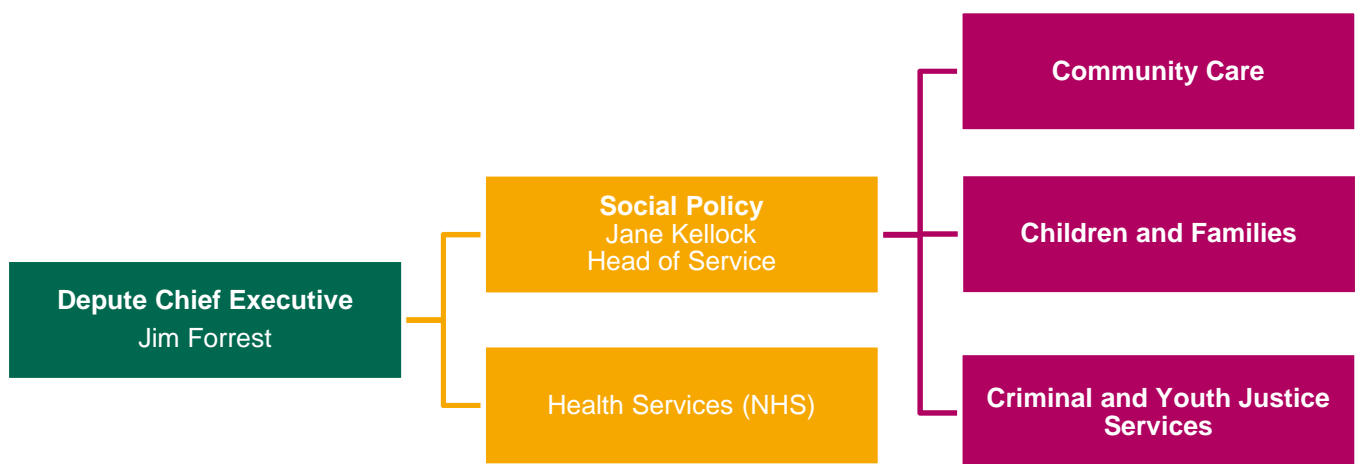


## Service Activity

The Health and Social Care Partnership (HSCP) is focused on the delivery of integrated health and care services that will improve the wellbeing, safety and quality of life for people living in West Lothian, particularly those most at risk in society.

This includes children and families, care for adults and older people and those with disabilities or mental health problems and criminal and youth justice services.



Social Policy comprises of three large services – known as West Lothian Assessment Model (WLAM) units, under the direction of the Head of Service.

The following section provides more information on the activities and resources of each WLAM unit.

## Children and Families

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**Service manager:** Jo Macpherson and Tim Ward, Senior Managers

**Number of staff:** 305.4 (full time equivalents)

**Location:** Civic Centre and various locations

### Purpose

The Children and Families service comprises a wide range of teams providing interventions for children and their families experiencing a need for support.

The service includes the following teams: Sure Start, Family Centres, Parenting Team, Mental Health and Wellbeing team, school attendance improvement service (AIMS), Child Disability Service, Whole Family Support Service, practice teams, Inclusion and Aftercare Service, Family Placement Team, Residential Child Care Houses, Children's Rights, Reviewing Officer Team, Domestic and Sexual Assault Team (DASAT), Social Care Emergency Team (SCET), Public Protection lead officers, emergency planning and the Social Work Addiction Team (SWAT). The service provides support from pre-birth to age 26 for those who have experienced care.

The main aim of the service is to ensure that children, young people and their families can maximise their potential through the identification of additional supports. This includes disabled children, young people and their families. We are committed to providing services that are child-centred, developed in partnership with other organisations and with families themselves, that tackle inequalities and are focused on improving outcomes for children. These aims are in line with Getting It Right For Every Child (GIRFEC) principles. We are committed to providing help that is appropriate, proportionate and timely to ensure children and young people have the best start to their lives building on family strengths and promoting resilience. Our service is focused on keeping children safe and teams also provide support through statutory intervention, looked after children services and child protection interventions when these are needed. The service is focussed on minimising the impact of child poverty wherever possible.

In addition to a focus on providing early help and action to prevent difficulties escalating, the service is committed to shifting the balance of care. This means providing support to families and the wider family network to enable them to safely continue to care for children and young people in challenging circumstances. This also means where children or young people require to be accommodated away from home that more use is made of community based resources with less reliance on residential care and far from home placements.

We aim to deliver quality, appropriate and accessible services to meet current demand and also to anticipate and identify future needs and expectations.

