



Social Policy, Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

10 May 2019

A meeting of the **Social Policy, Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Friday 17 May 2019** at **9:30am**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. 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
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Confirm draft Minutes of Meeting of Social Policy, Policy Development and Scrutiny Panel held on Friday 22 March 2019 (herewith)
5. West Lothian's Whole Family Support Service
 - (a) Report by Head of Social Policy (herewith)
 - (b) Presentation by Senior Manager, Young People and Public Protection
6. Social Policy Management Plan 2019-2020 - Report by Head of Social Policy (herewith)
7. Social Policy Contract Activity Update - Report by Head of Social Policy

DATA LABEL: Public

(herewith)

8. Middleton Hall Care Home - Removal of Enhancement - Report by Head of Social Policy (herewith)
9. Scheme of Assistance, S72 Housing (Scotland) Act 2006 - Report by Interim Head of Housing, Customer and Building Services and Head of Social Policy (herewith)
10. Workplan (herewith)

NOTE **For further information please contact Anastasia Dragona on tel. no. 01506 281601 or email anastasia.dragona@westlothian.gov.uk**

CODE OF CONDUCT AND DECLARATIONS OF INTEREST

This form is to help members. It is not a substitute for declaring interests at the meeting.

Members should look at every item and consider if they have an interest. If members have an interest they must consider if they have to declare it. If members declare an interest they must consider if they have to withdraw.

| NAME | MEETING | DATE |
|------|---------|------|
| | | |

| AGENDA ITEM NO. | FINANCIAL (F) OR NON- FINANCIAL INTEREST (NF) | DETAIL ON THE REASON FOR YOUR DECLARATION (e.g. I am Chairperson of the Association) | REMAIN OR WITHDRAW |
|--------------------|--|---|--------------------|
| | | | |
| | | | |
| | | | |

The objective test is whether a member of the public, with knowledge of the relevant facts, would reasonably regard the interest as so significant that it is likely to prejudice your discussion or decision making in your role as a councillor.

Other key terminology appears on the reverse.

If you require assistance, please ask as early as possible. Contact Julie Whitelaw, Monitoring Officer, 01506 281626, julie.whitelaw@westlothian.gov.uk, James Millar, Governance Manager, 01506 281695, james.millar@westlothian.gov.uk, Carol Johnston, Chief Solicitor, 01506 281626, carol.johnston@westlothian.gov.uk, Committee Services Team, 01506 281604, 01506 281621 committee.services@westlothian.gov.uk

SUMMARY OF KEY TERMINOLOGY FROM REVISED CODE

The objective test

“...whether a member of the public, with knowledge of the relevant facts, would reasonably regard the interest as so significant that it is likely to prejudice your discussion or decision making in your role as a councillor”

The General Exclusions

- As a council tax payer or rate payer or in relation to the council's public services which are offered to the public generally, as a recipient or non-recipient of those services
- In relation to setting the council tax.
- In relation to matters affecting councillors' remuneration, allowances, expenses, support services and pension.
- As a council house tenant, unless the matter is solely or mainly about your own tenancy, or you are in arrears of rent.

Particular Dispensations

- As a member of an outside body, either appointed by the council or later approved by the council
- Specific dispensation granted by Standards Commission
- Applies to positions on certain other public bodies (IJB, SEStran, City Region Deal)
- Allows participation, usually requires declaration but not always
- Does not apply to quasi-judicial or regulatory business

The Specific Exclusions

- As a member of an outside body, either appointed by the council or later approved by the council
- The position must be registered by you
- Not all outside bodies are covered and you should take advice if you are in any doubt.
- Allows participation, always requires declaration
- Does not apply to quasi-judicial or regulatory business

Categories of “other persons” for financial and non-financial interests of other people

- Spouse, a civil partner or a cohabitee
- Close relative, close friend or close associate
- Employer or a partner in a firm
- A body (or subsidiary or parent of a body) in which you are a remunerated member or director
- Someone from whom you have received a registrable gift or registrable hospitality
- Someone from whom you have received registrable election expenses

MINUTE of MEETING of the SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 22 MARCH 2019.

Present – Councillors Angela Doran (Chair), George Paul, Charles Kennedy, Tom Kerr (substituted for Councillor Damian Timson), Dave King, Sarah King, Dom McGuire

Apologies – Councillor Damian Timson

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. ORDER OF BUSINESS

The Chair reminded the panel that item 12, Carmondean Ability Centre / Carmondean Connected Co-location, had been added to the original agenda as a supplementary item of business.

3. MINUTE

The panel approved the minute of its meeting held on 18 January 2019 as a correct record. The Chair thereafter signed the minute.

4. CRIMINAL JUSTICE SOCIAL WORK STATISTICS 2017-18

The panel considered a report (copies of which had been circulated) by the Head of Social Policy and a presentation by the Senior Manager, Young People and Public Protection providing an outline of the main issues highlighted in the *Criminal Justice Social Work Statistics in Scotland: 2017–18* report, published by the Scottish Government on 4 February 2019.

The Criminal Justice Social Work Statistics were informed by returns submitted by each local authority and provided a useful overview of trends across Scotland. The full report was attached to the covering report as Appendix 1, while Appendix 2 contained a breakdown of the demand for Community Justice Services.

Statistics provided in the report and presentation indicated an increasing number of Community Justice Social Work reports in West Lothian; they also showed positive completion rates for Drug Treatment and Testing Orders (DTTOs) and Community Payback Orders (CPOs) and placed West Lothian fifth in terms of diversion from prosecution in Scotland. A presumption against short sentences, the New Domestic Abuse Act and increased age of criminal responsibility might all have an impact on sentences. Community justice strategy priorities to 2024 included young

people and women who offend, violent crime, health and substance misuse and developing stable lifestyles. A review of unpaid work had also commenced to ensure its effectiveness.

During discussion, the committee was informed that the falling numbers of DTTOs were due to slightly older offenders attending the drug treatment programme and that the trend in the last few years had shifted to substances that were harder to treat. Regarding CPO timescales, West Lothian aimed for offenders to commence work immediately after induction. In response to a relevant question it was also noted that CPO work orders had seen a rise in 2014/15 due to a presumption against short sentences and that they were on the increase again this year.

It was recommended that the panel note:

1. the report on the publication and
2. the information contained in the presentation being undertaken by Social Policy.

Decision

To note the contents of the report and presentation.

5. DRAFT - WEST LOTHIAN COMMUNITY JUSTICE STRATEGY 2019-24

The panel considered a report (copies of which had been circulated) advising of the development of the *Draft Community Justice Strategy 2019–2024* and the *Community Justice Action Plan 2019–2021*.

The report indicated that systemic change was required in order to reduce reoffending. The developing vision for community justice included a new approach to partnership and recognised that communities could contribute to their own wellbeing.

In that context, West Lothian's Community Planning Partnership had developed a longer term strategic approach with Community Justice Scotland to reduce duplication of effort in producing annual plans and ensure annual reporting became more streamlined. The draft community justice strategy identified five main priorities: young people who offend; women who offend; response to violent crime; health and substance misuse; and improving lifestyle stability. The draft strategy was attached to the covering report as Appendix 1.

The community action plan, attached to the report as Appendix 2, covered a three-year period to ensure focus on short to medium term goals.

Discussion focused on women who offend and it was noted that effectiveness of interventions had reduced the instances of women receiving short sentences and that a new custody model was being developed in Scotland based on small communities. Substance abuse was also discussed and in particular the methadone programme in Scotland.

It was recommended that the panel:

1. note and consider the draft Community Justice Strategy 2019–24 and the Community Justice Action Plan 2019–2021; and
2. note that these documents would be submitted to the Community Planning Partnership for approval on 25 March 2019.

Decision

1. To note the contents of the report.
2. To agree the report and its recommendations be submitted to the Community Planning Partnership for approval on 25 March 2019.

6. SCOTTISH GOVERNMENT CONSULTATION - TRANSFORMING PAROLE IN SCOTLAND

The panel considered a report (copies of which had been circulated) by the Head of Social Policy seeking the views of the panel regarding a consultation on the use of parole in Scotland.

The consultation had been launched in December 2018 and sought to obtain views on a commitment to increase the openness and transparency of the parole system. It focused on six topics: strengthening the voice of victims in the parole process; ensuring transparency; improving support for decision making; information for prisoners on the parole process; supervision, review and recall; and independence and governance. The response, attached as appendix to the covering report, highlighted key issues such as victims' rights and ways for them to be better informed, the importance of independence of the parole board and the importance of risk management by professionals.

In response to a suggestion that the parole board could include lay persons, officers explained that members of the parole board were required to have specialised knowledge and expertise. The panel also suggested that the consultation reflect understanding on the part of victims and their families with regard to the parole process and more involvement of victims and their families in the parole process. Officers explained that although basic information could be provided to victims and their families with regard to parole board decisions, attendance of victims at parole board hearings could seriously undermine professional assessment; care must also be taken with regard to personal information shared which might be irrelevant to the case and detrimental to the rehabilitation process.

It was recommended that the panel consider the draft response to the consultation, which was to be submitted to the Council Executive for approval prior to submission to the Scottish Government by 27 March 2019.

Decision

1. To note the contents of the report.
2. To agree that the draft response to the consultation be referred to Council Executive for approval prior to submission to the Scottish Government by 27 March 2019.
3. To note the panel's suggestion to include consideration for lay person representation on the Parole Board in the response to the consultation.
4. To note the panel's suggestion to ensure the response to the consultation submitted to the Scottish Government reflects understanding on the part of victims / victims' families with regard to the parole process and to note that the panel suggested more involvement of victims' families in the parole process.

7. CONSULTATION ON SCOTTISH GOVERNMENT GOOD FOOD NATION PROPOSALS FOR LEGISLATION

The panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of the response to the Scottish Government Consultation on Good Food Nation Proposals for Legislation.

The consultation had been launched by the Scottish Government and sought views on how best to achieve the outcomes in relation to the Good Food nation vision. The vision had been set by the National Food and Drink Policy in 2014 and focused on promoting healthy and nutritious food choices as well as on the impacts of food production and consumption on disease, the environment and the economy. The Government recognised that change was required to achieve this ambitious aim and that legislation might be one way to achieve the necessary culture shift.

West Lothian's draft consultation response, detailed in Appendix 1, noted that the service areas consulted were generally cautious in relation to the proposed legislation and suggested that the legislation should not be confined to the public sector but should be holistic and inclusive. It also noted that consideration should be given to support and resources for organisations involved.

It was recommended that the panel consider the draft response to the Scottish Government Consultation on Good Food Nation Proposals for Legislation, which was intended to be submitted to the Council Executive for consideration and approval.

Decision

1. To note the contents of the report.
2. To agree that the draft response be submitted to Council Executive for consideration and approval.

8. LINLITHGOW NURSING HOME - REMOVAL OF ENHANCEMENT

The committee considered a report (copies of which had been circulated) by the Head of Social Policy advising members of the removal of the enhanced fee element of the National Care Home contract fee to one private provider following inspection by the Care Inspectorate.

The enhanced quality fee had been implemented in order to create additional incentives to improve the quality of care in Older People Care Homes. The Care Inspectorate had awarded Linlithgow Nursing Home Grade 4 to both Key Questions 1 and 5 of the new Quality Framework, which meant that the care home was not eligible for the enhanced quality award available for the best performing Care Homes. The Care Inspectorate findings were attached to the report as an appendix.

It was recommended that the panel note the removal of the enhanced fee element of the National Care Home Contract fee to Linlithgow Nursing Home.

Decision

To note the contents of the report.

9. TIMETABLE 2019-20

A timetable of the proposed panel meeting dates for 2019/20 had been circulated for information. The timetable would be submitted to the Council Executive of 26 March for approval.

Decision

To note the proposed 2019/20 timetable.

10. WORKPLAN

A copy of the workplan had been circulated for information.

Decision

To note the workplan.

11. CARMONDEAN ABILITY CENTRE / CARMONDEAN CONNECTED CO-LOCATION

The panel considered a report (copies of which had been circulated) by the Acting Head of Social Policy and the Acting Head of Housing, Customer and Building Services advising of the proposal for the relocation of Library and Customer Information Services from Carmondean Connected to a redeveloped Ability Centre and the intention to commence community and stakeholder engagement on the proposed layout and

design of the new partnership centre facility.

The project was part of a number of partnership centres with collocated services that had been developed across the local authority area. The redevelopment had been approved by Council Executive in February 2018 and was intended to deliver a number of benefits, including modernisation of services, collaboration possibilities, social, training and employment opportunities as well as more sustainable and efficient accommodation. Through engagement with staff, officers had developed an outline internal layout which would provide accommodation that met existing and future service requirements; the proposed layout was shown in Appendix 1.

Due to the extent of the works it was proposed that the existing Ability Centre was temporarily housed at the nearby Deans Community High School, and the proposed temporary accommodation was outlined in Appendix 2.

The report also provided a timeline of next steps as well as a list of Frequently Asked Questions in Appendix 3.

The panel welcomed the collocation as it meant retaining both the Ability Centre and Carmondean Connected. During discussion the panel was advised that service users had been kept informed throughout the project so far, that their response had been positive and that formal engagement with users was about to begin. The panel was reassured that no staffing changes would be required and all current staff would be transferred to the temporary accommodation. Finally, a suggestion was made that a list of Frequently Asked Questions be appended to other reports where relevant.

It was recommended that the panel

1. note the proposed relocation of services currently delivered from Carmondean Connected to a redeveloped Ability Centre to create a new partnership centre facility;
2. note the plan to progress with stakeholder and community engagement on the initial outline design proposals and note the findings would be used to finalise the design of the new facility;
3. note that the final design would be reported to Council Executive prior to the commencement of the actual construction phase of the project;
4. note the requirement for the temporary decant of the Ability Centre during construction works to enable the redevelopment and modernisation of the facility to be undertaken with minimum disruption to service users;
5. note that it was intended that Deans Community High School, Livingston be utilised for temporary decant accommodation; and
6. note finalised project delivery timescales would be reported to

Council Executive following conclusion of the community and stakeholder engagement.

Decision

1. To note the contents of the report.
2. To agree finalised project delivery timescales be reported to Council Executive.
3. To note the panel's request for officers to report any feedback resulting from the Engagement stage of the process to a future panel meeting.
4. To note suggestion that a list of Frequently Asked Questions be appended to other reports where relevant.



SOCIAL POLICY - POLICY DEVELOPMENT AND SCRUTINY PANEL

WEST LOTHIAN'S WHOLE FAMILY SUPPORT SERVICE

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To provide the Social Policy Social Policy PDSP with an overview of the Whole Family Support Service.

B. RECOMMENDATION

It is recommended that the Panel notes the outcomes achieved by the Whole Family Support Service.

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) | None |
| III Implications for Scheme of Delegations to Officers | None |
| IV Impact on performance and performance Indicators | Improved Performance in relation to school attendance and avoidance of accommodation |
| V Relevance to Single Outcome Agreement | <ul style="list-style-type: none">• Our Children have the best start in life and are ready to succeed.• We live in resilient, cohesive and safe communities• People most at risk are protected and supported to achieve improved life chances |
| VI Resources - (Financial, | The National Lottery Improving Lives Fund awarded West Lothian Council £297,154 for the |

Staffing and Property)

delivery of its West Lothian Whole Family Support Service.

VII Consideration at PDSP

The Social Policy PDSP was informed of the funding awarded by the Big Lottery on 14th January.

VIII Other consultations

D. TERMS OF REPORT

In January 2019 the Social Policy PDSP were informed that the Big Lottery had awarded West Lothian Council £297,154 for the delivery of its West Lothian Whole Family Support Service. It was noted that the funding was to cover the period April 2019 to March 2022 to enable the service to support 70-100 families per year. Panel members asked that a presentation be delivered to a future meeting providing a more detailed overview of the service.

The presentation will provide:

- an overview of the service
- the client group supported and
- the outcomes and highlights of the service in 2018/19.

Presentation Overview

The Whole Family Support Service aims to support families with multiple and complex needs with a child under 16 through the provision of whole family key worker support.

The key workers work directly with families to rebuild family relationships; maintain positive routines for children, ensure adequate school attendance, provide positive behavior management strategies, improve conditions in the home, reduce antisocial behaviour.

The services current outcomes, including some highlights, over 2018/19 are:

Outcome 1: Family relationships will have improved.

- 42 out of 51 (82%) families where parenting skills were cited as an issue were assessed to have improved their parenting skills.
- Of the 31 families who reported feeling unsafe at the outset of work, 29 (94%) reported reductions in the level of family violence.
- 38 out of the 44 families (86%) were assessed as having improved their home conditions, where they were problematic.

Outcome 2: Families have improved coping skills and resilience.

- 36 out of 45 families (80%) were assessed to have improved practical skills such as household routines.
- Out of the 17 people identified as having substance misuse problems, 11 (65%) showed an improvement, 2 (12%) showed deterioration, despite intensive support and 4 (23%) remained static.

Outcome 3: Children and young people are successful learners and are engaged in their communities.

- 16 out of 19 families who identified problematic substance use have been assessed as having reduced this over the time they have been working with the service (84%).
- Of the 51 children where school attendance was highlighted as a concern, 40 (78%) have shown an improvement, and 42 out of 51 children have shown an improvement in timekeeping (82%).
- 77 out of 82 children (94%) have shown an improvement in their self-confidence.
- 52 out of 60 (87%) children who were either accommodated or at risk of accommodation have remained at home. 7 out of 10 (70%) returned home during WFSS involvement.

E. CONCLUSION

The Whole Family Support Service delivers key services to vulnerable families in West Lothian. The service has been successful in delivering the key outcomes noted in the report.

F. BACKGROUND REFERENCES

Appendices/Attachments: None

Contact Person: Tim Ward
Senior Manager, Young People and Public Protection

Tel: 01506 281235

Email: Tim.Ward@westlothian.gov.uk

Jo MacPherson, Head of Social Policy

Date of Meeting: 17th May 2019



SOCIAL POLICY - POLICY DEVELOPMENT AND SCRUTINY PANEL

SOCIAL POLICY MANAGEMENT PLAN 2019 - 2020

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To inform the Social Policy PDSP of the contents of the Social Policy Management Plan 2019-2020.

B. RECOMMENDATION

To note the details of the Social Policy Management Plan 2019-2020.

