending it is especially important to ensure that any necessary formal proceedings are commenced as soon as possible.

The Council of Europe Guidelines on Child-friendly Justice¹⁰ state that children's cases should be dealt with as speedily as possible to protect the best interests of the child as well as promoting the rights of people harmed. Where possible, cases should also be rolled up to be dealt with at the one time. This helps minimise disruption to the interventions to change behaviour.

We will:

- Maximise the opportunities for diversion from the Criminal Justice System and formal processes to respond swiftly and bring action on offending much closer to the offence and to encourage greater use of diversion across the Criminal Justice System
- Minimise delay in proceedings involving children. Continue to improve the exchange of information between COPFS and SCRA in relation to jointly reported cases involving children
- Explore opportunities with the Judiciary, COPFS, the Scottish Courts and Tribunals Service and SCRA to deliver on the Council of Europe Directive on Child-friendly justice to enable more cases to be remitted from court to Children's Hearings. Options will include joint training sessions and improved access to resources

⁹ [Criminal Justice Social Work Statistics in Scotland 2013-14](#)

¹⁰ [Council for Europe – Child-friendly justice](#)

Assessing and managing risk and complexity

Assessment

To improve outcomes for children involved in offending, the system must deliver in a responsive manner; however EEL and diversion are not appropriate for all. High quality assessment is the first step in identifying which children and young people require services and the type and intensity of service provision they require.

Integrated assessment supports a holistic understanding of the events, environment and situations surrounding individual children. In certain cases, that needs to be aided by more specialised assessments of complexity and risk.

A needs-led approach to assessment in response to levels of risk and complexity presented by children is appropriate. Where it is identified that issues are more complex, continue to cause concern or may require a more formal or compulsory approach, then the child should be referred to the Children's Hearings System to consider compulsory supervision.

A focus is required on evidence based practice, national standards and practice guidance to continue to promote the identification, assessment and management of children and young people who offend who have complex needs. The impact of intensive interventions with children, young people and families is being assessed as part of wider work on preventative spend relating to justice. This includes Public Social Partnerships and complements the Reducing Reoffending Programme.

Safe and secure

Secure care continues to be needed for a small number of young people who present the highest risk to themselves or others. The secure care criteria is set out in the Secure Accommodation (Scotland) Regulations 2013¹¹ and relate to the likelihood of absconding and/or risk to welfare, self-harming conduct and/or causing injury to another person. Alternatives to secure can include Movement Restriction Conditions and intensive wraparound family interventions.

We recognise the on-going need for good quality secure care which helps improve outcomes for children with highly complex needs. Consideration should also be given to alternatives to remand, taking account of assessments of risk, wellbeing and the impact of short term use of custody. This may include alternative means of monitoring and supervision while ensuring public safety.

We will:

- Continue to seek to reduce the number of children in secure care and custody including through safe community based alternatives
- Build on good practice to improve outcomes for children in secure care
- Ensure action to divert children and young people from serious organised crime – linking with strategy on serious organised crime
- Encourage alternatives to remand where possible while ensuring community safety

¹¹ [Secure Accommodation \(Scotland\) Regulations 2013](#)

Improving life chances

There will be a strategic focus on:

- **school inclusion**
- **strengthening relationships and engagement**
- **victims and community confidence**
- **improving health and wellbeing**
- **opportunities for all**
- **transitions**

Children and young people who present a high risk of offending and particularly those involved in serious and violent offending are often highly vulnerable, with complex needs. In many cases these young people have themselves been victims of crime, neglect and abuse and a number are looked after children. In order to deal effectively with high risk cases, intensive interventions make it less likely that the young person will cause serious harm and end up in prison, potentially for most of their adult life.

Findings from the Edinburgh Study of Youth Transitions and Crime¹², a longitudinal study of pathways into and out of offending amongst 4000 young people in the city of Edinburgh, tell us that:

- serious offending is linked to a broad range of vulnerabilities and social adversity
- early identification of at-risk children runs the risk of labelling and stigmatising
- pathways out of offending are affected by critical moments in the early teenage years

In particular school inclusion and diversionary strategies facilitate the desistance process. This strategy is founded on a shared commitment to dealing with the issues raised by that evidence.

Our priority is to improve life chances for children and young people involved, or at risk of becoming involved, in offending. That is not to excuse or minimise offending. Dealing with it and supporting young people to move on is the best way of reducing reoffending and minimising the number of future victims. Work to improve joint working for looked after children is a priority area and is included in the Looked After Children strategy.

As part of a preventative, child-centred approach to improving wellbeing and life chances, a particular focus is needed on education, employability and health issues.

The quality of relationships young people experience is a key factor in building on their strengths as well as helping to manage risks.

It is important to recognise the strengths and potential of young people rather than focusing solely on problems to be fixed.

¹² [Edinburgh Study of Youth Transitions and Crime](#)

Supporting work on school inclusion

The total number of exclusions reduced from 44,794 in 2006-07 to 21,955 in 2012-13¹³. Innovative work is taking place in a number of areas and schools are working with a range of partners to support children and their families to maintain positive links between the child, the school and the child's family.