### Activities

The main activities of the service during the period of the Management Plan will be:

- ◆ Childcare and Protection
  - Child Care and Protection Practice Teams, including Throughcare
  - Child Disability Service
  - Whole Family Support

- ◆ Early Intervention - Looked After Children
  - Services for Looked After Children
  - Early Intervention Services
  - Positive Parenting project
  
- ◆ Protection and Emergency Services
  - Social Care Emergency Team (SCET)
  - Domestic and Sexual Assault Team (DASAT)
  - Inclusion and Aftercare Service
  - Children's Rights

All services will be focussed on the delivery of Transforming Your Council (TYC) proposals.

## Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, NHS Lothian, Police Scotland, Scottish Fire and Rescue Service, West Lothian College, Children's Reporter, third sector providers and private sector providers.

## Customer Participation

The unit will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

### Customer Consultation Schedule 2018/19

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
<b>Service users</b>	Survey	Annual	Business Support Officer	Reported via performance indicators
<b>Service users</b>	Consultative Forums	Quarterly (carers)	Team Manager	Newsletter
<b>Partners / key stakeholders</b>	Early Years event	Annual	Group Manager	Newsletter
<b>Having Your Say</b>	Looked After Children's forum	Monthly	Team Manager	Group meeting
<b>Service users</b>	Viewpoint	Monthly	Group Manager	Feedback Report

## Activity Budget 2018/19

Children and Families – Child Care and Protection								
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2018/19	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2018/19 £	Revenue Income Budget 2018/19 £	Net Revenue Budget 2018/19 £
Children and Families Practice Teams including disability service	Provision of care and protection service for children in need or at risk.	2 Delivering positive outcomes and early interventions for early years	SPCF133 - Percentage of children on the Child Protection Register who have been on the register for two years or more Target: 1%	Public	81.4	6,074,041	(371,000)	5,703,041
			SPCF097 - Number of Children supported in Residential Schools out with West Lothian. Target: 19	Public				
Service support	Provision of management and administrative Support	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		11.3	571,787	(68,983)	502,804
Total:					92.7	6,645,828	(439,983)	6,205,845

### Children and Families – Early Intervention and Looked After Children

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2018/19	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2018/19 £	Revenue Income Budget 2018/19 £	Net Revenue Budget 2018/19 £
<b>Looked After Children</b>	Recruit, train, support and review carers providing a range of flexible services. Provide a range of quality placements for children of all ages, who are unable to live with their families. Provide accommodation in three residential houses for young people who are unable to live with their own or substitute families. Prepare young people for leaving care.	2 Deliver positive outcomes and early intervention for early years	SPCF104 - Percentage of children in foster care placed with West Lothian Foster Carers Target: 93%	High Level	101.2	18,120,327	(397,513)	17,722,814
			SPCF094 - Percentage of Looked After Children placed in kinship care Target: 40%	WLAM				
<b>Early Intervention</b>	Promote the personal growth and development of children aged 0-3 through the provision of services targeting those most at risk of social exclusion. Provision of day care service and outreach support to children aged 0-5 who are vulnerable or have additional needs. Improve performance in schools and improve functioning in family / community.	2 Deliver positive outcomes and early intervention for early years	SPCF140 - Percentage of eligible Looked After Children 2 year olds attending family centres. Target: 95%	WLAM	45.2	2,400,957	0	2,400,957
			SPCF136 - Percentage of young mothers referred to Sure Start who engage antenatally Target: 70%	Public				

**Children and Families – Early Intervention and Looked After Children**

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2018/19	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2018/19 £	Revenue Income Budget 2018/19 £	Net Revenue Budget 2018/19 £
<b>Service support</b>	Provision of management and administrative Support	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		32.6	1,275,088	(226,242)	1,048,846
<b>Total:</b>					<b>179.0</b>	<b>21,796,372</b>	<b>(623,755)</b>	<b>21,172,617</b>

**Children and Families – Protection and Emergency Services**

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2018/19	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2018/19 £	Revenue Income Budget 2018/19 £	Net Revenue Budget 2018/19 £
<b>Public Protection</b>	Ensure that the those members of society who are the most vulnerable and at risk are protected effectively and that their outcomes improve	7 Reducing crime and improving community safety	SOA1305_05 - Percentage of closed adult protection cases where the adult at risk reported that they felt safer as a result of the action taken. Target: 80%	Public	15.7	997,010	(71,376)	925,634
<b>Domestic and Sexual Assault Team</b>	Provide high-quality support and services to women and children who are, or have, experienced domestic abuse or other forms of gender-based violence.	7 Reducing crime and improving community safety	SPCF061 - Cost per domestic abuse referral Target: £185.00	WLAM	14.1	650,491	(246,750)	403,741
			SOA1305_04_ Percentage of women who report that they feel safe as a result of intervention by the Domestic and Sexual Assault Team Target: 100%	Public				
<b>Service support</b>	Provision of management and administrative Support	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		3.9	170,820	(18,874)	151,946
<b>Total:</b>					<b>33.7</b>	<b>1,818,321</b>	<b>(337,000)</b>	<b>1,481,321</b>