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 Delegations to Officers | None |
| 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 | The management plan is reported on annually to the PDSP. |
| VIII Other consultations | Quality Development Team |

D. TERMS OF REPORT

As a means of delivering outcomes effectively and efficiently, West Lothian Council has identified Management Plans as an essential driver for the provision of continued excellent services. As such, they are to be collated and presented at the service group level, which is the collection of WLAM service units under the responsibility of a Head of Service. Containing critical information on the management of each service area, the plan provides an overview of the following:

- The services and activities it has responsibility for and the context in which they are delivered
- The aims and objectives of the services expressed in a way that can be easily understood by elected members, staff, partners and the public
- How success will be measured, the targets that are to be achieved and the benchmarks of other providers who are considered 'best in class' (along with target-setting and benchmarking rationale)
- The improvement activities that the service is committed to completing in order to change or improve services

E. CONCLUSION

The Social Policy Management Plan sets out how the service will drive performance and as such it will be utilised by the management team and stakeholders to assess and gauge performance and improvement. The measures, targets and actions of the plan will be available for management monitoring and reporting on the corporate performance management system (Pentana).

F. BACKGROUND REFERENCES

None.

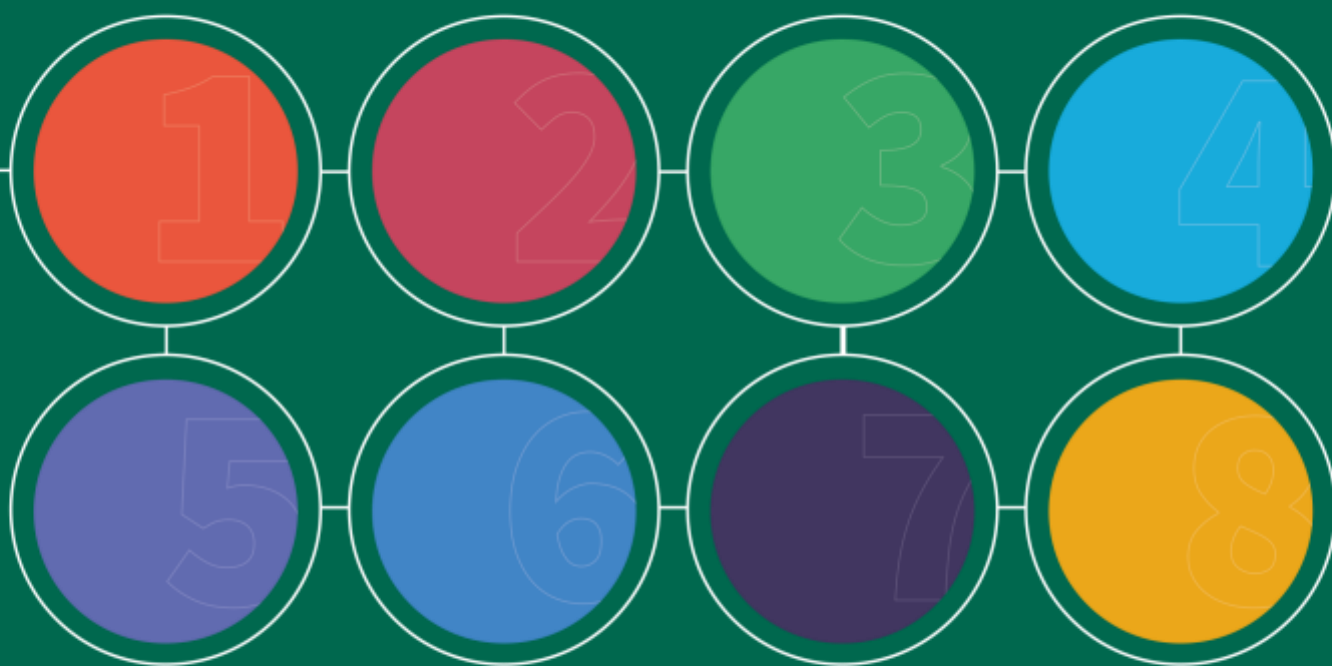
Appendix 1: Social Policy Management Plan 2019 - 2020

Contact Person: Jo McPherson
Head of Social Policy
jo.macpherson@westlothian.gov.uk

Date: 17th May 2019

Social Policy

Management Plan 2019/20



An introduction to the Management Plan from the Head of Social Policy

The Management Plan is a key planning document that will explain how the service will support in the delivery of the council's eight priorities in 2019/20

West Lothian Council is one of the top performing local authorities in Scotland, with a strong track record of delivering better outcomes for local people. The council aims to continue to support growth in a thriving local community and, with financial and demographic challenges ahead, will require an effective Social Policy Service to ensure key priorities are met.

Social Policy provides a range of services across all aspects of social work provision focussed on the three main areas of Children and Families, Community Care and Criminal and Youth Justice. Each is designed to contribute effectively to positive outcomes across a number of the eight corporate priorities (see below).

Corporate Priorities 2018/23 | The council re-committed to eight ambitious priorities following a large public consultation in 2017/18. We believe these priorities will continue to support improvement in the quality of life for everyone living, working and learning in West Lothian and will be the focus for council services, resources and staff in the next five years.



In support of the Corporate Plan 2018/23 and the eight council priorities we will continue to strive to improve our contribution to the quality and value of council services. In line with the Corporate Plan the service will also be working to implement transformational change through the Transforming Your Council Project.

As well as assuring effective governance and compliance, Social Policy will maintain a clear focus on fulfilling the service's main statutory requirements by providing safe and efficient services. It will work operationally and strategically to deliver high quality care, support and supervision to the most vulnerable members of West Lothian communities.

This management plan fulfils a number of planning and improvement requirements and importantly, it sets out how the service will use its resources to deliver positive outcomes for West Lothian. It is the result of a detailed process to make sure that council services are well planned and managed. I hope that it will help our customers, employees and partners to understand how we will transform our services and continue to deliver for West Lothian.



Jo MacPherson
Head of Service

Our services

The services that we will deliver through collaboration with our partners in 2019/20

Social Policy encompasses a wide range of services planned and delivered for a large number of people with a spectrum of differing needs.

There are three core areas, Community Care, Children and Families and Criminal and Youth Justice delivered across four main operational services.

- ◆ Services for children, young people and families
- ◆ Services for people with involvement in criminal and youth justice systems
- ◆ Services for adults with additional and complex needs
- ◆ Services for older people

The key activities of the service are identified in the Management Plan.

| | | Page |
|---|---|------|
| Community Care | Community Care comprises a wide range of services provided for adults and older people with care needs. Services include Care at Home, Care Homes, Occupational Therapy, Sheltered Housing and Housing with Care, Support for People with Learning and Physical Disabilities, and Support for People with Mental Health Problems and addictions | 12 |
| Children and Families | The primary function of the teams and services within Children and Families is to ensure that children, young people and families can maximise their potential through the identification of additional support services and ensuring that children and young people are safe | 26 |
| Criminal and Youth Justice Service | The Criminal and Youth Justice Service is focussed on providing the services statutorily required through legislation for the assessment, supervision and management of offenders. It is also focussed on the development of the 'Whole system approach' supporting young people who are at risk of offending | 34 |
| Developing the Management Plan and reporting progress | The plan supports the overall Corporate Plan and shapes the delivery of key service strategies over the next five years | 39 |
| Social Policy Scorecard 2019/20 | The scorecard focusses on key customer, process, financial and outcome measures for the service | 41 |

Supporting the delivery of Council priorities

The service will support the delivery of the Council's Corporate Plan priorities and strategies

The service will make a meaningful and measurable contribution to the delivery of the Council's Corporate Plan 2018/23. As well as developing strategic and commissioning plans, the service's key processes are aligned to the Corporate Plan priorities/enablers and deliverables in the following table.

| Alignment with Corporate Priorities / Enablers | | | | | |
|--|---|---|---|---------------------|----------------|
| Council priority / enabler | Deliverable | Social Policy key activities / processes | Indicator(s) | 2018/19 Performance | 2019/20 Target |
| 2 Delivering positive outcomes and early interventions for early years | (P2.1) Providing sustainable models of parenting support work within home, community and education settings. | <ul style="list-style-type: none"> Children and Young People Teams for Mental Wellbeing, School Attendance Improvement and Parenting Groupwork and Support Integrated Early Years Services Family Placement Team Community Addictions Services West Lothian | SPCF130_Percentage of Children and Families Care Inspectorate Inspections graded good, very good or excellent | 88% | 100% |
| 2 Delivering positive outcomes and early interventions for early years | (P2.2) Providing support for vulnerable children and young people to achieve sustainable positive outcomes and destinations in line with priorities in the West Lothian Corporate Parenting Plan. | <ul style="list-style-type: none"> Child Care and Protection Teams Child Disability Service Reviewing Officers Team Domestic and Sexual Assault Team Social Care Emergency Team Whole Family Support Service Residential Houses Inclusion and Aftercare Service Family Centre Service | SPCF138_Percentage of children involved with the Whole Family Support service who have avoided becoming accommodated who were assessed as being at high risk of being accommodated. | 78% | 80% |
| 3 Minimising poverty, the cycle of deprivation and promoting equality | (P3.6) Contributes to providing a route out of poverty through work and continuing to support those further from the labour market to progress towards work. | <ul style="list-style-type: none"> Whole Family Support Service Inclusion and Aftercare Service Sure Start Youth Justice Team Community Payback Team Support to adults with physical disabilities, learning disabilities and mental health issues Domestic and Sexual Assault Team Community Addictions Services West Lothian | SPCF127_Percentage of young people eligible for Aftercare homeless | 3.3% | 2% |

| Alignment with Corporate Priorities / Enablers | | | | | |
|--|---|---|---|---------------------|----------------|
| Council priority / enabler | Deliverable | Social Policy key activities / processes | Indicator(s) | 2018/19 Performance | 2019/20 Target |
| 4 Improving the quality of life for older people | (P4.1) Through the delivery of the Integration Joint Board Strategic Plan, older people are able to live independently in the community with an improved quality of life. | <ul style="list-style-type: none"> ◆ Assessment and Care Management Services (including Self Directed Support and compliance with the Carers (Scotland) Act 2016) ◆ Facilitating Hospital Discharge ◆ Care Homes including respite care ◆ Housing with Care ◆ Day care and personalised support ◆ Care at Home and specialist provision | CP:CC017_Percentage of customers who rated overall satisfaction with the Older Peoples service they received as good or excellent | 98.5% | 98% |
| 4 Improving the quality of life for older people | (P4.2) To increase the range of available support to enable older people to achieve better outcomes by choosing and directing their own support. | | CPSW02_Self Directed Support (SDS) Spend on Adults 18+ as a Percentage of Total Social Work Spend on Adults 18+ | 9.58% | 9.5% |
| | | | SW03a_Percentage of People Aged 65+ with long-term care needs who are receiving personal care at home | 65.7% | 64% |
| 4 Improving the quality of life for older people | (P4.3) Redesigning services for older people with a focus on supporting those most in need and maximising the use of technology enabled care where appropriate. | <ul style="list-style-type: none"> ◆ Provision of Home Safety Service and further development of Telecare ◆ Reablement and Crisis Care Services ◆ Occupational Therapy Service ◆ Home Safety and Technology Enabled Care programme | CP:SPCC100_Increasing the number of people aged 75+ supported by technology to remain at home | 2683 | 2737 |
| | | | SPCC019_Average Number, per month, of West Lothian patients whose discharge from hospital is delayed by more than 2 weeks | 28 | 13 |

| Alignment with Corporate Priorities / Enablers | | | | | |
|--|--|---|---|---------------------|----------------|
| Council priority / enabler | Deliverable | Social Policy key activities / processes | Indicator(s) | 2018/19 Performance | 2019/20 Target |
| 4 Improving the quality of life for older people | (P4.4) Developing a more sustainable service delivery model targeted to those most in need with an increased emphasis on reablement to retain or regain independence within their home or community setting. | | CP:SPCC014_Percentage of Occupational Therapy assessments allocated within 6 weeks of referral | 86% | 90% |
| | | | SPCC024_Net cost per head of population on social care services for older people. | £1,378 | £1,432 |
| 4 Improving the quality of life for older people | (P4.5) As part of the delivery of the Integration Joint Board Commissioning Plan for Older People, the council will focus on: | <ul style="list-style-type: none"> ◆ Assessment and Care Management services for older people ◆ Reablement and Crisis Care ◆ Short Breaks/Respite and Day Care ◆ Review Housing with Care ◆ Redesign of Post Diagnostic Support Service ◆ Provision of Home Safety Services and development of Telecare ◆ Review of Care Home Liaison service ◆ Older People Acute Care Team ◆ Review Access Systems | CP:SPCC101_Increasing number of carers of older people who have an adult carer support plan | 48 | 80 |
| | | | CP:SPCC100_Increase the number of people aged 75+ supported by technology to remain at home | 2683 | 2737 |
| | | | SPCC019_Average Number, per month, of West Lothian patients whose discharge from hospital is delayed by more than 2 weeks | 28 | 13 |
| | | | CPSW02_Self Directed Support (SDS) Spend on Adults 18+ as a Percentage of Total Social Work Spend on Adults 18+ | 9.58% | 9.5% |

| Alignment with Corporate Priorities / Enablers | | | | | |
|--|---|---|--|---------------------|----------------|
| Council priority / enabler | Deliverable | Social Policy key activities / processes | Indicator(s) | 2018/19 Performance | 2019/20 Target |
| 6 Delivering positive outcomes on health | (P6.1) The development of more targeted care at home, the use of assistive technology and provision of reablement will positively contribute to improved outcomes for people. | <ul style="list-style-type: none"> ◆ Reablement and Crisis Care ◆ Home Safety Service and Development of Technology | CP-SPCC015_Number of households receiving telecare | 3,708 | 3,750 |
| 6 Delivering positive outcomes on health | (P6.2) Through the delivery of the Integration Joint Board Strategic Plan, increase well-being and reduce health inequalities across all communities in West Lothian. Locality planning will provide a key mechanism for strong local, clinical, professional and community leadership. | <ul style="list-style-type: none"> ◆ Assessment and Care Management ◆ Improve % of Personalised Care Options ◆ Develop Core and Cluster Housing Models ◆ Access to Employment ◆ Community Addictions Services West Lothian | CP:SPCC005_Percentage of all clients waiting no longer than three weeks from referral to appropriate drug or alcohol treatment (HEAT A11) SPCC003_Number of adults with learning disability provided with support to enable them to obtain employment or training for employment. | 61% 43 | 90% 44 |
| 6 Delivering positive outcomes on health | (P6.3) Improving our approach to integrated models for mental health services for children, young people and adults recognising the importance of mental health and wellbeing on people achieving positive outcomes. | <ul style="list-style-type: none"> ◆ Acute Care and Support Team ◆ Child and Adolescent Mental Health Service ◆ Older People Acute care Team ◆ Post Diagnostic Support (Dementia) ◆ Development of Core and Cluster | SPCC102_The hospital readmissions rate for mental health patients | 13.5% | 12% |

| Alignment with Corporate Priorities / Enablers | | | | | |
|--|---|--|---|---------------------------------|----------------|
| Council priority / enabler | Deliverable | Social Policy key activities / processes | Indicator(s) | 2018/19 Performance | 2019/20 Target |
| 6 Delivering positive outcomes on health | (P6.4) Improving support to carers over the next five years through improved identification of carers, assessment, information and advice, health and well-being, carer support, participation and partnership. | <ul style="list-style-type: none"> ◆ Joint management of the Community Equipment Store ◆ Support to adults with physical disability and mental health issues | CP:SPCC101_Increasing number of carers of older people who have an adult carer support plan | 48 | 80 |
| | | | SOA1306_17 Percentage of carers who feel supported in their care role | 42% | 46% |
| 6 Delivering positive outcomes on health | (P6.5) Delivering effective and integrated equipment and technology solutions to promote independence, support the ongoing shift in the balance of care, reduce and prevent hospital admissions and facilitate speedier hospital discharge. | <ul style="list-style-type: none"> ◆ Day care and personalised support plans ◆ Occupational Therapy Services ◆ Access to Employment ◆ Short Breaks from Caring ◆ Provision of HSS and development of Telecare | CP-SPCC015_Number of households receiving telecare | 3,708 | 3,750 |
| | | | CP-SPCC028_Percentage of people with a learning disability supported in their own tenancies | 43% latest available data 17/18 | 42% |
| | | | CP-SPCC002_Percentage of Care Inspectorate Inspections undertaken within registered learning disability services graded good or above | 100% | 100% |
| 6 Delivering positive outcomes on health | (P6.6) Improving the health and well-being of service users through rehabilitation and reablement, which will, in turn, have a positive impact on carers. | <ul style="list-style-type: none"> ◆ Reablement and Crisis Care ◆ Joint Management of Equipment Store ◆ Development of Independent Housing Options | CP-SPCC015_Number of households receiving telecare | 3,708 | 3,750 |

| Alignment with Corporate Priorities / Enablers | | | | | |
|---|--|--|---|---------------------|----------------|
| Council priority / enabler | Deliverable | Social Policy key activities / processes | Indicator(s) | 2018/19 Performance | 2019/20 Target |
| 7 Reducing crime and improving community safety | (P7.4) Protecting those in our community who are most at risk by providing effective interventions across the four main strands of public protection; Child Protection, Adult Support and Protection, Violence Against Women and Girls | <ul style="list-style-type: none"> ◆ Child Care and Protection Teams ◆ Prison based Social Work Team at HMP Addiewell ◆ Criminal Justice Throughcare Team ◆ Domestic and Sexual Assault Team ◆ Public Protection Team | CP:SPPPVAWG004 Percentage of women who report that they feel safer as a result of intervention by the Domestic and Sexual Assault Team | 100% | 100% |
| 7 Reducing crime and improving community safety | (P7.5) Working with our partner agencies to deliver the priorities agreed in the Community Justice Strategy; focused on ensuring that those over the age of 16 involved in the justice system are best supported not to reoffend. | <ul style="list-style-type: none"> ◆ Youth Justice Team ◆ Community Payback Team ◆ Unpaid Work Order Team ◆ Assessment and Early Intervention ◆ Early and Effective Intervention | SOA1304_30_Percentage of Early and Effective Intervention cases 8 to 15 years who do not reoffend within 12 months of initial referral | 79% | 80% |



Transforming Your Council

How Social Policy will transform in the next five years

The council has embarked on an ambitious programme of transformation in order to support the delivery of services that are accessible, digital and efficient. The Transforming Your Council programme is intended to deliver over £65.3million in savings and will fundamentally change the way that council services are delivered.