In partnership with Education Scotland, local authorities and other agencies, we have supported the development of a range of approaches which encourage the creation of peaceful learning environments, promote positive behaviour and social and emotional wellbeing.

Curriculum for Excellence places emphasis on establishing and maintaining positive relationships as part of its broader purposes. The Behaviour in Scottish Schools Research 2012¹⁴ demonstrates that investing time and resources into improving relationships and behaviour in establishments leads to positive outcomes around inclusion, engagement and achievement in the short terms, community safety and cohesion in the longer term. Promotion of positive behaviour through whole school ethos and values is recognised as the most helpful approach to improving behaviour.

Included, Engaged and Involved Part 2: a positive approach to managing school exclusions¹⁵ provides advice and guidance for schools and local authorities on how to prevent the need for exclusion as well as the procedures and legislation around exclusion.

We will:

- Work with school professionals to build capacity and awareness about working with young people involved/at risk of involvement in offending by the end of 2016
- Share good practice throughout Scotland in approaches to school inclusion with a focus on preventing offending by the end of 2016
- Ensure that young people at risk of disengaging from education are identified early and supported. This will include support for families and will include collaboration with Education Scotland and local authorities

¹³ [Summary Statistics for Schools in Scotland, No. 4, 2013](#)

¹⁴ [Behaviour in Scottish Schools Research 2012](#)

¹⁵ [Included, Engaged and Involved Part 2: a positive approach to managing school exclusions](#)

Strengthening relationships and engagement

For those who are involved in offending, building and maintaining positive relationships are key to supporting them to face up to offending, make change and develop the skills and confidence to move on with their lives. Without supportive and stable relationships, it can be difficult for young people to break away from a cycle of offending behaviour.

Families have a crucial role in supporting children and young people involved in offending, working with them to make, and to sustain, changes. It is important that families are empowered to recognise their role in children's lives. Families also sometimes need support to help their children and young people move away from offending. Family interventions can play an important role in improving outcomes for children and young people.

In March 2015, the Centre for Youth and Criminal Justice (CYCJ) and Space Unlimited published 'Youth in justice: Young people explore what their role in improving youth justice should be'¹⁶. This highlighted the importance of consistent, high quality relationships. These relationships show a practitioner's belief in the worth and potential of the young person, helping them understand their choices and demonstrates a level of commitment to the young person and caring about what happens to them. There is also a need to help create the conditions where children and young people can be active participants in change.

Children should be helped to take responsibility for their decisions and actions in line with their stage of development and understanding. Most children and young people who offend will mature into responsible adults. The labelling of children's behaviour as 'criminal' can be harmful, as it has potential to stigmatise and reinforce negative self-image and behaviour.

Children and young people may need help from parents, carers, teachers and other adults to build their personal resilience and so become better able to respond to the trauma, bereavement and the failure which some have experienced.

We will:

- Help create the conditions for children and young people to be active participants in change and improving youth justice
- Promote positive relationships between young people, their families and communities to help develop social networks and build resilience
- Support workers to build quality and consistent relationships
- Enable gender specific approaches where appropriate, recognising strengths and needs in relationships as part of the focus on tackling inequalities. This will include a national training programme to support practitioners working with girls and young women by October 2015

¹⁶ [CYCJ Report - Youth in Justice: Young people explore what their role in improving youth justice should be – Published 12 March 2015](#)

Victims and Community Confidence

Recognising the impact of crime on victims is integral to an ethical and effective response to offending. It is also important for young people who offend to be supported to build the capacity to acknowledge harm caused and make good for the harm done.

Information and support needs to be tailored to the needs of the recipient. Where children are victims of crime committed by other children there is a particular need to ensure that a child-centred, wellbeing approach is taken to their needs. A child who is a victim of crime may present other concerns and changes in behaviour which can put them at risk and appropriate and timely interventions may be required. In addition, young people who are involved in offending are often victims of harm themselves. Today's 'offending' child is often a victim of yesterday's harm – the cycle needs to be broken. Research from Victim Support's 'Hoodie or Goodie? The link between violent victimisation and offending in young people'¹⁷ showed that if a young person is the victim of a violent crime, there is a risk that the person will go on to become an offender themselves.

In 2011, Victim Support Scotland were commissioned by the Victims and Community Confidence Group, a group set up under the Preventing Offending by Young People Framework, to undertake a six month research project, with the objective of scoping an evidence base and national service model for supporting young victims. The findings¹⁸ indicated that young victims of crime require a variety of support methods in order to cater for their broad ranging individual needs.

The Victims and Witnesses (Scotland) Act 2014¹⁹ makes a number of improvements to the information and support available to victims and witnesses. Key measures include giving victims and witnesses new rights to information about their case; raising the age at which individuals are treated as child witnesses to 18; widening access to additional support; and establishing a new support fund for victims, paid for by offenders.