As a service that supports every part of the organisation and some of our key partners, it is critical that Social Policy is at the forefront of change in the council. We must ensure that as well as supporting services to transform that we identify more efficient models of support. Projects designed to deliver budget savings of £23.48 million are being developed and implemented to transform the way that we work in Social Policy. There are anticipated to be areas of growth between 2019/21 but these will not keep pace with demographic increases without considerable redesign and organisational change. In 2018/19 efficiencies of £3.1 million were achieved.

Transformation in the service is grouped around three key themes.

Shifting the balance of care for Looked After Children

The Childrens Services Plan and Corporate Parenting Plan ensure a focus on the provision of support and services for the most vulnerable children in West Lothian.

We will review how we position and provide services to ensure that families are supported at the earliest point and intensive support provided to ensure children at risk of being accommodated (including children with disabilities and social educational and behavioural needs) remain placed within their own families, family networks and communities.

Digital transformation and new ways of working

The service will look for opportunities to digitise internal processes, making them more efficient.

New ways to integrate new technology will also be pursued. We will use procurement processes to identify options available in the market as well as maximising the functionality of corporate systems. Social Policy has well established approaches towards commissioning that will support our approach.

Care for Adults and Older People

There will be increasing demands on social care services for adults and older people as a result of demographic growth. Eligibility for social care will reflect the needs of our most vulnerable residents. People with lower level needs will be supported to draw on the strengths within their informal networks and their local communities.

Building based services will be reviewed and redesigned to deliver new models of care and support. Increased outreach models will be deployed along with our partner providers.

Engagement methods

Throughout the period of this plan, Social Policy will continue to engage and consult with customers, employees, partners and stakeholders on the effectiveness of the services that we provide and also, any changes that are proposed to the service offered. Details of planned engagement and consultation methods will be provided in the annual update to the Management Plan.

Social Policy will make the following commitments to customers, employees and partners:

- ◆ Involve and engage employees, customers and partners in service improvement and transformation activity through a range of appropriate methods;
- ◆ Ask customers about the quality and effectiveness of the services that we provide through regular consultation and surveys and use their views to inform decision making in the service.

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.

Employee Engagement

Social Policy has a total of 1,107.3 (full time equivalent) employees delivering our services.

Motivation and commitment are key drivers of employee performance and the service aims to effectively engage and develop employees through improved communication and increased participation. The service uses the council's employee engagement framework, ensuring that employees have access to the information and support they need to succeed, also that there is constructive, regular two-way communication throughout the service.

The schedule of engagement that will take place in each of our WLAM units is outlined in the table.

| Employee Engagement Schedule | | | |
|------------------------------|--|-----------------------|--|
| Employee Group | Method | Frequency | Responsible Officer |
| All employees | Email | Monthly | Head of Social Policy, Senior, Group and Team Managers |
| All employees | One-to-ones | Fortnightly / monthly | Head of Social Policy, Senior, Group and Team Managers |
| All employees | Team meetings | Monthly | Head of Social Policy, Senior, Group and Team Managers |
| All employees | Team Briefings | Quarterly | Head of Social Policy, Senior, Group and Team Managers |
| All Employees | Employee survey | Annually | Senior Managers |
| All employees | Appraisal and Development Review (ADR) | Annually | Head of Social Policy, Senior, Group and Team Managers |
| Employee sample | Employee Focus Group | Annually | Group Managers |
| All employees | Management Plan Launch | Annually | Head of Service / Senior Managers |
| All employees | Circulation of the Social Policy CMT update report | Monthly | Head of Service |
| Service management team | Extended Management Team | Quarterly | Head of Service |

Community Care

Service manager: Pamela Main, Tim Ward Senior Managers

Number of staff: 717.7 (full time equivalents)

Locations: Civic Centre and various care facilities

Purpose

Community Care comprises a wide range of services provided for adults and older people with care and support needs. Services include Care at Home, Care Homes, Occupational Therapy, Sheltered Housing and Housing with Care, Support for People with Learning and Physical Disabilities and Support for People with Mental Health and Addiction Problems.

The main aim of the service is to promote, enable and sustain independence and social inclusion for service users and carers. 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 nature of the demographic and economic challenges has highlighted the need for effective outcome focused partnership working, particularly between health and social care. Within the responsibility of the Integration Joint Board (IJB) a series of commissioning plans for each of the main client groups was developed and agreed in 2016/17. These plans are informed by a detailed analysis of needs and deploy resources with maximum effectiveness on priority outcomes and have similar main properties:

- ◆ A focus on prevention and upstream investment to avoid, delay or reduce the need for formal health and social care intervention.
- ◆ A focus on shifting the balance of care more towards community and home based care.
- ◆ A greater emphasis on personalisation, or individualised services, and a move to increased service user / carer responsibility and control over their care and support provision.

The commissioning plans for each client group will be refreshed during 2019/20

Activities

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

- ◆ Assessment and Care Management Services for adults and older people
- ◆ Purchasing of care home placements including respite
- ◆ Purchasing of community based care and support services
- ◆ Provision of re-ablement and crisis care services
- ◆ Provision and management of council owned care establishments, including;
 - Care Homes for older people
 - Residential unit for adults with a learning disability
 - Day care for adults
 - Housing with care
- ◆ Joint management of the Community Equipment Store
- ◆ Provision of Home Safety Services and development of Telecare
- ◆ Access to employment
- ◆ Short breaks from caring

Business Support Services provide the following activities for all of Social Policy:

- ◆ Commissioning plan development, monitoring and review
- ◆ Contract management
- ◆ Service matching
- ◆ Administrative and clerical support
- ◆ Management and development of the Social Policy Information Management systems
- ◆ Complaint handling

All services are subject to review and redesign in order to reflect Transforming Your Council priorities.

Community Care will also continue to have a significant role in the Integration Joint Board (IJB) for health and care, contributing to the strategic objectives set out in the IJB Strategic Plan.

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 and the third and independent sectors.

Customer Participation

The service 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 2019/20 | | | | |
|--|---|-----------|--------------------------|--|
| Customer Group | Method | Frequency | Responsible Officer | Feedback Method |
| All disability groups | Disability Equality Forum | Quarterly | Business Support Officer | Minutes |
| Older People service users | Survey | Annual | Group Manager | Survey returns |
| | Senior People's Forum | Quarterly | Business Support Officer | Minutes |
| Learning Disability service users | Survey | Annual | Business Support Officer | Survey returns, feedback to service users through newsletter |
| | Learning Disability Service Users Forum | Quarterly | Business Support Officer | Minutes |
| Physical Disability service users | Survey | Annual | Group Manager | Survey returns, feedback to service users through newsletter |
| | Physical Disability Service Users Forum | Quarterly | Business Support Officer | Minutes |
| Adult Protection service users | Safe and Sound Adult Protection Forum | Quarterly | Adult Protection Officer | Minutes |
| Mental Health service users | Mental Health Service Users Forum | Quarterly | Team Manager | Minutes |

Activity Budget 2019/20

| Community Care – Older People | | | | | | | | |
|---|--|--|---|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
| Older People assessment and care management | To provide assessment and care management services to older people, their families and carers. | 4 Improving the quality of life for Older People | SPCC024 - Net cost per head of population on social care services for older people Target: £1,432 pa | WLAM | 49.0 | 2,190,813 | 0 | 2,190,813 |
| | | | SPCC018 - Average number of weeks Older People's service users are waiting to be allocated an assessment Target: 3 weeks | WLAM | | | | |
| Older People care home provision | Provision of care home placements for Older People. | 4 Improving the quality of life for Older People | SPCC024 - Net cost per head of population on social care services for older people. Target: £1,432 pa | Public | 175.2 | 21,721,498 | (2,045,000) | 19,676,498 |
| | | | SPCC019_Average Number, per month, of West Lothian patients whose discharge from hospital is delayed by more than 2 weeks Target: 13 | Public | | | | |

| Community Care – Older People | | | | | | | | |
|--|---|--|---|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
| Older People community based care and support services | Support activities to enable older people to live independently at home or in a homely setting (includes care at home, respite, day care and other services). | 4 Improving the quality of life for Older People | SPCC024 - Net cost per head of population on social care services for older people Target: £1,432 pa | WLAM | 276.6 | 26,249,988 | (7,173,668) | 19,076,330 |
| 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 | | 32.3 | 1,894,708 | (134,119) | 1,760,588 |
| Total: | | | | | 533.1 | 52,057,017 | (9,352,787) | 42,704,229 |

Community Care – Learning Disabilities

| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
|--|--|--|---|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Learning Disabilities assessment and care management | To provide assessment and care management service to adults with learning disabilities, their families and carers. | 6 Delivering positive outcomes on health | SPCC035_Net cost per head of population on social care services to adults with a learning disability Target: £152 | WLAM | 12.1 | 667,647 | 0 | 667,647 |
| | | | SPCC003 - Number of adults with learning disability provided with employment support Target: 44 | WLAM | | | | |
| Learning Disabilities care home provision | Provision of care home placements for adults with learning disabilities. | 6 Delivering positive outcomes on health | SPCC035 Net cost per head of population on social care services to adults with a learning disability Target: £152 | Public | 16.5 | 8,246,108 | (253,500) | 7,992,608 |
| | | | SPCC019_Average Number, per month, of West Lothian patients whose discharge from hospital is delayed by more than 2 weeks Target: 13 | Public | | | | |
| Learning Disabilities community based care and support services | Support activities to enable adults with learning disabilities to live independently or with family and to support positive life | 6 Delivering positive outcomes on health | SPCC035_Net cost per head of population on social care services to adults with a learning disability Target: £152 | WLAM | 60.8 | 13,563,608 | (3,332,680) | 10,230,928 |

| Community Care – Learning Disabilities | | | | | | | | |
|--|--|---|--|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
| | experiences (includes care at home, respite, day care and other services). | | SPCC001_Percentage of respondents who rated the overall quality of Learning Disability (adults) service as good or excellent Target: 99% | 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. | | 12.3 | 657,607 | (59,492) | 598,116 |
| Total: | | | | | 101.7 | 23,134,970 | (3,645,672) | 19,489,299 |

Community Care – Physical Disabilities

| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
|--|--|--|--|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Physical Disabilities Assessment and Care Management | Provision of an assessment and care management service. | 6 Delivering positive outcomes on health | SPCC036_Net cost per head of population on social care services to adults (age 18-64) with physical disabilities Target: £62 | Public | 9.2 | 392,044 | 0 | 392,044 |
| | | | SOA1306_15 - Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided Target: 79% | Public | | | | |
| Physical Disabilities care home provision | Provision of care home placements for adults with physical disabilities. | 6 Delivering positive outcomes on health | SPCC036 Net cost per head of population on social care services to adults (age 18-64) with physical disabilities. Target: £62 | Public | 0.0 | 2,194,645 | (24,000) | 2,170,645 |
| | | | SPCC019_Average Number, per month, of West Lothian patients whose discharge from hospital is delayed by more than 2 weeks Target: 13 | Public | | | | |
| Physical Disabilities community based care and support services | Support activities to enable adults with physical disabilities to live independently or with family and to support positive life | 6 Delivering positive outcomes on health | SPCC036_Net cost per head of population on social care services to adults (age 18-64) with physical disabilities Target: £62 | WLAM | 19.3 | 5,433,391 | (175,400) | 5,257,991 |

| Community Care – Physical Disabilities | | | | | | | | |
|--|---|---|---|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
| Physical Disabilities community based care and support services (cont) | experiences (includes care at home, respite, day care and other services) | | SPCC027 - Percentage of people who have a physical disability with intensive needs receiving 10 hours+ care at home Target:30% | WLAM | | | | |
| 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 | | 4.4 | 234,639 | (21,227) | 213,412 |
| Total: | | | | | 32.9 | 8,254,719 | (220,627) | 8,034,092 |

Community Care – Mental Health

| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
|--|--|--|---|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Mental Health Assessment and Care Management | Provision of an assessment and care management service, including statutory mental health officer service to adults with a mental health or substance misuse problem | 6 Delivering positive outcomes on health | SPCC037 - Net cost per head of population on social care services to adults with mental health problems Target: £36 | WLAM | 5.5 | 267,636 | 0 | 267,636 |
| | | | SPCC005 - Percentage of all mental health or addictions cases allocated within 12 weeks Target: 90% | Public | | | | |
| Mental Health care home provision Mental Health community based care and support services | Provision of care home placements for adults with mental health problems. Support activities to enable adults with mental health problems to live independently. | 6 Delivering positive outcomes on health | SPCC037 Net cost per Head of population on social care services to adults with mental health problems. Target: £36 | Public | 13.4 | 1,132,645 | 0 | 1,132,645 |
| | | | SPCC019_Average Number, per month, of West Lothian patients whose discharge from hospital is delayed by more than 2 weeks Target: 13 | Public | | | | |

| Community Care – Mental Health | | | | | | | | |
|--|---|---|---|-------------|-----------------------|--------------------------------------|--------------------------------|------------------------------|
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 201920 £ | Net Revenue Budget 2019/20 £ |
| Mental Health community based care and support services | Support activities to enable adults with mental health problems to live independently (includes care at home, respite, day care and other services) | 6 Delivering positive outcomes on health | SOA01307_15 - Warwick Edinburgh mental wellbeing score for West Lothian Target: 26.07 | Public | 5.0 | 4,714,829 | (1,826,392) | 2,888,437 |
| 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 | | 3.3 | 178,906 | (16,185) | 162,721 |
| Total: | | | | | 27.3 | 6,294,016 | (1,842,577) | 4,451,439 |

| Community Care and Support Services (IJB) | | | | | | | | |
|---|--|---|---|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
| Alcohol and Drug Partnership | Partnership support to commissioning of services to improve health and wellbeing and reduce health inequalities by reducing tobacco alcohol and drug use, and substance misuse. | 6 Delivering positive outcomes on health | SPCC005 - Percentage of all clients waiting no longer than three weeks from referral to appropriate drug or alcohol treatment Target: 90% | Public | 7.3 | 1,490,067 | (1,405,853) | 84,214 |
| | | | CP:SPCC006_Percentage of adults with severe and chronic alcohol misuse issue maintaining and improving their health and wellbeing Target: 80% | Public | | | | |
| Social Policy Business Support (IJB) | Commissioning of social care contracts, administration, monitoring of contracted service performance. Information systems development, administration, training, performance reporting | 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 | | 14.3 | 768,853 | (48,500) | 720,353 |
| 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 | | 1.2 | 661,677 | (5,979) | 55,698 |
| Total: | | | | | 22.8 | 2,920,597 | 1,460,332 | 860,265 |

Actions 2019/20

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Social Policy Actions 2019/20

| Action | Description | Planned Outcome | Owner(s) | Start | End | Status | Update |
|---|--|---|-----------------------|------------|------------|--------|--|
| Older People's Frailty Programme | Review of processes and commissioning plans which support the strategic aim of shifting the balance of care in favour of community based services | Whole system redesign across health and social care to deliver sustainable and cost effective community based services. Key outcomes include; improving anticipatory care, reducing hospital admissions and minimising delayed discharge. | Head of Social Policy | April 2016 | April 2020 | Active | Frailty Hub established; Inpatient redesign ongoing, focus of intermediate care project to be reviewed; Mental Health project and Commissioning plan concluded. |
| Royal Edinburgh Campus Modernisation Programme | Review of Health and Social Care services which will inform the specification for the design of Health Services currently based on the Royal Edinburgh Campus. | Whole system redesign to deliver sustainable and effective community based services for Mental Health, Learning and Physical Disability groups. | Head of Social Policy | March 2015 | April 2022 | Active | <ul style="list-style-type: none"> • Core and Cluster Unit accommodating up to 8 people with a Learning Disability will open this year. • Final modelling and specification for complex care unit for learning disabilities will be completed. • High level modelling including hospital bed numbers for Physical Disability to be agreed across Lothian Partnership. |

Social Policy Actions 2019/20

| Action | Description | Planned Outcome | Owner(s) | Start | End | Status | Update |
|---|---|---|--|------------|----------------|----------|--|
| Carers Legislation | Implementation of Carer (Scotland) Act 2016. Act comes into effect 2018 | Carers feel supported in their care role and involved in the design of services to support the cared for person. | Senior Manager, Community Care Assessment and Prevention | March 2017 | April 2019 | Complete | Eligibility Framework approved. All related projects either completed or on track. |
| Care for Adults day care | Review of day care for adults with a disability | Models of day care that allow for greater flexibility. | Senior Manager, Community Care Assessment and Prevention | April 2018 | March 2020 | Active | Redesign work is underway and will be delivered during 2019/20 |
| Care for adults – residential | Investment in core and cluster models to enable people to live more independently in their own tenancies. | Reduced number of residential care placements. | Senior Manager, Community Care Assessment and Prevention | April 2018 | March 2020 | Active | Redesign work is underway and will be delivered during 2019/20. |
| Building based care for older people | Review and redesign of older people day care and housing with care. | Transfer older people day care to the external contract. Housing with Care model that allows for greater flexibility and less fixed cost. | Senior Manager, Community Care Support and Services | April 2018 | March 2020 | Active | Redesign work is underway and will be delivered during 2019/20. |
| Adults and Older people – eligibility criteria | Revise delivery of social care services to reflect national eligibility framework. | Ensure targeted provision of social care services | Senior Manager, Community Care Assessment and Prevention | April 2018 | March 2023 | Active | Redesign work is underway. |
| Development of Care at Home Contract | Review and redesign of care at home services and the introduction of Electronic Call Monitoring. | Older people have access to high quality responsive care at home services. | Senior Manager, young People and Public Protection | March 2018 | September 2019 | Active | Scope has been defined. Implementation in progress. |

Social Policy Actions 2019/20

| Action | Description | Planned Outcome | Owner(s) | Start | End | Status | Update |
|---|--|---|-----------------|----------------|------------|--------|----------------------------|
| Review of management and support | Critical review to ensure that all support functions are adding value to the delivery of social care services. | Streamlined support structure. | Head of Service | September 2018 | March 2023 | Active | Redesign work is underway |
| Digital transformation projects | A programme of activity to ensure that the council is well placed to take advantage of opportunities offered in the digital age. | To deliver improved user-focused digital public services. | Head of Service | April 2018 | March 2023 | Active | Redesign work is underway. |

Children and Families

Service manager: Susan McKenzie and Tim Ward, Senior Managers

Number of staff: 318.1 (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 Centre, Parenting Team, Mental Health and Wellbeing team, school Attendance Improvement Service (AIMS), Child Disability Service, Whole Family Support Service, Child Care and Protection Teams, Duty and Child Protection Team, 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 and emergency planning. 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
 - Whole Family Support

- ◆ Early Intervention - Looked After Children
 - Services for Looked After Children
 - Early Intervention Services

- ◆ Protection and Emergency Services
 - Child Disability Service
 - Social Care Emergency Team (SCET)
 - Domestic and Sexual Assault Team (DASAT)
 - Inclusion and Aftercare Service
 - Children's Rights
 - Public Protection Lead Officers
 - Reviewing Officers Team

All services are subject to review and redesign in order to reflect Transforming Your Council priorities.

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 service 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 2019/20 | | | | |
|--|-------------------------------|--------------------|--------------------------|-------------------------------------|
| Customer Group | Method | Frequency | Responsible Officer | Feedback Method |
| Service users | Survey | Annual | Business Support Officer | Reported via performance indicators |
| Service users | Consultative Forums | Quarterly (carers) | Team Manager | Newsletter |
| Partners / key stakeholders | Early Years event | Annual | Group Manager | Newsletter |
| Having Your Say | Looked After Children's forum | Monthly | Team Manager | Group meeting |
| Service users | Viewpoint | Monthly | Group Manager | Feedback Report |

Activity Budget 2019/20

| Children and Families – Child Care and Protection | | | | | | | | |
|---|---|--|--|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
| 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: 0% | Public | 83.4 | 9,513,662 | (612,513) | 8,901,149 |
| | | | 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. | | 13.7 | 682,901 | (110,338) | 572,563 |
| Total: | | | | | 97.1 | 10,196,563 | (722,851) | 9,473,712 |

Children and Families – Early Intervention and Looked After Children

| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
|-------------------------------|---|--|---|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Looked After Children | 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: 95% | High Level | 98.6 | 17,697,809 | (172,000) | 17,525,809 |
| | | | SPCF094 - Number of Looked After Children placed in kinship care Target: 140 | WLAM | | | | |
| Early Intervention | 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 early years childcare provision. Target: 100% | WLAM | 45.2 | 2,322,060 | (34,500) | 2,287,560 |
| | | | SPCF136 - Percentage of young mothers referred to Sure Start who engage antenatally Target : 75% | Public | | | | |

Children and Families – Early Intervention and Looked After Children

| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
|---|---|---|--|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| 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. | | 26.6 | 927,297 | (226,671) | 700,626 |
| Social Policy Business Support (Non - IJB) | Commissioning of social care contracts, contracts administration, monitoring of contracted service performance, information systems development, systems administration, training, performance reporting. | 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 | | 14.3 | 768,398 | (48,500) | 719,898 |
| 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 | | 1.0 | 35,591 | (8,700) | 26,891 |
| Total: | | | | | 185.7 | 21,751,155 | (490,371) | 21,260,784 |

Children and Families – Protection and Emergency Services

| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2019/20 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
|---|---|---|--|-------------|-----------------------|--------------------------------------|---------------------------------|------------------------------|
| Public Protection | 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 | 628,561 | (71,376) | 557,185 |
| Domestic and Sexual Assault Team | 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 | 16.5 | 615,184 | (196,740) | 418,444 |
| | | | 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 | | | | |
| 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. | | 3.1 | 57,609 | (14,082) | 43,527 |
| Total: | | | | | 35.3 | 1,301,352 | (282,198) | 1,019,156 |

Actions 2019/20

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Social Policy Actions 2019/20

| Action | Description | Planned Outcome | Owner(s) | Start | End | Status | Update |
|---|--|--|--|------------|------------|--------|---|
| Reform out of hours services | Increase and Improve the level of crisis support to communities outwith normal office hours. | Fewer instances of emergency accommodation of children. | Senior Manager, Young People and Public Protection | April 2018 | March 2020 | Active | Redesign work is underway and will be delivered during 2019/20. |
| Reduce timescale for children who are Looked After to achieve permanency | Use the Permanence and Care Excellence (PACE) Programme in partnership with CELCIS to redesign processes for children to achieve permanency. | More children achieve secure placements in a shorter timescale. | Senior Manager, Children and Early Intervention | April 2018 | April 2020 | Active | Redesign work is underway and will be delivered during 2019/20. |
| Shifting the balance of care for looked after children | Reshape services to ensure children are supported to remain in family based care. | Fewer children are accommodated in residential care placements. | Senior Manager, Children and Early Intervention | April 2018 | March 2020 | Active | Redesign work is underway will be delivered during 2019/20 |
| Improve Transitions for all young people | Redesign the transition process as it relates to children with a disability and looked after children. | Improved outcomes for children and young people aged 16 and over. | Senior Manager, Young People and Public Protection | April 2018 | March 2020 | Active | Redesign work is underway and will be delivered during 2019/20. |
| Care for Looked After Children and Children with a Disability | Reduction in external placements. | More Looked After Children cared for in West Lothian with fewer external placements. | Senior Manager, Children and Early Intervention | April 2018 | March 2023 | Active | Redesign work is underway. |
| Family and Parenting Support | Review of early years services. | Increased outreach provision to deliver services closer to family's community or home setting. | Senior Manager, Children and Early Intervention | April 2018 | March 2023 | Active | Redesign work is underway |

Social Policy Actions 2019/20

| Action | Description | Planned Outcome | Owner(s) | Start | End | Status | Update |
|--|--|---|--|----------------|------------|--------|--------------------------------|
| SWIFT Replacement | Procure and implement a replacement for SWIFT, Social Work Information System. | A robust and secure information system is in place. | Senior Manager, young People and Public Protection | November 2019 | April 2020 | Active | Initial scoping has commenced. |
| Review of Family Placement and Kinship Care Provision | Undertake service review to ensure that approaches to Fostering and Kinship Care are robust. | Services for looked after children in the community are improved. | Senior Manager, Children and Early Intervention | January 2019 | June 2019 | Active | Initial scoping has commenced. |
| Review of management and support | Critical review to ensure that all support functions are adding value to the delivery of social care services. | Streamlined support structure. | Head of Service | September 2018 | March 2023 | Active | Redesign work is underway |
| Digital transformation projects | A programme of activity to ensure that the council is well placed to take advantage of opportunities offered in the digital age. | To deliver improved user-focused digital public services. | Head of Service | April 2018 | March 2023 | Active | Redesign work is underway. |

Criminal and Youth Justice Services

Service manager: Tim Ward, Senior Manager

Number of staff: 71.5 (full time equivalents)

Location: Civic Centre and various locations

Purpose

The Criminal and Youth Justice Service is almost entirely focussed on providing services statutorily required through legislation for the assessment, supervision and management of offenders and young people at risk of becoming involved in the criminal justice system.

The service has four main aims:

- ◆ To assist those involved in offending behaviour to make better choices and lead more positive and productive lives
- ◆ To work in partnership to reduce risk of harm to communities
- ◆ To reduce the level of re-offending
- ◆ To implement the Whole Systems Approach for working with young people who offend.

The service supports offenders to live in the community and works to ensure that the strategic aims of reducing reoffending are achieved. It will play a lead role within the new powers of the Community Planning Partnership in relation to Community Justice, following the cessation of Community Justice Authorities.

Activities

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

- ◆ Community Payback, including supervision requirements and Citizenship programme
- ◆ Unpaid work activity providing significant benefit to communities
- ◆ Early intervention and support
- ◆ Work with young people who offend
- ◆ The Almond Project aimed at women who offend
- ◆ Managing high risk offenders
- ◆ Offender assessment, Court Support, and offering alternatives to prosecution and to custodial remands
- ◆ Drug Treatment and Testing Orders
- ◆ Prison-based Social Work at HMP Addiewell
- ◆ Enhancing Throughcare arrangements for short-term prisoners
- ◆ Offender intervention programmes, including a Domestic Abuse Perpetrators' programme
- ◆ Multi Agency Public Protection Arrangements

All services are subject to review and redesign in order to reflect Transforming Your Council priorities.

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, Police Scotland, NHS Lothian, HMP Addiewell (Sodexo Justice Services), Scottish Prison Service, third sector providers, Scottish Government, Scottish Fire and Rescue Service, Department of Work and Pensions, Crown Office and Procurator Fiscals Service, Scottish Courts and Tribunal Service and Children's Reporter.

Customer Participation

The service 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 2019/20

| Customer Group | Method | Frequency | Responsible Officer | Feedback Method |
|---|-------------|--|---------------------|---|
| Service users | Survey | Annual | Group Manager | <ul style="list-style-type: none"> Public performance indicators Reporting on the council's website |
| Partners / key stakeholders | Survey | Annual | Group Manager | <ul style="list-style-type: none"> Public performance indicators Reporting on the council's website |
| Unpaid Work recipients satisfaction feedback | Survey | Ongoing but reported / collated annually | Unpaid Work Manager | <ul style="list-style-type: none"> Public performance indicators Reporting on the council's website |
| Unpaid Work consultation | Focus group | Annual | Unpaid Work Manager | <ul style="list-style-type: none"> Annual report Report to Policy Development and Scrutiny Panel (PDSP) |

Activity Budget 2019/20

| Criminal and Youth Justice Service | | | | | | | | |
|--|--|---|--|-------------|-----------------------|---------------------------------------|---------------------------------|------------------------------|
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2018/19 | PI Category | Staff Resources (FTE) | Revenue Expenditure Budget 2019/ 20 £ | Revenue Income Budget 2019/20 £ | Net Revenue Budget 2019/20 £ |
| Statutory Criminal Justice Social Work Provision | Provision of Community Payback, Court reports, Drug Treatment and Testing Order and Criminal Justice Throughcare service | 7 Reducing crime and improving community safety | SPCJ060 - Net cost of Criminal Justice services per 1000 of population Target: £15,500 | Public | 53.9 | 3,251,395 | (575,035) | 2,676,360 |
| | | | SOA1304_32 - One year reconviction rate Target: 23% | Public | | | | |
| Youth Justice Team | Service to young people charged with offending behaviour | 7 Reducing crime and improving community safety | SOA1304_30 - Percentage of Early and effective Intervention cases who do not reoffend within 12 months of initial referral Target: 80% | Public | 9.5 | 445,908 | 0 | 445,908 |
| | | | SOA1304_31 - Number of children/young people in secure or residential schools on offence grounds Target: 1 | 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. | | 8.1 | 171,255 | (41,862) | 129,393 |
| Total: | | | | | 71.5 | 3,868,558 | (616,897) | 3,251,661 |

Actions 2019/20

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Social Policy Actions 2019/20

| Action | Description | Planned Outcome | Owner(s) | Start | End | Status | Update |
|--|--|---|--|--------------|------------|----------|--|
| Review of Whole System Approach | Review Youth Justice Service to ensure appropriate response to risk is provided. | Reduced incidence of missing young people and incidence of high risk behaviour. | Senior Manager, Young People and Public Protection | April 2018 | April 2019 | Complete | The review has been completed. |
| Develop new Community Justice Strategy | Development, implementation and ongoing monitoring and reporting of the Community Justice Strategy. | An effective strategy that will ensure the council delivers effective outcomes for those with criminal convictions and those at risk of becoming involved in justice systems as children, young people or adults. | Senior Manager, Young People and Public Protection | April 2018 | June 2018 | Complete | The strategy has been completed and will be implemented during the period 2019/20. Progress will be monitored by the Community Planning Partnership. |
| Review of unpaid work activity | Review and redesign of unpaid work team within Criminal and Youth Justice Services | A revised approach to unpaid work activity is in place. | Senior Manager, Young People and Public Protection | January 2019 | June 2019 | Active | Review has commenced. |
| Introduction of a perpetrator programme | Introduce a structured individual and group work programme for perpetrators of domestic abuse in line with Equally Safe and Community Justice Strategies | Perpetrators of domestic abuse are supported to change their behaviour and develop respectful, non-abusive relationships. | Senior Manager, Young People and Public Protection | April 2019 | March 2020 | Planned | Initial scoping has commenced. |

Social Policy Actions 2019/20

| Action | Description | Planned Outcome | Owner(s) | Start | End | Status | Update |
|---|--|---|-----------------|----------------|------------|--------|----------------------------|
| Review of management and support | Critical review to ensure that all support functions are adding value to the delivery of social care services. | Streamlined support structure. | Head of Service | September 2018 | March 2023 | Active | Redesign work is underway |
| Digital transformation projects | A programme of activity to ensure that the council is well placed to take advantage of opportunities offered in the digital age. | To deliver improved user-focused digital public services. | Head of Service | April 2018 | March 2023 | Active | Redesign work is underway. |

Developing the Management Plan and reporting progress

The Management Plan was developed to support the delivery of the Council's Corporate Plan and to take account of a range of factors that are likely to impact the delivery of council services in the next five years.

Context

The next five years will be a period of significant challenge for the council with ongoing spending constraints expected to continue. However, the council has clearly defined long term aims relating to the development of high quality services, designed to meet the needs of its customers. These long term aims are captured in the Local Outcome Improvement Plan, Community Plan and in the council's Corporate Plan and together these strategic plans determine the work of the council's services.

The development of the Corporate Plan 2018/23 has been directly influenced by the views of the people living and working in West Lothian, ensuring that all employees are focused on meeting the needs of a growing and vibrant community. The Corporate Plan sets the strategic priorities for the council up to 2022/23 and this will be the continued focus for all council services during the period.

This will help to ensure that we continue to tackle the most important issues for West Lothian. Also, that we invest in and prioritise the services which make the most significant contribution to the achievement of positive outcomes.

Influences

There will be many internal and external factors which will influence the work of Social Policy. The more prominent include;

- Changes in legislation
- Policy changes
- Demographic changes
- Significant Incidents
- Emergency and Crisis situations
- Poverty

Planning Process

The Management Plan was developed by the Social Policy Management team, using a range of information to ensure that services, activities and resources are aligned to:

- ◆ The council's Corporate Plan and the deliverables for which Social Policy will be responsible for achieving or contributing to;
- ◆ Supporting the delivery of the council's transformation programme and Digital Transformation strategy
- ◆ Implementing the priorities outlined in the Children's Services Plan 2017/20
- ◆ Implementing the priorities outlined in the Corporate Parenting Plan 2019/20

- ◆ Implementing the priorities outlined in the Community Justice Strategy 2019/24
- ◆ Implementing the priorities outlined in the Violence Against Women and Girls Strategy 2018/20
- ◆ Integration Strategic Plan 2016/26
- ◆ Integration Participation and Engagement Strategy 2016/26
- ◆ West Lothian Autism Strategy 2015/25
- ◆ Joint Commissioning Plans in all main operational areas will ensure a clear focus on delivery of Transforming Your Council priorities.

The process and timescales for the development and publication of the management plan is set out, including consultation with the appropriate stakeholders.

| | | |
|------------------------------------|--|------------------------|
| Corporate Plan | The Corporate Plan is approved by West Lothian Council, setting out the key priorities for all council services for the period 2018/19 to 2022/23. | February 2018 |
| Social Policy Planning | The service management team develop the plan taking account of a range of factors, business requirements and customer needs. | February to March 2019 |
| Executive Management Team approval | The council's executive management team (EMT) will review all service management plans to ensure they are sufficiently focused on corporate priorities. The EMT will also review the plans annually, scrutinising performance and progress in the stated outcomes and actions. | March 2019 |
| PDSP consultation | The Management Plan is taken to the relevant Policy Development and Scrutiny Panel(s) for consultation, providing Panel members the opportunity to shape planning and resource allocation. | April to June 2019 |
| Management Plan launch | The service cascades the plan to Corporate Service employees to ensure that they understand the key priorities and challenges ahead and how they will contribute to successful outcomes. | April to June 2019 |
| WLC website | The Management Plan is published on the council's website to provide detailed information for the public and external stakeholders on council services, resource allocation and performance. | July 2019 |
| Management Plan updates | The Management Plan progress is reviewed by the appropriate PDSP each year | April to June |




Continuous Improvement













Social Policy will continue to play a key role in the development and support of high quality customer services. Social Policy will continue to engage with our customers to modernise structures and processes to ensure that they continue to provide the most efficient and effective model for service delivery.

Social Policy is subject to regular scrutiny on at least an annual basis in relation to a significant number of its statutory services across Children and Families and Community Care and Criminal and Youth Justice. During 2019/20 there will be continuous self-evaluation activity and Quality Assurance of Adult, Child Protection and Corporate Parenting processes and approaches. The service implemented a new Quality Assurance Procedure and services will be audited during 2019/20 to test compliance.

Children and Families and Community Care completed a full WLAM Assessment in 2018/19, both demonstrated improvement on their previous cycles. Criminal and Youth Justice will have complete a full assessment by spring 2018/19.

Social Policy Scorecard

The service will report on the following key measures of the success throughout the lifetime of our plan (short term trend arrows: 2018/19 performance exceeded the target =  / 2018/19 performance met the target =  / 2018/19 performance was below the target = ):

| Indicators | | | | | |
|-----------------------------------|--|-------------------------|----------------|---|----------------|
| WLAM unit / service | PI Code and Short Name | 2018/19 Performance | 2018/19 Target | Performance against Target | 2019/20 Target |
| Community care | (SPCC017_6a.7) Percentage of customers who rated the overall satisfaction with the older people's service they received as good or excellent. | 97% | 93% |  | 98% |
| | (SPCC038_6b.3) Number of complaints received by the Community Care Service | 69 | 71 |  | 60 |
| | (SPCC024_9a.1a) Net cost per head of population for services for older people | £1,378.00 | £1,200.00 |  | £1,432.00 |
| | (SW03a) Percentage of People Aged 65+ with long-term care needs who are receiving personal care at home. | 65.57% *2017/18 data | 62% |  | 64% |
| Children and Families | (SPCF001_6a.7) Percentage of customers who rated the overall quality of children and families services as good or excellent. | 99% | 100% |  | 100% |
| | (SPCF040_6b.3) Number of complaints received by the service | 45 | 60 |  | 45 |
| | (SPCF060_9a.1c) Net cost of Children and Families services per 1000 of population. | 154,713 | £159,000 |  | £154,000 |
| | (SPCF133_9b.1b) Percentage of children on the Child Protection Register who have been on the register for two years or more. | 0% | 0% |  | 0% |
| Criminal and Youth Justice | (SPCJ001_6a.7) Percentage of Criminal & Youth Justice service users responding to surveys who rated overall quality of the Criminal & Youth Justice Service as being 'good' or 'excellent' | 88% | 95% |  | 95% |
| | (SPCJ040_6b.3) Number of complaints received by the service | 14 | 10 |  | 15 |
| | (SPCJ060_9a.1d) Net cost of Criminal and Youth Justice services per 1000 of population. | 15,889 | £15,500 |  | £16,000 |
| | (SPCJ143_9b.1a) Percentage of Community-based Orders supervised by the Criminal and Youth Justice Service with a successful termination. | 70% | 70% |  | 70% |

This scorecard offers a high level snapshot of the service performance. More information about the performance of Corporate Services can be viewed via the council's website: www.westlothian.gov.uk/performance

Social Policy Management Plan 2019/20

April 2019

For more information:

Email address: jo.macpherson@westlothian.gov.uk

Telephone number: **01506 282194**

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West Lothian Civic Centre
Howden South Road | Livingston | West Lothian | EH54 6FF



SOCIAL POLICY – POLICY DEVELOPMENT AND 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 HSCP'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 October 2018 to 31 March 2019.