We will:

- Encourage use of restorative approaches where appropriate
- Ensure that victims' rights and needs are systematically reflected in the work undertaken with young people who offend
- Encourage better and more regular engagement with communities about youth justice to build awareness of, and support for, the Scottish approach

¹⁷ [Victim Support Scotland Research Report – Hoodie or Goodie: The link between violent victimisation and offending in young people 2007](#)

¹⁸ [Scottish Government – Young Victims of Crime Project: Scoping a national service model for supporting young victims of crime in Scotland 2011](#)

¹⁹ [Victims and Witnesses \(Scotland\) Act 2014](#)

Improving health and wellbeing

Better health and wellbeing is integral to GIRFEC, Curriculum for Excellence and Health Improvement. This encompasses positive mental, emotional, social and physical wellbeing and helps children and young people to develop positive relationships and make healthy lifestyle choices.

Learning about health and wellbeing includes physical education, food and health, substance misuse, relationships, sexual health, parenthood, social and life skills - dependent on the age, development and maturity of each individual child. As a result, children will be more self-assured and will have more awareness of the effect their actions can have on others.

For children and young people involved in offending there are often associated issues relating to substance misuse, mental health and speech, language and communication issues. There are particular risks and concerns about the impact of New Psychoactive Substances (NPS) or 'legal highs' on children and young people, including in relation to offending.

Child and Adolescent Mental Health is already a priority area in the Mental Health strategy (2012-15)²⁰. Some young people involved in offending who have mental health problems, but perhaps not a mental health condition, may have difficulty accessing appropriate services. The last two years have seen a rise of over 30% in the number of young people starting mental health treatment²¹. There is a need for the health service to be properly equipped to give support and treatment to those vulnerable young people and funding will be provided over the next five years to ensure improvements are made to mental health services for children and young people.

It is important that these issues for children and young people are dealt with in a non-stigmatising way that helps to build their resilience.

We will:

- Support prevention and early intervention to improve health and wellbeing through Curriculum for Excellence, GIRFEC and Health Improvement
- Build on the work already undertaken on substance misuse to include New Psychoactive Substances. This means developing knowledge, skills and information on evidence based practice for those professionals working with children and young people by 2016
- Improve understanding and enhance capacity in relation to mental health and trauma through practice development and supporting services for young people
- Promote dialogue with key partners to ensure needs and methods of working with these children and young people is reflected in Scotland's Mental Health Strategy
- Improve awareness and support of speech, language and communication needs of children involved in offending

²⁰ [Mental Health Strategy 2012-15](#)

²¹ [Information Services Division, Mental Health Waiting Times](#)

Opportunities for All

It is important that young people who have offended can have hope that they will be able to find employment in the future. Opportunities for All provides the framework to support all young people to participate in post-16 learning, training or work.

Employability is a key priority both as part of a preventative approach and as a targeted area of support to ensure that young people who have been involved in offending, including those sentenced, can move on.

Scotland's Youth Employment Strategy – Developing the Young Workforce²² is underpinned by a seven year national programme aiming to reduce youth unemployment by 40% by 2021.

Developing the Young Workforce is about ensuring all young people access the broadest range of opportunities for work related learning. The Scottish Government is working with businesses and other partners to ensure stronger partnership working between education and employers and ensuring that the recruitment of young people is at the centre of workforce planning across the private, public and third sectors.

As part of joint programme working on cross-cutting themes consideration has been given to how we best support particular groups of young people. One of these groups is young offenders and work has been initiated with Her Majesty's Young Offender Institution (HM YOI) Polmont to consider how young offenders can benefit from the new opportunities on offer.

The Community Jobs Scotland (CJS) programme provides support and job training for vulnerable young unemployed people aged 16-24, and is aimed at helping them back into sustainable employment. CJS in Phase 4 (2014-15) included a pilot programme of 100 places for young people with an offending history and this has been further developed for Phase 5 (2015-16) to include a pilot programme of 20 places for young ex-offenders up to age 29.

Employer led 'Invest in Young People' Groups will have an important role and guidance on school and employer partnerships will be available in Autumn 2015.

We will:

- Ensure that low level offending as a child does not negatively affect opportunities for securing education, training or employment as an adult
- Implement changes on disclosure of childhood offences in 2016 to reduce the impact on future life chances
- Ensure that young people who have disengaged from education or have left school are supported to re-engage and participate in learning, training or an Activity Agreement to develop the skills they need
- Build relationships with employers, to help them see the strengths and potential of our children and young people including those who may have a criminal record

²² [Developing the Young Workforce – Youth Employment Strategy](#)

Transitions

Effectively managed transitions can transform lives, protect society and save money. Young people need support to transition effectively from the community to secure care or custody and when returning to communities after periods of being accommodated or sentenced. Evidence from Skills Development Scotland²³ indicates that just 16% of young people leaving HM YOI Polmont move on to positive destinations – that must improve.