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 October 2018 to 31 March 2019.
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 Outcome Agreement | All contracts have outcome measures consistent with the Single Outcome Agreement commitments for the provision of care and |

| | |
|--|--|
| | support services |
| VI Resources - (Financial, Staffing and Property) | Provision within the 2018/2019 revenue budget |
| VII Consideration at PDSP | Social Policy Contract Activity Report dated 01 November 2018 contained the activity for the period 1 April 2018 to 30 September 2018. |
| 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. There is also a requirement to report bi-annually on contract performance.

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.

Contract performance

A total of 16 providers (from a total of 78) attracted a risk score which required more intensive monitoring as follows;

- Red (high risk) – four providers. Two providers were managed through adult support and protection protocol. Two others were monitored on a regular basis through performance reporting and meetings.
- Amber (medium risk) – twelve providers. Four providers operate under a framework which continues to underperform in relation to delayed discharge and timing of pick-up of packages in the community. Seven providers assessed as higher risk due to concerns about financial risk. One provider had the risk rating adjusted due to a drop in Care Inspectorate grades.

E. CONCLUSION

The report provides an update for the period 1 October 2018 to 31 March 2019 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 October 2018 to 31 March 2019

Contact Person: Tim Ward,
Senior Manager
Email: Tim.Ward@Westlothian.gov.uk
Tel 01506 281235

Jo MacPherson, Head of Social Policy

Date of Meeting: 17th May 2019

SOCIAL POLICY CONTRACT ACTIVITY UPDATE 1 October 2018 to 31st March 2019
Appendix 1

| Provider | Total Contract Value | End Date | Comments | CAG Meeting Date |
|---|-----------------------------------|-----------------|---------------------------------|--------------------------------|
| Royal National Institute for the Blind (RNIB) | £127,144 | 31/3/2021 | Two year extension to contract. | 18 th December 2018 |
| Trust Housing Association | Part of Public Social Partnership | | Increase in funding of £6,000 | 18 th December 2018 |
| Four new providers added to Care at Home Framework. These are ION Care and Support, Adigo Care, Careline Home Support and Elite Care. | Framework | 30/9/2019 | | 18 th December 2018 |
| Home Start West Lothian | £125,274 | 31/3/2021 | One year extension | 29 th January 2019 |



SOCIAL POLICY DEVELOPMENT AND SCRUTINY PANEL

MIDDLETON HALL CARE HOME – REMOVAL OF ENHANCEMENT

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To advise the Policy Development and Scrutiny Panel of the removal of the enhanced fee element of the National Care Home Contract fee to one private provider following inspection by the Care Inspectorate.

B. RECOMMENDATION

That the panel notes the removal in the enhanced fee element of the National Care Home Contract fee to Middleton Hall Care Home.

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) | National Care Home Contract 2007/2019 |
| III Implications for Scheme of Delegations to Officers | None |
| IV Impact on performance and performance Indicators | Monitored as per National Care Home Contract and the Care Inspectorate. |
| 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

In April 2007 the National Care Home Contract (NCHC) for Older People Care Homes was implemented in West Lothian and across Scotland. The aim of the Contract was to provide a consistent approach to the quality of care and the national fee in the provision of Older People Care Home beds in the private sector.

A key performance indicator in the 2018/2019 contract is the continued use of the quality assurance framework currently in use by The Care Inspectorate. From 31st July 2018 the Care Inspectorate has implemented a new Quality Framework and Methodology. Its officers undertake inspections of the Older People Care Homes and award grades in relation to Key Questions including how well the home supports people's wellbeing and how well care and support is planned.

In order to create additional incentives to improve the quality of care, an Enhanced Quality Award (EQA) in excess of the contract price is available for the best performing Care Homes. Details are as follows: £2 per resident per week will be available to homes that achieve a grade of 5 or 6 in Key Question 1 and a minimum of grade 3 in all other themes. A further £1 per resident per week will be available to homes that achieve a grade 5 or 6 in Key Question 1 and a minimum of grade 5 in any other theme.

In their latest Care Inspectorate inspection report dated 7th February 2019, Middleton Hall Care Home were awarded the following grades:

| Category | Grade |
|---|-------|
| Key Question 1 - How well do we support people's wellbeing? | 3 |
| Key Question 2 – How good is our leadership? | 4 |
| Key Question 3 – How good is our staff team? | 4 |
| Key Question 4 – How good is our setting? | 4 |
| Key Question 5 - How well is care and support planned? | 4 |

These grades mean that they now no longer qualify for the EQA that they previously received.

E. CONCLUSION

The enhanced quality fee was implemented in order to create additional incentives to improve the quality of care. The latest inspection of Middleton Hall Care Home has resulted in the removal of the Enhanced Quality Award in line with the NCHC.

F. BACKGROUND REFERENCES

National Care Home Contract Older People Care Home 2007 -2019

Guidance to National Care Home Contract May 2013

Appendices/Attachments: Care Service Inspection Report, Middleton Hall Care Home, 7th February 2019

Contact Person: Tim Ward, Senior Manager
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Tel: 01506 281235

Jo MacPherson, Head of Social Policy

Date: 17th May 2019

Middleton Hall Care Home Care Home Service

68 Middleton Avenue
Uphall
Broxburn
EH52 5DQ

Telephone: 01506 852469

Type of inspection:
Unannounced

Completed on:
7 February 2019

Service provided by:
Four Seasons (TRONAS) Limited

Service provider number:
SP2016012680

Service no:
CS2016345896

About the service

Middleton Hall was registered with the Care Inspectorate on 16 January 2018.

The care home is registered to provide care and accommodation for a maximum of 55 older people. At this inspection there were 52 people living in Middleton Hall.

The care home is situated in the village of Uphall, West Lothian. The building is surrounded by wooded areas, gardens and parking areas. In addition to the main building there is an unused building that the service is planning to refurbish to provide space for activities, meetings and events.

The accommodation is provided over three floors and divided into phase one and phase two. Lift and stairs provide access to upper floors. In addition to the bedrooms on each floor, there are communal rooms; lounges, dining areas, and bathrooms. There is also a small relaxation area which is being developed.

The care home states its aims and objectives as;

"our mission is to keep people as well as we can for as long as we can"

What people told us

Prior to the inspection starting, we asked residents and relatives to complete care quality questionnaires. The completed questionnaires received were all positive about the quality of care and support received.

Comments included;

"We are happy with the care and service from the staff at Middleton Hall. The care home could do with a bit of a refurbishment in certain areas"

"The Facebook page is fantastic to keep us up to date with the activities going on and lets all our family know what's happening"

"We get invited to care reviews. I have no concerns, (relative) is happy here which gives us peace of mind"

"Very happy with everything in the care home. (Relative) settled in well. Good care home so far"

During the inspection we spoke individually and in groups with residents. When people are not as able to express themselves due to cognitive or communication impairments, we use a recognised observation tool. This captures the experiences of residents who cannot easily give their opinions.

On two occasions when carrying out the observation residents were left for long periods of time without interactions from staff. When interactions did take place during this observation, they were focused on providing drinks, handing out biscuits with little interaction during this time. At other observation periods we observed staff to be warm and comforting demonstrating acknowledgement of the person.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

| | |
|--|--------------|
| How well do we support people's wellbeing? | 3 - Adequate |
| How good is our leadership? | 4 - Good |
| How good is our staffing? | 4 - Good |
| How good is our setting? | 4 - Good |
| How well is our care and support planned? | 4 - Good |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

We evaluated the service's support for people's wellbeing as adequate. There were some strengths which just outweighed weaknesses. The service must build on their strengths while addressing those elements that are not contributing to positive experiences or outcomes for people.

People should experience compassion, dignity and respect. We observed caring, pleasant, respectful interactions between staff and residents. Humour and affection was used to good effect with the more able residents. For residents who were less able and with reduced abilities to communicate, there were many missed opportunities and we observed some people sit for long periods without meaningful interaction.

Residents should be able to choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day. We heard from residents that they could participate in a range of activities which were facilitated by two activity co-ordinators. We saw evidence of a variety of activities on offer through photographs and observing activities taking place. However, there were missed opportunities for people who were less able to attend planned activities. Further work should be developed to ensure that all resident who wish to take part in activities or, who may need to be supported to take part, are offered the opportunity to do so. **(Area for improvement 1)**

We saw some good examples of peoples 'life story' work that gave the resident an identity and a sense of their past. This meant that staff could get to know an individual well and enhance person centred care and give staff opportunities to discuss and encourage residents interests and hobbies. We saw that there was the opportunity for staff to discuss life stories with residents however, some of the life story booklets were incomplete. This meant that there were missed opportunity for meaningful discussions between staff and residents. **(Area for improvement 2).**

People should be able to choose suitably presented meals and snacks including fresh fruit and vegetables and participate in menu planning. Throughout our time at Middleton Hall we did not see residents being offered fresh fruit or have easy access to fresh water or cold drinks.

We observed at two mealtimes and concluded that the dining experience could be more positive for residents. Meal choices by the residents were made the previous day. All residents we spoke with were unable to remember what they had previously ordered. There were no prompts, such as menus on the tables, to remind people of the choices they had made or meals on offer. There was limited meal choice and selection on the menu with many residents opting for the 'alternative menu'.

Limited kitchen staff resources each day gave rise to difficulties with menu planning, preparation of meals in addition to preparation of modified diets, specific diets and healthy, nutritious meals for the residents. From our observations and looking at the four week menu plan, we concluded that time was a factor in ensuring that each resident had variety, choice and diets that were suitable for them. There were not enough staff resources to ensure that people were able to be provided with or enjoy a varied nutritious diet. The provider should review the menu planning, meal choices, menu information and resources to provide healthy nutritious meals for residents.

(See requirement 1)

Where relevant, residents benefit from registered nurses leading on the delivery of high quality care. We heard from care staff that the nurses were supportive, skilled and knowledgeable. We could see that where there were concerns about a person health, nurses were responsive and referred onto external healthcare professional when required.

The service had good links with local GP's and healthcare professionals. Residents and families were supported to discuss significant changes in their life including end of life care. We saw evidence of sensitive discussions taking place and end of life wishes being documented.

Requirements

1. The provider should review how and what meals are served at the service to ensure that the people enjoy their food and the nutritional needs of residents are being met. In particular you must:

- (a) Assess the nutritional needs of all residents.
- (b) Record the identified nutritional needs of residents and how they will be met taking account of individual choices and preferences.
- (c) ensure that menus are displayed and accurately reflect the meals offered and menus are accessible to residents.
- (d) Ensure that staff support the dining experience of residents in accordance with the strategies identified to meet nutritional needs.
- (e) Ensure that there is a system in place to assess the support required at mealtimes and staff are deployed accordingly
- (f) Ensure there is an accessible supply of fresh water or juice and access to fresh fruit

This takes into account the Health and Social Care Standards which state that as a service user:

- I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning. (HSCS 1.33),
- I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible (HSCS 1.35)
- I can drink fresh water at all times (HSCS 1.39)

This is to comply with Regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale; with immediate effect and to be fully compliant by 30 May 2019

Areas for improvement

1. The provider should ensure that residents unable to express their preferences or need additional support are enabled to participate and engage in planned and everyday activities.

This takes into account Health and Social Care Standards

-I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors. (1.25)

-people have time to support and care for me and to speak with me. (3.16)

2. Where 'Life Story' books are used, the provider should ensure these are completed, kept up to date and used in a way which encourages, supports and recognises the interests, hobbies and past lives of residents.

This takes into account the Health and Social Care Standards which state that as a service user:

- I experience high quality care and support because people have the necessary information and resources (HSCS 4.27) and;

- I can maintain and develop my interests, activities and what matters to me in a way that I like (HSCS 2.22)

How good is our leadership?

4 - Good

We have assessed that the service is achieving a good level in response to the question "how good is our leadership" This is because there were a number of strengths which have a positive impact on residents' experience and outcomes. However there were some areas of improvement required.

There were key systems in place to support communication and keep staff updated daily on any changes to residents care and support. Handovers at shift changes meant that staff were aware of any new or additional changes to care.

Residents should benefit from a culture of continuous improvement within the organisation having robust and transparent quality assurance processes. The service had a range of quality assurance and audit documents which evaluated residents experience to ensure the right care and support was in place. Further improvement to the audit process would enable a more informative overview of all actions and outcomes to enable self evaluation of the service.

The manager and deputy manager were visible and known to residents, staff and visitors to the service. Relatives told us that they were welcomed and well supported by the management team from the initial stages of assessment of their relative to their admission to the home and thereafter. Resident and relative views were regularly sought through questionnaires and electronic surveys.

The manager had a very good understanding of the key areas for improvement within the service. This needs to be further developed to include all staff, residents and relatives to self evaluate the service and implement a development plan. There should be clear and robust processes in directing and supporting improvement within the service and where to obtain support and guidance.

How good is our staff team?

4 - Good

The key question "how good is our staff team" was assessed at a good level. We concluded that there were a number of important strengths which outweighed areas for improvement.

Staff were clear about their roles and helped each other in being responsive to changing needs. However, further improvements could be made in the deployment of staff to ensure that at busy times there are enough staff available in each area to support people who need additional support.

We saw that residents' care needs were assessed monthly to ensure that there were enough staff on duty each day to meet their direct care needs. However, the calculations of staffing hours did not take account of other duties staff undertook such as social engagement. Despite staffs' best efforts there was little time to spend with residents or supporting them to maintain interests or speaking with them. This information needs to be considered to ensure staff have enough time to provide all aspects of residents' care and support. **(Area for improvement 1)**

Staff communicated well with each other and there was a good level of rapport, consistency and team working. Staff were aware of their responsibility to register with the Scottish Social Services Council but were not so clear about maintaining their Post Registration Training and Learning(PRTL). The manager should consider how to provide support to staff through peer support, team meetings and supervision for PRTL.

People should expect to have confidence in the staff who care and support them. We saw that the care home had a training schedule which reflected training for staff to attend. Training delivered was up to date and the majority of staff spoken with said they felt supported to achieve the training they needed to do their job.

Areas for improvement

1. The provider should ensure that service users' care needs are met by the right number of staff. To do this, the provider should consider the time taken for other duties staff undertake when calculating the number of persons working in the care service is appropriate for the health and welfare of service users.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a service user:

- My needs are met by the right number of people. (HSCS 3.15)
- People have time to support and care for me and to speak with me (3.16)

How good is our setting?

4 - Good

People who live in the home should experience a high quality environment. We have assessed "How good is our setting" at a good level. This meant that there were areas for improvement but these were outweighed by positive experiences for people.

People told us they were generally happy with the care homes environment and were able to personalise their bedroom. Rooms were personalised with peoples own furniture and personal belongings, which made the rooms more homely and inviting for spending time in them and with visitors.

The majority of the communal areas were frequently used and were mostly set out in a way that helped them interact with others. One lounge area in particular appeared less homely than the others and the provider should consider, in conjunction with residents, how this area can be improved.

People should experience an environment that is clean, tidy and well maintained with independent access to areas throughout the care home. We found the housekeeping team to carry out a high standard of cleanliness across the care home ensuring people had a comfortable, clean, odour free living environment.

Independent access to areas of the care home should be supported. People who were more able had free access to all floors of the care home. We observed people who were less able being assisted to access communal areas in different parts of the care home.

It is important that people are encouraged to retain their physical abilities by moving around the care home as much as possible. We signposted the manager to resources to support moving and moving more often such as 'Care About Physical Activity' (CAPA) a Care Inspectorate resource.

How well is our care and support planned?

4 - Good

We evaluated 'how well is our care and support planned as good. There were a number of strengths which outweighed the areas for improvement

Care and support plans should give clear direction on how each persons care and support should be delivered as well as details about their preferences and personal interests. We found that care plans were informative, detailed and contained relevant information to lead and guide staff on how people wanted to be supported.

A range of healthcare assessment tools were used to identify specific areas where additional support was required. Looking at these we found that they were well documented, although there were areas that could be improved upon. Staff signed to state they had supported or observed the resident carrying out oral healthcare. We did not see a consistent approach to completing the documentation for oral healthcare. This meant it was unclear whether or not oral healthcare had been carried out. A system should be implemented to ensure staff carry out the healthcare required and that it is appropriately documented. We will monitor this at our next inspection.

It is expected that people will benefit from care plan that are regularly reviewed, evaluated and updated involving residents, family members and relevant professionals. A regular programme of care review was in place and linked to the care plan outcomes. Peoples wishes were documented including how and where they wanted to receive care should they become unwell. We could see that people and families were fully involved in decisions about future care through advanced care planning and end of life care plans.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

| | |
|--|--------------|
| How well do we support people's wellbeing? | 3 - Adequate |
| 1.1 People experience compassion, dignity and respect | 4 - Good |
| 1.2 People get the most out of life | 4 - Good |
| 1.3 People's health benefits from their care and support | 3 - Adequate |

| | |
|---|----------|
| How good is our leadership? | 4 - Good |
| 2.2 Quality assurance and improvement is led well | 4 - Good |

| | |
|---|----------|
| How good is our staff team? | 4 - Good |
| 3.3 Staffing levels and mix meet people's needs, with staff working well together | 4 - Good |

| | |
|--|----------|
| How good is our setting? | 4 - Good |
| 4.2 The setting promotes and enables people's independence | 4 - Good |

| | |
|--|----------|
| How well is our care and support planned? | 4 - Good |
| 5.1 Assessment and care planning reflects people's planning needs and wishes | 4 - Good |

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

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

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SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL

SCHEME OF ASSISTANCE, S72 HOUSING (SCOTLAND) ACT 2006

REPORT BY INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES AND HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To report on an update to the Council's scheme of assistance or section 72 statement under the Housing (Scotland) Act 2006. Services have collaborated to refresh the scheme to reflect current council policy, practice and align with the Local Housing Strategy (2017-2022) and Housing Capital Investment Programme 2019/20 – 2022/23, and Eligibility and Contribution's Policies approved by Council on 11 September 2018.