Planning for a young person's transition needs to start before the process itself. If accommodated or in custody, planning for their return to community needs to start at the 72 hour review, which is a required part of the process on admission.

Housing support is a priority area particularly for those young people moving on from secure and custody. Homelessness amongst young people has been falling in Scotland due to the development of housing options approaches by local authorities and their partners. This focusses on addressing needs including helping individuals to access mediation, employability and health services.

We will:

- Support reintegration of young people from custody and secure to allow them to move onto and sustain positive destinations
- Support young people and families during all periods of transitions, especially within the cross over between child and adult services
- Improve transitions between children's and adult justice systems, where needed. Transitions must be planned and supported and take account of Corporate Parenting responsibilities, including the extension of rights of previously looked after young people

²³ [Beyond Youth Custody Resettlement of young people leaving custody – lessons from the literature – update: March 2015](#)

Developing Capacity and Improvement

There will be a strategic focus on:

- **Supporting workforce development and encouraging a culture of continuous learning and improvement**
- **Improving systems and making best use of performance information nationally and locally**

Developing capacity and supporting continuous improvement is a key strategic priority both in terms of developing and sustaining a workforce which comprises education, health and justice professionals in statutory and non-statutory roles and in terms of the practices and systems that are used by partners as part of GIRFEC and the WSA.

Improvements which build on knowledge and information from practice, research, policy and those with lived experience are likely to be more successful than those not. There is a need for partners to learn from knowledge generated within their own organisations and elsewhere and to apply this knowledge systematically to improve practice and outcomes.

Learning from a combination of self-evaluation, performance management data, local, national and international good practice, research evidence, practitioner knowledge, and the views and experiences of children and young people, will be critical to developing capacity and ensuring continuous improvement.

Supporting workforce development

Preventing offending and providing the right support and interventions for children and young people involved in offending can involve a wide range of partners and requires committed, high-quality leadership.

Recruiting, retaining, and developing the required workforce is vital to deliver on better outcomes for young people involved in offending. There are particular issues to consider in respect of the 2014 Act, including the role of Named Persons and ensuring that the practice guidance includes children and young people who offend. This is fundamental along with the principles of community focussed services that meet the needs of young people involved in offending behaviour.

A refreshed suite of national practice guidance was published by the Centre for Youth and Criminal Justice in June 2015²⁴.

Further, we also need to better support the sharing of knowledge and skills across geographical and professional boundaries to maximise the ability of the whole workforce to understand this complex area.

²⁴ [National Practice Guidance – Centre for Youth and Criminal Justice – June 2015](#)

We will:

- Support workforce development linked to implementation of the 2014 Act
- Build a more collaborative approach to enhance training and workforce development opportunities founded on common core skills
- Develop appropriate forums for youth justice practitioners, policy makers and others to share knowledge and good practice
- Build the confidence of youth justice practitioners in their skills and abilities to support our children and young people
- Refresh training for Children's Panel Members taking account of the 2014 Act
- Develop leadership development opportunities at all levels but particularly for front line managers

Improving systems

The skills and knowledge of those working with young people who offend is crucial to the continuing progress in preventing offending. To enable the targeting of skills, knowledge and resources in the right areas we need to use evidence of trends, patterns and volume of offending and support partners to use this to learn, reflect and improve. We know for example that overall offending is down and less young people are involved in offending, but sexual offences are increasing.

The capacity of the systems we have available to developing a proportionate, timely approach, focussed on the wellbeing of children and young people involved in offending, remains a challenge. Appreciation of risks presented and the potential long term costs of failing to intervene appropriately at the right time is a key issue, in particular in relation to children and young people with complex needs. This challenge is not solely financial but is about the commitment of the constituent parts of the system to the ethos of Kilbrandon and the implementation of the 2014 Act.

To assist in enabling the appropriate targeting of resources we need to use evidence. There are issues in relation to the availability of reliable, consistent statistical data on young people who offend, partly because of the different systems used. We need to improve systems of information capture to support improvement including national information on EEI and diversion. Collaboration with Police Scotland on the Vulnerable Persons Database and management of information on youth engagement will be a priority.

We will:

- Improve systems of information capture to support improvement including national information on EEI and diversion
- Strengthen the evidence base about the needs of young people at risk of or involved in offending behaviour and complexity
- Ensure that good practice and evidence is shared and that youth justice practice and policy is informed by the best knowledge and evidence
- Develop a shared dataset and performance framework to monitor trends and assist in targeting of resources, workforce development and practice

Implementation – Next steps

As part of the Youth Justice strategy refresh, arrangements to support youth justice at a national level have also been reviewed. The focus has been ensuring that there are strategic arrangements which enable partners to support and drive implementation in the context of wider programme, planning and policy landscape.

A Youth Justice Improvement Board will be established which will comprise 10-15 members, plus associate members as required based on the focus of the work programme and agenda of meetings.