B. RECOMMENDATION

It is recommended that the PDSP:

1. Notes the proposed changes to the scheme of assistance, as outlined below.
2. Notes that following consideration of the proposal at the Services for the Communities and Social Policy Policy Development and Scrutiny Panel a report will be presented to Council Executive to approve the scheme of assistance for publication.
3. Notes that amendments include reference to Eligibility and Contributions Policies approved by the Council on 11 September 2018, and clarity around the types of adaptations which are grant funded by the council.
4. Notes that the revised Scheme of Assistance supersedes the Mixed Tenure Estates Report approved by Council on 13 October 2015

C. SUMMARY OF IMPLICATIONS

| | | |
|------------|--|--|
| I | Council Values | 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) | Legal issues have been addressed and consulted on. A draft IIA is attached. |
| III | Implications for Scheme of Delegations to Officers | None |
| IV | Impact on performance and performance Indicators | None |

| | | |
|-------------|---|--|
| V | Relevance to Single Outcome Agreement | None |
| VI | Resources - (Financial, Staffing and Property) | <p>The capital budgets relating to the scheme of assistance are predominately for adaptations in the private sector and council houses. Grants provided by social policy and aids (including provision of equipment on discharge from hospital) is overseen by Social Policy and is budgeted at £950,000 for 2019/20.</p> <p>Council Housing adaptations and aids is budgeted at £700,000 for 2019/20. Both budgets were approved by Council for financial year 2019/20 on 19 February 2019.</p> |
| VII | Consideration at PDSP | This report shall be presented to the Social Policy Policy and Development Scrutiny Panel on 17 May 2019 and the Services for the Community Policy and Development Scrutiny Panel on 11 June 2019. |
| VIII | Other consultations | Anti-Poverty and Welfare Advice Service, Environmental Health, Estates Management (Energy Management), Legal Services, Financial Management Unit and Corporate Transformational Change Team. |

D. TERMS OF REPORT

D1 INTRODUCTION

The Council is required to have a statutory statement ("the scheme of assistance") to describe the type of support and advice available to private home owners for repairs and maintenance and information about disabled people's adaptations (children and adults).

The scheme requires to be updated to reflect current council policy, including the current Local Housing Strategy, Capital Investment Programme and social policy Eligibility and Contributions Policies introduced by Council in 2018. It is also important to update the scheme with new contact details for services, relevant online information and reflect current operational practice. The scheme was last approved by Council on 10 May 2010.

D2 CONTEXT

The Housing (Scotland) Act 2006 and the Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008 require a local authority to detail how they will provide support or advice to private homeowners and include in the statement details of any support available to private homeowners to carry out repairs on their property, the council's approach to repairing their own properties within mixed tenure estates, grant funding for disabled person's adaptations and general information to homeowners about maintaining their property. The Council's scheme of assistance should align with current policies and practice.

Where the council owns property it requires maintaining that to an acceptable standard for renting. The Council's Capital Investment Programme 2019/20-2022/23 also details the types of works it may carry out to its properties. In some instances private homeowners may need to be involved in works and have a liability to contribute to the overall cost of those works. Where possible the council will exclude private homeowners from works. The scheme of assistance will incorporate the council's approach to mixed tenure estates, which was last approved by Council in October 2015.

The council is a registered Property Factor so it may carry out common repairs and recharge works to tenants and private homeowners within a building/estate. Where works are carried out as part of any wider common repair scheme the Council's Corporate Debt Policy will apply.

The types of support available from the council for private homeowners includes access to council staff, for example Environmental Health for advice and information on common repairs, tolerable standard or the West Lothian Advice Shop for financial or energy advice.

The council may under the scheme of assistance provide circumstances in which they will intervene and take action e.g. further to a statutory notice having been served by Environmental Health or supporting owners to carry out common repairs.

The scheme of assistance was reviewed by Housing Services' Tenant's Panel on 4 April 2019. It was well received and acknowledged as a statement confirming the council's robust approach to recovery of debts in mixed tenure estates and that where practicably possible private homeowners will be excluded from common repairs or capital investment works by the council.

Adaptations are a key part of supporting people to remain living within the community and independently. The council provides various adaptations to disabled persons living in private housing, aligning with best social work practice and Scottish Government guidance. As part of any needs assessment Social Policy Occupational Therapists assess people's needs for adaptations or equipment in line with the Council's Eligibility Policy. Where necessary people may be signposted to services for support, if ineligible for non-residential care services or provided with advice.

Some adaptations must be provided by grant ("mandatory") where essential and permanent or structural in nature, for example the widening of doorways, standard amenities (sink, toilet etc.) and additional bathrooms.

A 100% mandatory grant to fund the total cost of the adaptation is provided where the individual has income related benefits. Checks are carried out to confirm eligibility and provide income maximisation support for individuals, in line with current Council policy and practice. Mandatory grant funded adaptations are exempt from a financial assessment per part 2.3 of the Contributions Policy.

The introduction of the Contributions Policy meant all equipment and adaptations are to be included in a care plan and a financial assessment carried out. Personal care items or those provided for hospital discharge purposes (free care is provided for up to 42 days from discharge) are exempt from any financial contribution.

The Council's Eligibility Policy and Contributions Policy were widely consulted on and changes to the scheme continue to support these policies. An Easy Read version of the Scheme of Assistance and leaflet summarising the key points will be online and available printed when necessary.

As a registered social landlord the council will carry out adaptations, to support individuals who have been assessed as requiring an adaptation in terms of the Council's Eligibility Policy.

The budget in 2019/20 for social policy adaptations within the private sector housing and provision of aids is £950,000. It is anticipated that this budget provision will continue to meet the needs of people requiring adaptations, taking into account increasing demand due to ageing demographics and costs of materials/labour.

| | Actual Expenditure 2016/17 | Actual Expenditure 2017/18 | Actual Expenditure 2018/19 (forecast) |
|--------------|---|---|--|
| Adaptations | £946,249 | £1,029,648 | £687,849 |
| Rails | £159,743 | £121,606 | £91,953 |
| Total | £1,105,992 | £1,151,254 | £779,802 |

A grant is provided to support people to remain independent and live in their homes. The adaptation becomes their responsibility and asset to maintain and repair, though where necessary support will be provided for this and if necessary financial support.

The budget allows for a fluctuation in changing demand and because some adaptations can be particularly costly, for example in the financial year 2018/2019 through floor lift and wet floor grant for one private sector individual was £22,885.

This scheme of assistance and associated budgets have been carefully considered. It is recognised as an important part of supporting disabled people to remain living independently in their homes. Whilst there are budget pressures as a result of rising costs and changes in demographics, the direct provision of early support and advice from the council and the West Lothian Advice Shop, will help alleviate budget pressures and continue to provide adaptations or equipment to disabled persons, in terms of the Council's Eligibility and Contributions Policies.

D3 CHANGES TO SCHEME OF ASSISTANCE

These provide for:

1. Clearer information about the types of adaptations funded by mandatory grants and how to access to social care services for a needs assessment.
2. Improved web-links to online information available to people needing social care, or advice on repairing their homes.
3. Information around the support and advice available for small repairs and assistance available in carrying out works to remain independent and live safely in communities.
4. Clarifying the council's approach to repairs in mixed tenure estate buildings and including this within the scheme of assistance to supersede the Housing's Report on Mixed Tenure Estates from 13 October 2015.
5. Updated information on how to access support and advice when a statutory notice is served by the council.
6. Updated contact details for various agencies for example Housing Tribunal; website "UnderOneRoof"; web links to council information and contact numbers.

D4 NEXT STAGES

It is proposed to progress publication of the scheme based on the following timescales:

- Social Policy PDSP – 17 May 2019
- Services for the Community – 11 June 2019
- Council Executive – 21 June 2019

E. CONCLUSION

The refreshed Scheme of Assistance is a welcome update for an important statement about the services and support available from the Council to disabled persons in private sector homes. It provides practical information for private homeowners about the types of support, advice or services they can expect to receive from the council.

The Scheme supports continued repairs and works to mixed tenure estates, excluding private sector homeowners where possible or ensuring recovery of costs for works from private homeowners, in line with the Council's Corporate Debt Policy.

The Scheme will be made available online, with an Easy Read version and leaflet to summarise the key points contained in the scheme and contact numbers for relevant services. Services will continue to work together to support homeowners keep their properties in repair and adapted for independent living.

F. BACKGROUND REFERENCES

1. Revenue Budget 2018/19 to 2022/23 – Report by Head of Finance and Property Services to West Lothian Council on 13 February 2018
2. Eligibility for Non-Residential Adult Social Care – Report by Interim Head of Social Policy to Council Executive on 11 September 2018
3. Contributions Policy for Non-Residential Adult Social Care Services – Report by Interim Head of Social Policy to Council Executive on 11 September 2018
4. Mixed Tenure Estate Report to Council Executive on 15 October 2015
5. Written Statement of Services under the Property Factors (Scotland) Act 2011
6. Housing Capital Investment Programme 2019/2020 to 2022/23

Appendices:

1. Draft Scheme of Assistance.
2. Integrated Impact Assessment.

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**AnnMarie Carr, Interim Head of Housing, Customer and Building Services and
Jo MacPherson, Head of Social Policy**

Date of Meeting: 17 May 2019

WEST LoTHIAN COUNCIL

SCHEME OF ASSISTANCE

SECTION 72 STATEMENT UNDER THE HOUSING (SCOTLAND) ACT 2006

Version: March 2019

Due for review: [one year from approval of Council Executive]

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DRAFT

1. INTRODUCTION

The Scheme of Assistance (**the Scheme**) sets out what advice and support the council provides for adaptations to support people with disabilities in their homes.

Homeowners including landlords are responsible for maintaining and improving their homes. The council provides some advice and assistance to owners to help them with their responsibility.

Part 2 of the Housing (Scotland) Act, 2006 replaced the system of improvement and repair grants set out in the 1987 and 2001 Housing (Scotland) Acts. The 2006 Act provided councils with powers to help owners repair, maintain, improve and adapt their homes by providing information, advice and practical help. These are the main ways the council helps owners under the Scheme. In November 2008, The Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008 were approved by the Scottish Parliament. These regulations introduced new duties and powers from 1 April 2009.

This scheme also aligns with the [Council's Local Housing Strategy](#) and the [Housing Contribution Statement](#) linking to Health and Social Care Integration.

2. ASSISTANCE FOR PRIVATE HOMEOWNERS WITH DISABILITIES

2.1 Getting Assessed

The council is committed to helping people remain in their own homes and in their own communities for as long as possible. Both private tenants and home owners are entitled to receive a grant for necessary major adaptations, as outlined below.

For people with disabilities the council offers various types of assistance and advice. The first point of contact should be Children and Families in Livingston, Broxburn or Bathgate or Adult Social Care Enquiries Team (see Appendix 1 contacts for details). We will consider if a needs assessment is required to identify what, if any, aids or adaptations may be required to support individuals and if they are eligible for these or any financial support e.g. a mandatory grant as detailed below.

The process for this is outlined in a leaflet about [social care for adults](#) available online or on request or in council offices or you can contact [the Child Disability Service for children](#).

2.2 Grant

Once an individual's needs have been assessed within the private home, which is their main residence and a care plan identifies a need for an aid or adaptation, within the terms of the Council's Eligibility Policy, funding known as a grant, may be available for essential adaptations.

Where the council is required (under the Housing (Scotland) Act 2006 or associated legislation) to fund adaptations by a grant this is known as a mandatory grant. All adaptations will be assessed as part of a needs assessment, but where those are not funded by mandatory grant the council may use its discretion to provide a grant to private home owners, or to fund the adaptation as part of an individual's care plan.

The council will:

- provide information and advice to help individual's return any adapted property to its original condition;
- not fund any extra work that is assessed as being needed by a grant. For example, tiling more of the bathroom than assessed as being required will be for the individual to fund. Any extra work which is elected to be carried out must not change the suitability of any adaptation. Grants are not provided for higher specification or luxury materials, for large space standards or more desirable layouts than is necessary to meet assessed needs. This work may however be funded privately;
- consider funding incidental works to a property as part of the approved works, where they may benefit an individual in the longer term and it is determined as the best way to meet the individual's foreseeable needs;
- only provide a second grant within 10 years of the first, if that work was not reasonably foreseeable at the time of the first assessment;
- offer information, advice and practical support to help an individual carry out additional work if this is the best way to meet an individual's assessed needs;
- extra living accommodation e.g. bedroom work is ineligible for a mandatory grant. Assistance may include information about options to get funding for the work and practical help to oversee the work.

In the case of adaptations for disabled children the family's financial circumstances are taken into account to determine the percentage of grant awarded.

A leaflet "*Your Questions Answered*" is made available to applicants to explain the grant process.

2.3 Grant Conditions

The council has a statutory obligation to register all grant awards on the titles to the property, the cost of which must be paid for by the applicant. The cost for registration is set by the Registers of Scotland and may vary, as at 1st November 2018 it is £60. The council may ask for this to be paid directly before the grant is awarded or deduct it from the sum of grant awarded to an individual.

To ensure that public funds are used effectively and for the purpose intended, the following statutory conditions apply to all grants for 10 years from the date the grant is paid:

1. Condition A is that the house must be used as a private dwelling; but that does not prevent the use of part of the house as a shop or office or for business, trade or professional purposes.

2. Condition B is that the house must not be occupied by the owner or a member of the owner's family (within the meaning of section 83 of the 1987 Act) except as that person's only or main residence.
3. Condition C is that the owner of the land or premises must take all practicable steps to keep it in a good state of repair.
4. Condition D is that the owner of the land or premises must, if required to do so by the local authority, certify that the conditions A to C are, in so far as they apply, being observed.

Any breach of grant conditions will result in the grant having to be repaid in full to the council. Any associated costs incurred by the council in recovering the grant will be applied to the final balance that is recovered.

The council will not provide the same adaptation again in the same property within a 10 year period unless:

1. The need for the work to which the further application relates was not reasonably foreseeable when the original application was approved.
2. It would not have been reasonably practicable to carry out that work at the same time as the work to which the original application related.
3. That the work to which the further application relates was not considered by the local authority to be eligible for a grant or subsidised loan when the original application was approved.
4. The application is made in response to an invitation from the authority to the applicant under section 90(1) of the Housing (Scotland) Act 2006, i.e. work to improve energy efficiency and safety.

2.4 Mandatory Grant

This type of grant will cover 80% or 100% of the total cost of the adaption and its associated expenses. The council will fund at least 80% of the cost of an adaptation which is deemed essential, for the provision of or for access to a standard amenity or if it is permanent or structural in nature. This will be in line with the Council's Eligibility Policy and further to a needs assessment.

If an individual or anyone in terms of s77 (2) of the Housing (Scotland) Act 2006 e.g. applicant's spouse or civil partner is in receipt of any of the income benefits noted below then the council will fund 100% of the costs of the adaptation. Relevant income includes:

- Income Support
- Income based jobseeker's allowance
- Pension credit (Guarantee element)/Guarantee Credit
- Employment support allowance (income related)

Persons in receipt of Universal Credit will be assessed in relation to individual circumstances and benefits.

The types of adaptations which may attract a grant include:

| Adaptation | Mandatory Grant Funded Adaptations |
|-------------------------------------|------------------------------------|
| Wet floor shower/bathroom extension | √ |
| Through lift | √ |
| Stair lifts | √ |
| Widening doors | √ |
| Closomat | √ |
| Ramps | √ |

2.5 Other Adaptations

Further to an Occupational Therapist's assessment other adaptations may be identified as necessary. Grant funding is generally available for major adaptations. In terms of the Council's Eligibility Policy and Contributions Policy smaller adaptations may be subject to a financial assessment and contribution. Adaptations such as rehanging doors, grab rails, banisters, hand rails etc may be subject to a financial contribution.

Further information about this will be provided by the Occupational Therapist who carries out an assessment, and the types of support that are available for individuals, regardless of their tenure.

2.6 Grant Process

If an adaptation requires grant funding authorisation will be sought as soon as possible for this by the occupational therapist/care assessor. Work to adapt a house without approval for a grant, may later mean that the council cannot provide a grant to fund the cost of the adaptation. The council requires documentation to prove ownership of the property. A grant is noted on the property's title for 10 years. Individuals are responsible for paying their 20% contribution directly to any contractor who carries out the adaptation work. Detailed advice will be provided on the grant process, if it is to be provided.

On completion of the agreed work the Grants Section will advise the Occupational Therapist to check the work meets the client's assessed need and may provide additional equipment to use with the adaptation.

Individual's who have difficulty in raising their contribution may request a review of their circumstances in terms of the [Council's Review Process for Adult Social Care Charges](#).

2.7 Repairs & Maintenance

Ongoing servicing of an adaptation or maintainable equipment is not eligible for grant assistance. Support and information is provided on sourcing a suitable repair or maintenance provider when the adaptation is completed. Requests for assistance with servicing will be considered by social work services on a case by case basis with a referral to the West Lothian Advice Shop where appropriate, for example to assist with income maximisation or a benefits check.

2.8 Private Tenants

People living in private rented property may require an adaptation to their property. They should contact the council and ask for a needs assessment in the first instance.

A landlord's permission for the adaptation may be required, and this is requested by the tenant. A landlord cannot unreasonably withhold permission for the adaptation. Information and advice will be provided to private tenants or their landlord to assist in the reinstatement of any property that has previously been adapted.

There are basic standards that apply to all private rented properties known as the [Repairing Standard](#).

Information for private tenants is available on the Scottish Government website [Scottish Government Guidance](#) and in relation to adaptations at [Funding Adaptations Scottish Government Guide](#).

2.9 Tenanted Homes

Tenants should contact their landlord further to being assessed as requiring an adaptation to their home.

2.10 Additional Living Accommodation

As stated above there is no funding available for the provision of additional living accommodation e.g. an additional downstairs bedroom. If it is agreed the best way to meet an individual's assessed needs is to provide additional living accommodation the council will provide information, advice and practical assistance to help the applicant carry out the work themselves or to try and find suitable alternative accommodation for them.

2.11 Alternative Accommodation

Where a property cannot be suitably adapted or where extra living accommodation is essential to that individual's needs, then the individual will be advised of this outcome after an assessment and grant funding may not be made available for adaptations.

A home may be assessed as being unsuitable in meeting an individual's needs for various reasons: it is not practicably possible to do all required adaptations to meet the individual's needs; the amount of work required e.g. unreasonable expenditure/number of adaptations; length of time that adaptation may be practically used for by the individual. The assessment will take account of the use of adaptations to support longer term independent living.