Working groups will be set up as agreed by the Improvement Board and it is anticipated that these will be aligned to the three priority themes:

Advancing the Whole System Approach

Improving Life Chances

Developing Capacity and Improvement

The dedicated groups to support priorities will have a chair from the Improvement Board, an agreed life span, with terms of reference, membership, outcomes and expected impact.

It is expected that priorities identified by existing Champions Groups on EEI; Reintegration and Transitions; Vulnerable Girls and Young Women; and Managing High Risk will form part of a framework for action overseen by the Improvement Board, with a strong delivery focus through the themed groups. While there will be flexibility for dedicated groups to be retained, the expectation is that 3 groups will provide a clear focus and ensure that cross-cutting themes are supported on a strategic basis.

Subject to agreement from the Improvement Board, the Advancing Whole System Approach Group will include EEI and Managing High Risk. The Improving Life Chances Working Group will include a focus on reintegration and transitions and vulnerable girls and young women within its remit. The Developing Capacity Group will have oversight of priorities for training and workforce development as well as performance and improvement in youth justice.

As part of the work overseen by the Improvement Board, consideration will be given to arrangements to support national and local partners. Ensuring young people are heard, will also be a priority. The Improvement Board will also have strong links to the Children's Hearings Improvement Partnership (CHIP).

The Centre for Youth and Criminal Justice (CYCJ) has been a key partner in developing this strategy and will support implementation with partners.

Partnership working has been a crucial element of success in preventing offending and will remain integral to the delivery of this strategy. Leadership and sustained commitment from all partners will help achieve our vision for children and young people.



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SOCIAL POLICY POLICY DEVELOPMENT AND SCRUTINY PANEL

INFORMATION IN RELATION TO THE DISCLOSURE SCHEME FOR DOMESTIC ABUSE (SCOTLAND)

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

The purpose of this report is to inform the Social Policy PDSP of the implementation of the Disclosure Scheme for Domestic Abuse (Scotland), which came into effect on 1st October 2015.

B. RECOMMENDATION

The Panel is asked to:

1. note the contents of the report;
2. note the steps that are planned to raise awareness of the implementation of the Scheme in Scotland and
3. recommend that the report is submitted to the Council Executive for information.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Focusing on our customers' needs• Providing equality of opportunities• Making best use of our resources• Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<ul style="list-style-type: none">• Police and Fire Reform (Scotland) Act 2012,• Human Rights Act 1998,• Data Protection Act 1998• Protection from Abuse (Scotland) Act 2001• Adult Support and Protection (Scotland) Act 2007• Matrimonial Homes (Family Protection) (Scotland) Act 1981• Protection from Harassment Act 1997• Domestic Abuse (Scotland) Act 2011
III Implications for Scheme of Delegations to Officers	N/A
IV Impact on performance and performance Indicators	None

V	Relevance to Single Outcome Agreement	We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life chances.
VI	Resources - (Financial, Staffing and Property)	No additional resources from revenue budget are required.
VII	Consideration at PDSP	None
VIII	Other consultations	N/A

D. TERMS OF REPORT

Background

The Disclosure Scheme for Domestic Abuse (Scotland) came into force on the 1st October 2015 and is based on 'Clare's Law' which is named after Clare Wood, who was murdered by her ex-boyfriend in Salford in Greater Manchester in 2009.

Clare's Law came into force in England and Wales on the 8th March 2014 and covers heterosexual and homosexual relationships.

Police Scotland researched and evaluated the scheme in England and Wales before conducting a successful pilot in Aberdeen and Ayrshire. The Crown Office and Procurator Fiscal Service (COPFS), the Scottish Government, ASSIST advocacy services and Scottish Women's Aid were involved in the planning of the scheme.

Feedback from those involved in the Scottish pilot was positive and the decision to roll the process out nationally was announced by the Chief Constable and the First Minister on 1st July 2015.

The Scheme in Scotland

The Disclosure Scheme is the sharing of information (including criminal convictions and other information known to the Police and other public bodies, such as Social Work) about perpetrators of Domestic Abuse with persons at risk of harm by them. The information is shared to assist the person at risk in making informed decisions about their situation.

Disclosure through the scheme can be triggered by a potential victim, family members, another member of the public concerned about a potential victim or public authorities such as the Police or Social Work.

The scheme will provide two pathways to disclosure.

- **Right to Ask** – Members of the public will be able to ask for disclosures. The person asking can be the person at risk themselves or another person (a friend or relative, for example); however any disclosure made will only ever be to the person at risk themselves.
- **Power to Tell** – Police and other public bodies will be able to instigate proactive disclosures, where they have concerns for a person at risk.

The decision about whether or not to disclose information will be taken by a multi-agency panel.

Where disclosures are made, there will be independent Domestic Abuse advocacy support available to assist the person at risk. Advocates will be present for the disclosure itself.

Where disclosures are made, the person at risk is not permitted to share the information further.