Where the individual is eligible for support in terms of the Council's Eligibility Policy the council may offer alternative support and advice. This support may include but not be limited to:

1. A mandatory grant to fund a standard amenity adaptation within a new home, to make it accessible to meet an eligible assessed need.
2. Referral to appropriate Registered Social Landlord for application for shared equity housing.
3. Referral to Housing Options Scotland to find an appropriate housing solution.
4. Financial assessment with an income maximisation check from the West Lothian Advice Shop to check income.

Clients with moderate or low needs may be offered assistance as detailed above, but this will depend on their assessed needs and likely immediate future needs as determined by the Occupational Therapy/social work team who carry out the assessment.

If it is preferable for an individual to move to accommodation more suitable for their needs then there are various options available. For home owners, Housing Options Scotland (see Appendix 1) can provide advice and information on the choices available to people and help with the practical arrangements.

The Council's [Housing Options guide](#) provides information on available council Housing and Housing Association properties within West Lothian.

2.12 Small Repairs Support

The council offers advice and assistance to help people repair, improve or adapt their homes so they can live in comfort and safety at home in their own community.

People over 60 and disabled people will be provided with support and assistance. The type of assistance the council may provide includes:

- Providing details of reputable contractors e.g. [Trusted Traders](#)
- Approaching other agencies for help e.g. [West Lothian Advice Shop](#)

The Occupational Therapy service provides support to private home owners providing signposting to existing services and guidance/assistance where appropriate.

Details of the [Occupational Therapy service](#) are available here.

3. ASSISTANCE FOR HOME OWNERS

3.1 Information and Advice

This scheme is about providing information and advice to homeowners to assist them to care for and repair their own property. Links to various documents available online are noted below and details for services in the council that may be able to help are noted at [Appendix 1](#).

West Lothian Council information available online includes:

- [Paying for Building Repairs and Maintenance](#)
- [Organising Common Repairs](#)
- [Building Maintenance, its your responsibility](#)
- [Identifying and Preventing Dampness and Condensation](#)
- [How to read your Title Deeds](#)
- [Home Security for Pensioners](#)

A broad range of advice and information to homeowners living in tenements or blocks of flats can be found on [Under One Roof - www.underoneroof.scot](http://www.underoneroof.scot) Advice on property condition can also apply to individual homes.

The council provides general housing advice, advice on benefits and energy efficiency at the Advice Shop (see [Appendix 1](#)). Environmental Health can provide information on home condition and standards, common repairs and addressing housing disrepair.

3.2 Financial Assistance and Loans

Homeowners should contact their own lenders, other financial institutions or a financial adviser for help and advice. [West Lothian Advice Shop](#) (see Appendix 1) can also be contacted for advice.

3.3 Assistance for Common Repairs

The maintenance and repair of many building is shared between all the owners. In a situation where a group of owners has to carry out repairs the council may be able to provide advice or support from Building Standards or Environmental Health. If a repair is a joint responsibility then it is simplest if the responsible owners can agree between themselves how to proceed. The council can offer to provide some practical help in relation to common works:

- relating to the Council's own Investment Programme in relation to council houses and where an owner's property would logically be part of a Council proposed project – [Housing, Building and Customer Services](#).
- where the property is in disrepair or substandard, [Environmental Health](#).
- where the property is in presents a danger to the public or other immediate properties, [Building Standards](#).

3.4 Maintenance Schemes

The majority of owners within a building can agree to carry out maintenance or repairs under:

- Chapter 6 of the Housing (Scotland) Act 2006, or
- the Tenement Management Scheme of the Tenements (Scotland) Act 2004

The council provides advice and support to owners wanting to carry out repairs and maintenance themselves however it does not provide financial assistance or pay missing shares for absent owners. Further information and advice is available from [Environmental Health](#).

4. MIXED TENURE PROPERTIES/ESTATES

The Council owns properties within buildings with other homeowners, meaning it shares the responsibility for common repairs. In some buildings the Council will own all or most of the properties.

As part of maintaining its own properties the council carries out works to repair and maintain those, which may include common areas such as the roof or cladding to a building. Where the council carries out works, which are a common or shared responsibility/cost they will seek to agree with other homeowners the programme of works and cost before proceeding with works. These properties are referred to as mixed tenure (ownership) estates and the Council's Housing Capital Programme (updated annually) details the types of work that have been identified as being required to maintain Council properties.

The Council may also carry out works in buildings where it is the property factor, in which case the Council's Written Statement of Property Factors will apply and the cost of any work will be shared accordingly.

Efforts are made to discuss any programme of works that may affect other owners, and to recover any shared liability for the cost of works prior to them being completed. All reasonable efforts will be made to recover costs for works, and the Council's [Corporate Debt Policy](#) will apply.

Where possible the council will seek to exclude private homeowners from common repairs or works, in some circumstances though this may not be possible due to the nature of the works nor of benefit to the building in the longer term.

5. DISREPAIR AND IMPROVEMENT OF HOMES

The council has statutory powers to serve notices where a home is in disrepair, as noted below. The council's approach to supporting and advising homeowners is detailed below.

5.1 Repair and Improvement

Where a house is in disrepair the council will encourage and assist the homeowner(s) to resolve matters informally. This is to make them aware of the condition of the home and remind them of their responsibilities in relation to repair and maintenance.

If an owner fails to take action to rectify and carry out the advised repairs then formal enforcement action may be used including service of statutory notices. The council will only use statutory enforcement powers when deemed necessary and where an informal approach has failed.. The council will consider what actions the homeowner has taken to maintain and invest in their home and any historical importance of preserving the property before considering whether it is appropriate to take action, failing works being carried out by a homeowner. [Environmental Health's Enforcement Policy](#) provides more information on the approach to enforcement.

The council has legislative powers under a number of pieces of legislation to serve a notice (a statutory notice) on a homeowner requiring them to carry out work or resolve a problem. Examples include, but are not limited to:

- Work notice under s30 of the Housing (Scotland) Act 2006;
- Defective Building Notice s28 of the Building (Scotland) Act 2003;
- Dangerous Building Notice s29 of the Building (Scotland) Act 2003;
- Abatement Notice under S80 under the Environmental Protection Act 1990;
- Notice on occupier or owner of infected etc. premises or things under Part 5 of the Public health (Scotland) Act 2008; and
- Defective Drainage notice under s15 of the Sewerage (Scotland) Act 1968.

Owners may appeal against the serving of a Statutory Notice. Where a homeowner fails to comply with a statutory notice to carry out work or resolve a problem, the council may, depending on the legislation used:

- take no action;
- report the matter to the Procurator Fiscal with a view to criminal prosecution;
- serve fixed penalty notices; or
- carry out works or other actions to comply with the notice and recover the costs and expenses.

No financial assistance is available to homeowners. Advice can be sought from Environmental Health or the West Lothian Advice Shop/Citizens Advice Bureau.

5.2 Closure and Demolition of Homes

The council has statutory powers to prevent homes from being occupied or for them to be demolished where the home:

- does not meet the statutory 'Tolerable Standard' and 'ought to be demolished';
- is in a Housing Renewal Area and has been identified for demolition; or
- is viewed to be dangerous to occupy under the Building (Scotland) Act 2003.

Where a property fails to meet the Tolerable Standard, officers will make a report to the Council Executive recommending the making of a Demolition Order. Where the home forms only part of a building a Closing Order preventing habitation will be recommended. Only if one or more statutory notices requiring the owner to bring the house up to the Tolerable Standard are not complied with will the Demolition or Closing order be pursued. No financial assistance is available to homeowners.

Advice can be sought from Environmental Health or the West Lothian Advice Shop/Citizens Advice Bureau.

6. HOUSING RENEWAL AREAS

Where it is established that an area has a significant number of houses which are sub-standard or that the appearance or state of repair of any houses are adversely affecting the amenity of that area, West Lothian Council may consider declaring a Housing Renewal Area with the purpose of improving that area. The council will as above work with homeowners to support improvements to homes, and support repairs.

Where a house is in a Housing Renewal Area and included in a relevant action plan as a house, which the council considers being in a state of serious disrepair and ought to be demolished the council may require the owner of the house to demolish it by the serving of a demolition notice.

When considering whether an area is to be declared West Lothian Council will consult with the owners and representative groups within that area in order to:

- a) advise on how such an Area operates and what it will mean for that particular area;
- b) agree on the boundary of the area to be included;
- c) agree on an appropriate action plan that will ensure that any agreed works can be carried out; and
- d) advise on what assistance, if any, can be provided.

The statutory process is set out in [schedule 1](#), Housing (Scotland) Act 2006

7. ENERGY AND HEATING ADVICE

7.1 [West Lothian Advice Network](#)

There are various organisations which can provide advice on:

- Heating use
- Dampness/condensation
- Negotiating with your fuel supplier
- Billing issues
- Tariff comparison checks
- Insulation and grants
- Home energy efficiency

See the contact list provided or contact:

[West Lothian Advice Shop](mailto:energy.advice@westlothian.gov.uk) - energy.advice@westlothian.gov.uk

The [West Lothian Advice Network](mailto:Welfarereformteam@westlothian.gov.uk) - Welfarereformteam@westlothian.gov.uk

7.2 Home Energy Efficiency Programmes for Scotland – HEEPS

The HEEPS Area Based Scheme is a Scottish Government funded programme of energy efficiency measures. They want to make sure that everyone in Scotland, who needs help with their energy costs, is able to save money and keep cosy. Under HEEPS, help can be given to cut bills and make a home warmer.

Whether working, retired or receiving benefits they can provide free energy advice and help by carrying out a free, personalised home energy check.

For more information see the [council's internet page](#) or [HEEPS](#) website

8. TRUSTED TRADER SCHEME

[West Lothian Trusted Trader](#) allows consumers to search for a reputable trader. Consumers can access comments from previous customers and can provide their own feedback through a Comments and Ratings form. Any traders joining the scheme are required to sign up to a code of practice agreeing to trade fairly. Trading Standards monitor their business practices. Trading Standards can offer assistance in the event of complaints through their Dispute Resolution Service.

9. OTHER

We welcome comments on our Scheme of Assistance, please send these to:

Head of Housing, Customer and Building Services *or*
Head of Social Policy at West Lothian Council, Civic Centre, Howden South Road,
Livingston, EH54 6FF.

The council is strongly committed to equal opportunities. Equality measures have been incorporated into the Scheme of Assistance, including:

- Providing advice and assistance to any homeowner who needs it, with particular sensitivity to the needs of the most vulnerable including those who are physically, mentally, culturally or financially disadvantaged
- Ensuring that literature is available when required in Braille, large print, on CD and in the main community languages spoken.
- Translation services are available when requested.
- Providing an interpreter when needed.
- Ensuring that our services are accessible to all communities by engaging with community groups and attending external events.

- Regularly reviewing, consulting upon and monitoring our services to ensure that they are non-discriminatory.

Information is available in Braille, on tape, in large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط ويخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

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ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਠੋੜੀਠ ਟੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਖੀ, ਟੈਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਟ੍ਰਿਪਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹرپرائٹنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

Informacje te mogą być przełożone na język Braille'a, dostępne na taśmie magnetofonowej lub wydane dużym drukiem oraz przetłumaczone na języki mniejszości narodowych. Prosimy o kontakt z Usługami Tłumaczeniowymi pod numerem 0131 242 8181

Appendix 1 to West Lothian Council Scheme of Assistance, S72 Statement Housing (Scotland) Act 2006

CONTACT DETAILS

| SERVICE | SERVICE PROVIDED | WEBSITE | CONTACT DETAILS |
|---|---|---|--|
| West Lothian Integrated Partnership Health & Social Care | Health and social care support | http://www.westlothianchcp.org.uk/ | West Lothian Health & Social Care Partnership West Lothian Civic Centre Howden South Road Livingston EH54 6FF Tel: 01506 284848 |
| West Lothian Housing, Customer and Building Services | Housing provision and advice Housing Options Guide available online: | www.westlothian.gov.uk http://www.westlothian.gov.uk/article/1891/Housing-Advice | West Lothian Civic Centre Howden South Road Livingston EH54 6FF Tel: 01506 284848 |
| West Lothian Council Environmental Health | Advice on house condition and dealing with issues of disrepair, Pest Control Services | http://www.westlothian.gov.uk/environmental-health | West Lothian Civic Centre Howden South Road Livingston EH54 6FF Tel: 01506 280000 |
| West Lothian - Home Security (telecare) | Free home security for older people | http://www.westlothianchcp.org.uk/telecare | Home Safety Service Team Strathbrock Partnership Centre 189A West Main Street, Broxburn Tel: 01506 771770 HomeSafetyService@westlothian.gov.uk |

| | | | |
|---------------------------------|--|---|--|
| West Lothian Advice Shop | West Lothian' Advice Shop assist with Income Maximisation, Money, Housing and Energy advice. Advice is available for all tenures: RSL's, Home Owners and Private Tenants. | https://www.westlothian.gov.uk/advice-shop | Bathgate Partnership Centre South Bridge Street Bathgate West Lothian EH48 1TS Email: advice-shop@westlothian.gov.uk Tel: 01506 283000 |
| Trusted Trader | West Lothian Trusted Trader helps people to choose a reputable trader through viewing previous customer feedback. West Lothian Trusted Trader launched in November 2013 and allows consumers to search for a reputable trader. | http://www.westlothian.gov.uk/trusted-trader | Trading Standards West Lothian Civic Centre Howden South Road Livingston EH54 6FF Tel: 01506 280000 |
| Home Energy Scotland | A network of local advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on energy saving, renewable energy, sustainable transport, waste prevention and more. Part of the Energy Saving Trust. | http://www.energysavingtrust.org.uk/ | Home Energy Scotland/ Energy Saving Trust Scotland Second Floor, Ocean Point 1, 94 Ocean Drive Edinburgh EH6 6JH Tel: 0808 808 2282 |
| Changeworks | Energy conservation advice and information | http://www.changeworks.org.uk/ | Changeworks 36 Newhaven Road Edinburgh EH6 5PY 0800 512 012 |
| Historic | Information on repair and | https://www.historicenvironment.scot/ | Historic Environment Scotland |

| | | | |
|---------------------------------|---|---|---|
| Environment Scotland | maintenance of listed buildings/conservation. | | Longmore House Salisbury Place Edinburgh EH9 1SH Tel: 0131 668 8600 |
| Housing Options Scotland | Advice on alternative living accommodation for home owners | http://www.housingoptionsscotland.org.uk/ | Housing Options Scotland The Melting Pot 5 Rose Street Edinburgh EH2 2PR Tel: 0131 247 1400 |
| Law Society of Scotland | Information on solicitors, their professional code of conduct, and where to find legal advice, register of solicitors and how to lodge a complaint about a solicitor. | http://www.lawscot.org.uk/ | Atria One 144 Morrison Street Edinburgh EH3 8EX Tel:+44(0) 131 226 7411 |
| Shelter | Provision of housing advice and information | http://scotland.shelter.org.uk/ | Shelter Edinburgh Advice Service Nearest Shop is: 161 St Johns Road, Edinburgh EH12 7SD Email: CorstorphineShop@shelter.org.uk Telephone: 0131 3346827 |

| | | | |
|-------------------------------------|---|---|--|
| Housing and Property Chamber | Housing and Property Chamber (a tribunal) determines rent or repair issues in private sector housing; assistance in exercising a landlord's right of entry; and relatively informal and flexible proceedings to help resolve issues that arise between homeowners and property factors. | https://www.housingandpropertychamber.scot/ | Glasgow Tribunals Centre 20 York Street Glasgow G2 8BGT Tel: 0141 302 5900 Fax: 0141 302 5901 |
| Under One Roof | Website that provides online information for self-help. | www.underoneroof.scot | info@underoneroof.scot |

Integrated Relevance Assessment Form

| | | | |
|---|----------|---|---|
| 1. Details of proposal | | | |
| Policy Title (include budget reference number if applicable) | | Scheme of Assistance, s72 Housing (Scotland) Act 2006 statement. | |
| Service Area (detail which service area and section this relates to) | | Housing, Building and Customer Services Social Policy | |
| Lead Officer (Name and job title) | | AnnMarie Carr, Interim Head of Service Jo MacPherson, Head of Service | |
| Other Officers/Partners involved (list names, job titles and organisations if applicable) | | Colin Miller, Housing Strategy & Development Manager, Housing Customer and Building Services Tim Ward, Senior Manager, Social Policy | |
| Date relevance assessed | | October 2018 – April 2019 | |
| 2. Does the council have control over how this policy will be implemented? | | | |
| YES | X | NO | |
| 3. The General Duty of the Equality Act 2010 requires public authorities, in the exercise of their functions, to have due regard to the need to: <ul style="list-style-type: none"> • Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct • Advance equality of opportunity between those who share a protected characteristic and those who do not; and • Foster good relations between those who share a protected characteristic and those who do not NB: In this section you must also consider the Human Rights Act and the key PANEL (Participation, Accountability, Non-Discrimination, Empowerment and Legality) principles of Human Rights – (further detail on what these are, are provided in the guidance document) | | | |
| Which groups of people do you think will be, or potentially could be, impacted upon by the implementation of this policy? You should consider employees, clients, customers and service users (Please tick below as appropriate) | | | |
| Age - Older people, young people and children | | | ✓ |
| Disability - people with disabilities/long standing conditions | | | ✓ |
| Gender reassignment - Trans/Transgender Identity – anybody who's gender identity or gender expression is different to the sex assigned to them at birth | | | |
| Marriage or Civil Partnership – people who are married or in a civil partnership | | | |
| Pregnancy and Maternity – woman who are pregnant and/or on maternity leave | | | |
| Race - people from black, Asian and minority ethnic communities and different racial backgrounds | | | |
| Religion or Belief – people with different religions and beliefs including those with no beliefs | | | |
| Sex - Gender Identity - women and men (girls and boys) and those who self-identify their gender | | | |
| Sexual Orientation – lesbian, gay, bisexual, heterosexual/straight | | | |

| | | | |
|---|---|--|---|
| 4. Do you have evidence or reason to believe that this policy will or may impact on socio-economic inequalities? Consideration must be given particularly to children and families | | | |
| Socio-economic Disadvantage | | | Impact – please tick below as appropriate) |
| Low Income/Income Poverty – cannot afford to maintain regular payments such as bills, food, clothing | | | ✓ |
| Low and/or no wealth – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future | | | ✓ |
| Material Deprivation – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies | | | ✓ |
| Area Deprivation – where you live (rural areas), where you work (accessibility of transport) | | | |
| Socioeconomic Background – social class i.e. parents education, employment and income | | | |
| 5. Integrated impact assessment required? (Two ticks (✓) above = full assessment necessary) | | | |
| YES | ✓ | NO | |
| 6. Decision rationale – if you have ticked no above, use this section to evidence why a full IIA is not required | | | |
| Based on the information and evidence gathered, it is recommended that a full Integrated Impact assessment is undertaken. | | | |
| Signed by Lead Officer | | | |
| Designation | | | |
| Date | | | |
| Counter Signature (Head of Service or Depute Chief Executive responsible for the policy) | | AnnMarie Carr, Interim Head of Service Jo MacPherson, Head of Service | |
| Date | | | |