Awareness Raising in West Lothian

One of the key findings from the Domestic Abuse Disclosure Scheme Pilot Assessment in England and Wales was that there was a need to improve awareness of the Disclosure Scheme with key practitioners. To address this the following steps have been taken:

- A presentation will be delivered to the Chief Officer's Group on 10th December;
- Briefing sessions will be provided for key Social Work Staff;
- Promotional information will be distributed to all of the Social Work Centres.

E. CONCLUSION

The Disclosure Scheme for Domestic Abuse (Scotland) aims to prevent domestic abuse by empowering both men and women with the right to ask about the background of their partner, potential partner where there is a concern that the individual may be abusive and allow them to make an informed choice on whether to continue the relationship.

This report provides an overview of the Disclosure Scheme for Domestic Abuse (Scotland) and informs the Panel of the steps being taken in West Lothian to raise awareness of its implementation.

F. BACKGROUND REFERENCES

None.

Appendices: Appendix 1 - Right to Ask Poster

Appendix 2- Right to Ask Leaflet

Appendix 3 - Information Bulletin

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Jane Kellock
Head of Social Policy (Interim)

Date of meeting: 5th November 2015

WORRIED

that your partner could be abusive?



The new Disclosure Scheme for Domestic Abuse Scotland gives you the **right to ask** the police if your partner has a history of domestic abuse.

No one should feel unsafe in a relationship.

Find out more:

www.scotland.police.uk



**POLICE
SCOTLAND**
Keeping people safe

 @PoliceScotland  PoliceScotland

Disclosure Scheme for Domestic Abuse Scotland





Keeping People Safe from Domestic Abuse

This leaflet is for you if you are concerned that someone you know may be in a relationship and is at risk of domestic abuse.



**POLICE
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Keeping people safe

 @PoliceScotland  PoliceScotland

Disclosure Scheme for Domestic Abuse Scotland

The aim of this scheme is to give members of the public a formal mechanism to make enquiries about an individual who they are in a relationship with or who is in a relationship with someone they know, and there is a concern that the individual may be abusive towards their partner.

If police checks show that the individual has a record of abusive behaviour; or there is other information to indicate the person you know is at risk, the police will consider sharing this information with the person(s) best placed to protect the potential victim.

The police will discuss your concerns with you and decide whether it is appropriate for you to be given more information to help protect the person who is in the relationship with the individual you are concerned about.

The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship, and provides further help and support to assist the potential victim when making that informed choice.

Who can ask for a disclosure?

A disclosure under this scheme is the sharing of specific information about an individual with the person making the application or a third person for the purposes of protecting a potential victim from domestic abuse.

- Anyone can make an application about an individual who is in a relationship with another person and where there is a concern that the individual may harm the other person;
- Any concerned third party, such as a parent, relative, neighbour or friend can make an application not just the potential victim; however:
- A third party person making an application would not necessarily receive information about the individual concerned. It may be more appropriate for someone else to receive the information, such as the potential victim or another person who is best placed to protect the potential victim.

Step One - How do I make an application?

It is important to remember that anyone can make an application to the police about an individual who is in a relationship with another person and there is concern that the individual may present a risk of harm to their partner.

Contacting the police

There are a number of different ways you can contact the police:

You can

- go 'online' to www.scotland.police.co.uk;
- visit a police office;
- phone 101 the non emergency number for the police; or
- speak to a member of the police on the street

If you believe there is an immediate risk of harm to someone, or it is an emergency, you should always call 999.

Step Two: Initial contact with the police

When you contact the police, a police officer or member of police staff will take details from you of what prompted your enquiry and the nature of your relationship with the potential victim and their partner.

They will also ask you when and where it is safe to make contact with you again.

You will also need to give your name, address, date of birth and other details. At a later stage, you will need to provide proof of your identity.

The police will run some initial checks based on the information you have provided and conduct an initial risk assessment.

The purpose of these checks is for the police to establish if there are any immediate concerns.

These checks will not be undertaken while you are present.

If when speaking to the police you report a crime has taken place - for example, if you say that you have witnessed someone hit their partner, then the police may investigate this as a crime and may arrest the partner.

If the police believe that someone is at risk and in need of protection from harm, they will take immediate action.

No disclosure of information will take place at this stage unless it is necessary for the immediate protection of the potential victim.

Step Three: Face to face meeting to complete the application

Depending on the outcome of Step Two, you may then be required to participate in a face to face meeting with the police. This meeting will be to establish further details about your application in order to assess any risk and for you to provide proof of your identity. This should comprise of a photo ID and another form of ID (if photo ID is not available, the police will consider other forms of ID).

The forms of ID that could be used are:

- Your passport
- Your driving licence
- Some other trusted form of photo identification
- Your birth certificate (including authorised extract copies)
- A household utility bill (council tax, water, gas, electricity)
- A bank statement

These documents must be originals. Unfortunately copies cannot be accepted.

The police will use this meeting to gather more information from you about the nature of the relationship between the person you are concerned about and their partner. They may also ask for further information from you on why you have made an enquiry under this scheme.

The police will run more detailed checks and speak to other agencies including Social Work Services and Prison Service, based on the information you give them.

They will work as quickly as possible to complete the checks but, depending on the circumstances, some checks may take longer for the results to be received by the police.

It is envisaged that the maximum time that it will take to complete the whole process, including these and the disclosure of information if decided necessary, is 45 days.

The police will act immediately if at any point they consider the potential victim to be risk and in need of protection from harm.

Step Four: Multi-agency meeting to consider disclosure

The police will meet with relevant partner agencies (such as Social Work Services, Prison Service, Domestic Abuse Advocates/Advisors) to discuss the information that you have given them, along with additional information the police may have received from the checks they have run, and any relevant information from the agencies they have talked to.

The multi agency meeting will then decide whether any disclosure is lawful, necessary and proportionate to protect the person you are concerned about from their partner. If they decide to disclose information, they will decide who should receive the information and set up a safety plan tailored to the potential victims needs to provide them with help and support.

Step Five: Potential disclosure

What kind of information you might be given

If the checks show that the individual you are enquiring about has a record for violent offences or there is other information that indicates there is a pressing need to make a disclosure to prevent further crime, the police may disclose this to the person who is most able to protect the victim.

It should be noted that details about a person's previous convictions are treated as confidential and information will only be disclosed if it is lawful and proportionate, and there is a pressing need to make the disclosure to prevent further crime.

If the checks do not show that there is a pressing need to make a disclosure to prevent further crime, the police will tell you that. This may be because the individual does not have a record of violent offences or there is no information held to indicate they pose a risk of harm to the potential victim. Or it may be that some information is held on the individual but this is not sufficient to demonstrate a pressing need for disclosure.

It may be the case that the individual you are asking about is not known to the police for violent offences or there is insufficient information to indicate they pose a risk of harm to the potential victim, but they are showing worrying behaviour. In this case, the police or other support agency will work with you to protect the potential victim and can provide advice and support.

The Police- Power to Tell

Under the Disclosure Scheme for Domestic Abuse Scotland, you may receive a disclosure even if you have not asked for one. That is because, if the police receive information about the person you know which they consider puts that person at risk of harm of domestic abuse by their partner, then they may consider disclosing that information if you are the best placed person to protect the victim.

The decision to disclose information when you have not asked for a disclosure will be made by the multi agency meeting, and the disclosure will only be made if it is lawful and proportionate, and there is a pressing need to make the disclosure to prevent further crime.

Important note

You should be aware that police checks or any disclosures made are not a guarantee of safety. The police will give you advice on how to protect the potential victim and how to recognise the warning signs of domestic abuse. They will also make sure you are aware of what local and national support is available.

After you are given information

Can I tell my family and friends about this? I really need to talk to someone.

If you do receive information from the police it should be treated as confidential. It is only being given to you so that you can take steps to protect the potential victim. You must not share this information with anyone else unless you have spoken to the police, or person who gave you the information, and they have agreed with you that it will be shared.

Subject to the condition that the information is kept confidential, you can;

- Use the information to keep the potential victim and yourself safe;
- Use the information to keep any children involved in the situation safe;
- Ask what support is available;
- Ask for advice on how to keep yourself and others safe.

The police may decide not to give you information if they think that you will discuss it with others. However, the police will still take steps to protect the potential victim and yourself if there is a risk of harm.

The police may take action against you if the information is disclosed without their consent, which could include civil or criminal proceedings. You should be aware that it is an offence (under Section 55 of the Data Protection Act 1998) for a person to 'knowingly or recklessly obtain or disclose personal data without the consent of the data controller' which in this case is usually the police.

If no disclosure is made but you still have concerns and want further information about protecting someone from domestic abuse, there is action you can take for the future.

The police can provide you with information and advice on how to protect someone from abusive behaviour and how to recognise the warning signs of domestic abuse. There are also a number of specialist services and organisations providing information about domestic abuse, how to spot it and how to work with the authorities to intervene.

Support helplines

You can contact Police Scotland on **101**

In an emergency always ring **999**

If you would like additional help and support on domestic abuse then you can contact any of the following national helplines:

Scottish Domestic Abuse Helpline - **0800 027 1234**

Rape Crisis Scotland - **08088 01 03 02**

Men's Advice Line - **0808 801 0327**

Abused Men in Scotland - **0808 800 0024**

www.scottishwomensaid.org.uk/advice-information

You can also ask the police for information on specialist services and organisations that exist where you live.



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Disclosure Scheme for Domestic Abuse (Scotland)

Information Bulletin for External Organisations

Introduction

The Disclosure Scheme for Domestic Abuse (Scotland) (DSDAS) will be launched on 1st October 2015. All information provided in this bulletin relates to the scheme.

What is a disclosure scheme?

In this context a disclosure scheme is the sharing of information (including criminal convictions and other information known to the Police and other public bodies, such as Social Work) about perpetrators of Domestic Abuse with persons at risk of harm by them. The information is shared to assist the person at risk in making informed decisions about their situation.