- **No assessment required – process ends**
- **Include** a detailed summary of the decision rationale in any council reports and include a copy of the IRA with the background papers.
- **Full Assessment required – continue to Full Assessment Form**

Full Integrated Impact Assessment Form

| 1. Details of proposal: Revisal of Scheme of Assistance, S72 Housing (Scotland) Act 2006 statement | |
|---|--|
| Details of others involved: | Social Work Practice Teams, Housing Development, Financial Management Unit, Legal Services |
| Date assessment conducted | October 2018 |
| 2. Set out a clear understanding of the purpose of the policy being developed or reviewed (what are the aims, objectives and intended outcomes) including the context within which it will operate. | |
| <p>In terms of the Housing (Scotland) Act 2006 the Council has a duty to publish a statement about the support and advice they offer private sector homeowners in relation to adaptations for disabled persons, and repairs or improvements to homes. Information is provided in a document entitled a "Scheme of Assistance" which is published under section 72 of the 2006 Act.</p> <p>The Social Work (Scotland) Act 1968 places a duty on the council to assess any adult (person over 18 years of age) for potential needs to determine if the needs assessed call for the provision of services and decide how these should be provided. As part of that assessment of needs, the council supports the principle which allows people to retain or regain as much independence as possible and recognises both protection and positive risk taking as part of the assessment process. Assessment is also carried out in line with the Chronically Sick and Disabled Act 1970.</p> <p>The Social Work (Scotland) Act 1968 places a further duty on the council to make available advice, guidance and assistance and this will continue to be provided to anyone who approaches social work services, regardless of their eligibility status. In line with the Council's Eligibility Policy individual's needs will be assessed and consideration given to the need for any adaptations to their homes. Occupational therapists assessments will form part of the wider needs assessment and care plan, which is to be provided to individuals.</p> <p>The council has a duty in terms of the 2006 Act and associated Regulations to provide private homeowners with financial support, by way of a grant. Where adaptation is required in a council house or housing association home this is for the council as a registered social landlord, or Housing Association to fund. At least 80% of the total cost of an adaptation is funded, and if the homeowner is on income related benefits the grant will cover 100% of the total cost. There are certain conditions attaching to the grant which require the home owner for example to keep the property in good repair.</p> <p>The grant process provides funding for all major adaptations e.g. those relating to a standard amenity e.g. toilet, sink, bath or are permanent or structural in nature e.g. widening of doorways. The types of adaptations which attract mandatory grants and conditions around these are set out in the Scheme of Assistance.</p> <p>The council also has a duty to provide general information about support and advice they offer to private homeowners about repairs to their property. The council provides support in various ways including provision of access to staff e.g. Environmental Health and Building Services. No financial support is available at this time to help directly support private homeowners to repair their homes. West Lothian Advice Shop is available to help homeowners identify ways of raising finance to repair their homes.</p> | |

Where the council owns properties and rents those out there may be private homeowners within the same block or building. This is generally referred to as mixed tenure estates or buildings. The council's policy is to exclude private homeowners from common repair or other general work which needs to be undertaken to these properties or buildings. Where that is not possible the council will work closely with the owners to ensure they full recompense the council for any additional or shared cost attributable to their property.

The scheme also informs, advises and provides practical assistance. It is a homeowner's responsibility to maintain their property and with common owners meet those responsibilities, and for the owner to invest in their property but in some circumstances help may be available to those who need it. Contact details for various organisations are provided to websites, access to staff within the council.

3. Please outline any needs and/or barriers which equality groups (People with Protected Characteristics) may have in relation to this policy

| | |
|-------------------|--|
| Age | <p>What effect/difference will the policy have on people</p> <p>The scheme is for everyone living in West Lothian, in particular disabled persons and home owners. The social care assessment is based on an individual's needs and does not discriminate between needs on the basis of any protected characteristic, informing a decision around the need for adaptation. In relation to the provision of advice or support on repairs this is accessible by all private homeowners. For mixed tenure estates where private homeowners may be affected by work that the council requires to carry out they will be involved in discussion around the impact on them of this.</p> <p>How do you know that</p> <p>The same process of assessment is used for all people over the age of 18. Social Policy practice teams are organised into adults (18-64) and older people (65+) to ensure that specialist information, advice and guidance can be provided in relation to specific situations or conditions.</p> <p>In terms of the scheme of assistance, information and advice is provided to everyone.</p> |
| Disability | <p>What effect/difference will the policy have on people</p> <p>The provision of social care and support allows parents/carers to continue in employment. It is not uncommon for people to only approach social care when their condition starts to deteriorate or families / carers are unable to cope however, not everyone who has a disability is known to social care and many families never receive any social care support.</p> <p>By updating the scheme of assistance and publishing this along with supporting materials, it have improve access to services and grant funding for adaptations.</p> <p>How do you know that</p> <p>The Equality Act (2010) defines disability as: 'a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities'.</p> |

| | |
|--|--|
| | <p>Local consultation carried out for the Eligibility Policy in 2018 showed that for many adults needs in relation to running and maintaining their household, social relationships and community activities and employability / volunteering opportunities are the ones which are more difficult to have met through informal supports and / or which increase as parents / carers grow older themselves. The provision of adaptations is key to supporting these issues.</p> <p>Experience also informs us that a robust assessment process will allow us to deliver information and support to people who need it most, and support them to obtain essential adaptations to improve their livelihood and ability to remain at home.</p> |
| Gender Reassignment – Trans /Transgender Identity | <p>What effect/difference will the policy have on people</p> <p>The policy is applicable to everyone and those who have been assessed as having eligible care and support needs. It is therefore based on an individual's personal needs, irrespective of this protected characteristic.</p> <p>How do you know that</p> <p>No evidence or research to suggest otherwise.</p> |
| Marriage or Civil Partnership | <p>What effect/difference will the policy have on people</p> <p>The policy is applicable to everyone and those who have been assessed as having eligible care and support needs. It is therefore based on an individual's personal needs, irrespective of this protected characteristic.</p> <p>How do you know that</p> <p>No evidence or research to suggest otherwise.</p> |
| Pregnancy and Maternity | <p>What effect/difference will the policy have on people</p> <p>The policy is applicable to everyone and those who have been assessed as having eligible care and support needs. It is therefore based on an individual's personal needs, irrespective of this protected characteristic.</p> <p>How do you know that</p> <p>No evidence or research to suggest otherwise.</p> |
| Race | <p>What effect/difference will the policy have on people</p> <p>The policy is applicable to everyone and those who have been assessed as having eligible care and support needs. It is therefore based on an individual's personal needs, irrespective of this protected characteristic.</p> <p>How do you know that</p> <p>No evidence or research to suggest otherwise.</p> |
| Religion or Belief | <p>What effect/difference will the policy have on people</p> <p>The policy is applicable to everyone and those who have been assessed as having eligible care and support needs. It is therefore based on an individual's personal needs, irrespective of this protected characteristic.</p> |

| | |
|--|---|
| | <p>How do you know that</p> <p>No evidence or research to suggest otherwise.</p> |
| Sex - Gender Identity | <p>What effect/difference will the policy have on people</p> <p>The policy is applicable to everyone and those who have been assessed as having eligible care and support needs. It is therefore based on an individual's personal needs, irrespective of this protected characteristic.</p> |
| | <p>How do you know that</p> <p>No evidence or research to suggest otherwise.</p> |
| Sexual Orientation | <p>What effect/difference will the policy have on people</p> <p>The policy is applicable to everyone and those who have been assessed as having eligible care and support needs. It is therefore based on an individual's personal needs, irrespective of this protected characteristic.</p> |
| | <p>How do you know that</p> <p>No evidence or research to suggest otherwise.</p> |
| <p>4. Please outline any needs and/or barriers which may affect vulnerable groups falling into poverty and disadvantage in relation to this policy</p> <p>Vulnerable groups may include the following;</p> <ul style="list-style-type: none"> • Unemployed • Single parents and vulnerable families • People on benefits • Those involved in the criminal justice system • People in the most deprived communities (bottom 20 SIMD areas) • People who live in rural areas • pensioners • Looked After Children • Carers including young carers • People misusing services • Others e.g. veterans, students • Single adult households • People who have experienced the asylum system • Those leaving the care setting including children and young people and those with illness • Homeless people • People with low literacy/numeracy • People with lower educational qualifications • People in low paid work • People with one or more Protected Characteristic | |
| <p>What effect/difference will the policy have on people</p> <p>The scheme allows people to request assessment for adaptations and access various services within the council for support and advice. A grant may be available to pay for the cost of the adaptation, without the need for any financial assessment to be carried out. This prioritises adaptations, which are essential in nature and standard amenities and ensures mandatory grant funding. Other aspects of the scheme include provision of advice around repairs to homes. It clarifies for people whether support is be available for that and how maintenance and repair of an adaptation may be assisted through social care provision.</p> <p>In relation to repairs of homes it is possible that some people will be financially challenged to carry out repairs, and support will be provided by Environmental Health to help them work with other common owners and signposted to West Lothian Advice Shop where necessary to look at ways of funding necessary works. It is not anticipated that statutory notices will be issued more or less as a result of this policy, but that people have clearer information about how and where to access information or support</p> | |

from the council around repair issues.

In relation to mixed tenure estates the council will support homeowners to carry out common repairs and capital programme works, ensuring investment in council properties whilst working with private homeowners affected by these works. In some cases people may be under financial pressure to meet the financial demands of these works, and where possible the council will exclude those persons or assist them to find alternate funding and support to repay the council.

How do you know that

The Scottish Government Guidance relating to the Housing (Scotland) Act 2006 and associated regulations have all been reviewed and considered in refreshing this policy. The guidance is supportive of council's setting out the ways and means in which people can access the service and information about adaptations.

Experience informs the council that occupational therapists who carry out assessments are familiar with the needs of disabled persons, and the types of adaptations which are available. Funding of these adaptations may be grant or as part of a wider care package. If necessary full funding and support will be provided to those eligible for care in terms of the council's eligibility policy.

Experience informs the council that in some instances repair works are challenging for homeowners, especially when it is a common repair. In some cases statutory notices are issued.

5. Action Plan

What action/s will be taken, by whom and what is the timescale for completion

| | |
|---|--|
| Actioner Name Service Managers | Action Date After approval by Council this will be actioned. |
| What is the issue Making the scheme of assistance easier for people to understand. Provide an Easy Read version and leaflet, akin to one provided for Eligibility Policy. Consistency in online information provided by various council services. | |
| What action will be taken 1. Easy Read Version to be instructed and obtained. 2. Brief explanatory leaflet to be available online and for printing by staff where necessary, with contact details for services. 3. Review of all online information around scheme of assistance and associated information by all council services, including Housing, Social Policy, Environmental Health, Building Services and Legal Services. | |
| Progress against action TBC | |
| Action completed TBC | Date completed TBC |
| | |
| Actioner Name Service Managers | Action Date Ongoing 2019 |
| What is the issue Ensuring scheme of assistance is kept up to date in relation to contact details for services, and reviewed at same time as Local Housing Strategy or other social policy policies, thereby ensuring consistency with council policy. | |
| What action will be taken Each service will note that the scheme of assistance should be reviewed along with relevant policies including Eligibility and Contributions Policies and the Local Housing Strategy. | |
| Progress against action TBC | |
| Action completed | Date completed |

| | |
|--|-----|
| TBC | TBC |
| 6. Details of consultation and involvement Who will be or has been involved in the consultation process a. State which groups are involved in this process and describe their involvement. b. Describe any planned involvement saying when this will take place and who is responsible for managing the involvement process. c. Describe the results of the involvement and how you have taken this into account. | |
| <p>There has been engagement with the Council's Tenant's Engagement Panel, and there will be further engagement and discussion with them once the scheme has been approved. In relation to social policy aspects of the scheme this will be publicised and information available through social workers, housing officers and occupational therapists. The scheme confirms the approach taken by the Council's Eligibility and Contributions Policies approved September 2018, which were widely consulted on with various affected groups.</p> | |
| 7. Data and Information What equality data, poverty data, research, information or other evidence has been used to inform this assessment? (Information can include, for example, surveys, databases, focus groups, in-depth interviews, pilot projects, reviews of complaints made, user feedback, academic publications and consultants' reports) a. What information or other evidence has been used in the development of the policy? b. What does research, consultation and other data or information tell you about the impact of the policy? (Describe the information and the conclusions, and state where the information can be found). (i) Quantitative (numbers, percentages, statistical data) (ii) Qualitative – (written/spoken words, opinions, surveys) c. Describe any gaps in the available information, and record within section five (Action Plan Section), action you are taking in relation to this (e.g. new research, further analysis) and when this is planned. d. Give details of any existing local or national evidence which has been used to inform the development of your policy. | |
| <p>Full use has been made of the research and knowledge gathered as part of the work carried out for the Eligibility and Contributions policies introduced by the council in 2018. In addition reference has been made to all volumes of guidance available from Scottish Government on the Housing (Scotland) Act 2006; reference to other local authorities' schemes within the Improvement Services Family Group for Housing and Social Work; an analysis of the types and costs of adaptations carried out and funded by the council.</p> <p>Scottish Government information informs us that there is likely to be an impact on private homeowners, and some areas where homes may fall into disrepair when homeowners cannot financially afford to carry out repairs. It also tells us that some owners struggle to pay for common repairs when other owners do not contribute. Whilst the council is mindful of this it is not obliged to provide financial support to these owners, but does offer support through its services including Environmental Health and Building Services. It also allows access by people to West Lothian Advice Shop to support owners consider ways of funding repairs.</p> | |

In the case of the council's own properties and work that they carry out as part of the capital programme this can involve other private homeowners due to the nature of the work e.g. common repairs to buildings. The council is mindful of the costs that can be incurred by homeowners, but also that they need to recover costs incurred in doing these types of works. The council applies its corporate debt policy and ensures there is discussion with all owners prior to works being undertaken

[Housing Statistics for Scotland - Scottish Government](#) provides information on local authorities spend on scheme of assistance related grants and funding of adaptations/support provided for repairs to private homes. West Lothian Council provides adequate budget to meet the needs of disabled persons within West Lothian.

Conclusion:

The scheme of assistance section 72 statement provides clarity to the service and individuals on the types of adaptations which are able to be grant funded, and the types of support and advice available to disabled persons and private home owners.

Thorough analysis of the numbers of requests for adaptations and provision over the last three years has been undertaken by both services, Housing, Customer and Building Services and Social Policy to ensure that the budget provided is adequate to meet the demand.

8. Mitigating Actions

If the policy has a negative/adverse impact on a particular group/s, but is still to be implemented, please provide justification for this.

Note: If the policy is unlawfully discriminatory under the Equality Act 2010 and/or is having a negative impact on poverty and socioeconomic disadvantage under the Fairer Scotland Duty, you MUST identify, how the policy can be amended or justified so the Council acts lawfully.

- a. How could you modify the policy to eliminate discrimination or to reduce any identified negative impacts? If necessary, consider other ways in which you could meet the aims and objectives.**
- b. How could you modify the policy to create or maximise the positive aspects of the proposals and to increase equality and reduce poverty and socioeconomic disadvantage.**
- c. Describe any modifications which you can make without further delay (for example, easy, few resource implications).**
- d. If you propose to make any of the modifications shown above, describe any potential new negative impacts on other groups in society or on the ability to achieve the aims and how you will minimise these.**
- e. Please describe the resource implications of any proposed modifications taking into account financial, people and property issues.**

In relation to maintainable equipment e.g. stair lifts, these like other adaptations will be grant funded. However, as they require repair and maintenance any support required to ensure this is undertaken will be assessed as part of the council's social care duty.

9. Monitoring and Review

- a. How will the implementation and impact of the policy be monitored, including implementation of any amendments? For example, what type of monitoring will there be? How frequent?
- b. What are the practical arrangements for monitoring? For example, who will put this in place? When will it start?
- c. How will results of monitoring be used to develop future policies?
- d. When is the policy due to be reviewed?
- e. Who is responsible for ensuring this happens?
Please detail below

The Senior Management Teams of Housing, Customer and Building Services and Social Policy shall monitor the scheme and review it as and when necessary. The next review by Housing is likely to be in 2022 when the Local Housing Strategy is reviewed, whilst both services monitor budgets for adaptations each year. Social Policy will update the scheme, depending on any feedback received from OT assessors or social workers.

10. Recommendation and Reasoning

- ☒ Implement proposal with no amendments
☐ Implement proposal taking account of mitigating actions (as outlined above)
☐ Reject proposal due to disproportionate impact on equality, poverty and socioeconomic disadvantage

Reason for Recommendation

The Scheme having been reviewed was done so in line with Eligibility and Contributions Policies, has taken comments and feedback received as part of the consultation around those policies into account.

| | |
|---|--|
| Signed by Lead Officer | Ann Marie Carr |
| Designation | Interim Head of Housing, Customer, Building Services |
| Date | |
| Counter Signature (Head of Service or Depute Chief Executive responsible for the policy) | Jo MacPherson, Head of Social Policy |
| Date | |

- Equality impact assessment completed
- Final assessment must be published on the council website once the decision to implement has been agreed:
[Council EQIA Publication Page](#)
- Link must be included in “Background References” section of committee/management reports

Social Policy – Policy Development and Scrutiny Plan – Workplan

| Title | Responsible Officer | Date of PDSP | Reports to be finally submitted |
|--|--------------------------|-----------------------|---------------------------------|
| June 2019 | | | |
| Contract monitoring approach | Tbc | 21 st June | |
| Community Care Services Care Inspectorate Grades | Pamela Main | 21 st June | |
| Children's Social Work Statistics Scotland | Tim Ward/ Susan McKenzie | 21 st June | |
| Financial Management Update | FMU | 21 st June | |
| Unpaid Work Activity | Tim Ward | 21 st June | |
| Social Policy Performance Report - quarterly | Tim Ward | 21 st June | |