Who will the scheme apply to?

This disclosure scheme, as the name suggests, relates to Domestic Abuse. The scheme is intended to help persons at risk of Domestic Abuse. Domestic Abuse is:

Any form of physical, sexual or mental and emotional abuse which might amount to criminal conduct and which takes place within the context of a relationship. The relationship will be between partners (married, co-habiting, civil partnership or otherwise) or ex-partners. The abuse can be committed in the home or elsewhere.

The definition does not include familial abuse (abuse between adult family members who are not in a relationship).

Why is a scheme being introduced now?

A very similar scheme was introduced across England and Wales in March 2014. Police Scotland researched and evaluated that scheme before conducting a successful pilot in Aberdeen and Ayrshire. Feedback from those involved in the Scottish pilot was positive and the decision to roll the process out nationally was announced by the Chief Constable and the First Minister on 1st July 2015.

How will the scheme work?

The scheme will provide two pathways to disclosure.

Right to Ask – Members of the public will be able to ask for disclosures. The person asking can be the person at risk themselves or another person (a friend or relative, for example); however any disclosure made will only ever be to the person at risk themselves.

Power to Tell – Police and other public bodies will be able to instigate pro-active disclosures, where they have concerns for a person at risk.

For both pathways, the decision as to whether or not to make a disclosure lies with a multi-agency decision making group.



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Disclosure Scheme for Domestic Abuse (Scotland)

Where disclosures are made, there will be independent Domestic Abuse advocacy support available to assist the person at risk. Advocates will be present for the disclosure itself.

Where disclosures are made, the person at risk is not permitted to share the information further.

Does the DSDAS require new legislation?

The DSDAS does not require new legislation. Any disclosures will be made within the existing legislative framework and in particular the Police and Fire Reform (Scotland) Act 2012, the Human Rights Act 1998, the Data Protection Act 1998 and relevant case law.

Which organisations are involved in the DSDAS?

Police Scotland, the Crown Office and Procurator Fiscal Service (COPFS), the Scottish Government, ASSIST advocacy services and Scottish Women's Aid were involved in the planning of the scheme. Partnerships will be forged at a local level.

How will the pilot affect my organisation?

Depending on your organisation's role/remit the scheme will have different impacts. The most important aspect is awareness. You should make people in your organisation aware that the scheme will be operating. This is important so that potential applicants can be encouraged to engage where appropriate.

There is unlikely to be a big impact on organisations not already significantly involved. Those organisations already working in partnership with Police Scotland to combat Domestic Abuse may be asked to assist with information sharing at a multi- agency decision making group.

Who can I contact for more information?

Police Scotland is the lead agency and will actually operate the scheme. Further information can be found in the Police Scotland website: www.scotland.police.uk or by contacting your local Police Office.

Social Policy – Policy Development and Scrutiny Plan – Workplan

Title	Responsible Officer	Date of PDSP	Reports to be finally submitted
November 2015			
Meadow Vale Nursing Home	Alan Bell	5 th November	
Social Policy Contract Activity Update Report	Alan Bell	5 th November	
Chief Social Work Officer's Annual Report	Jane Kellock	5 th November	
Consultation on Proposals to Strengthen the Presumption against Short Periods of Imprisonment	Tim Ward	5 th November	
Social Work Complaints Review Committee - Consultation	SPMT	5 th November	
Reducing Re-Offending Committee Annual Report 2014-2015 and Action Plan 2015-2016 for West Lothian	Tim Ward	5 th November	
Offender Profile	Tim Ward	5 th November	
Alcohol Diversion Fund – Applications	Alan Bell	5 th November	
Day Care – Proposed New Contract Arrangements	Alan Bell	5 th November	
Youth Justice Strategy - Preventing offending getting it right for children and young people	Tim Ward	5 th November	
Information in relation to the Disclosure Scheme for Domestic Abuse (Scotland)	Tim Ward	5 th November	

January 2016			
Community Justice Authority Minutes	Tim Ward	14 th January	
Living in Safe Accommodation – Update Report Criminal Justice Social Work – Serious Incident Reviews Annual Report 2013 – 14	Tim Ward	14 th January	
Criminal Justice – Update	Tim Ward	14 th January	
Criminal Justice Social Work – Serious Incident Reviews Annual Report 2013-2014	Tim Ward	14 th January	
Project Search Update	Pamela Main	14 th January	
GIRFEC Update	Jo MacPherson	14 th January	
Phycology of Parenting	Jo MacPherson	14 th January	
Community Payback Orders - Annual Report	Tim Ward	14 th January	
Children’s Services Governance Update	Jane Kellock	14 th January	
Families Included	Jo MacPherson	14 th January	
Rosemount Gardens	Pamela Main	14 th January	
March 2016			
Social Policy Management Plan	Alan Bell	10 th March	
Area Service Management Plan	Steve Field	10 th March	
Community Justice Authority Minutes	Tim Ward	10 th March	