

Appendix



**Annual Report by
Chief Social Work Officer
April 2016 – March 2017**

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1. INTRODUCTION

This report provides an overview of Social Work activity, performance and achievements during the period April 2016 to March 2017. The report provides information on the statutory decisions made by the Chief Social Work Officer (CSWO) on behalf of the Council and highlights some key challenges in the forthcoming year. The report format follows the template produced by the Scottish Government's Chief Social Work Advisor to provide greater standardisation across CSWO's reports which was updated in May 2017.

2. CSWO Summary of Performance - Key challenges, developments and improvements during the year

2016/17 has been a further year of change and challenge for Social Work Services in Scottish Borders but also a year where significant improvements have been made in improving practice and introducing new services and approaches aimed to address many of the challenges.

In June 2016 the Care Inspectorate published a report on services for Children & Young People in the Scottish Borders. Overall this was a positive report confirming that no children were considered to be at immediate risk in the Borders and demonstrating how Social Work Services, with partner agencies, were improving the wellbeing of children and young people. Early intervention and prevention was rated as good, however, there was learning identified in relation to case recording to risk assessment and use of chronologies. This resulted in the implementation of a robust action plan and significant improvement in this area. In terms of Child Protection, work has been completed and resulted in the publication of a Child Sexual Exploitation strategy to raise the profile locally.

In terms of Adult Services, the Health and Social Care Partnership has continued to evolve, develop and strengthen and there have been a number of very positive developments. An Annual Performance Report detailing the activity and future priorities is available for 2016/17. There has been a strong focus on working with communities and locality planning and co-produced locality plans are now out for further consultation.

The development of community hubs and new ways of working closely with Home Care, District Nurses and Buurtzorg Initiative are all areas designed to reduce waiting times for assessment and improve access to support in Social Care by working together.

Fieldwork on a Joint Inspection of Older People's Services took place in early 2017 and we await the publication of the report. A priority will be the implementation of key recommendations in 2017/18.

Care Inspectorate grades for all Social Work have seen an increase in the overall percentage of services rated as 'Good', 'Very Good' or 'Excellent' (72% in 2013/14, 79% in 2014/15, 81% in 2015/16 and 86% 2016/17).

There continues to be challenges in recruitment of care at home staff in some areas of the Borders but overall the number of care providers in the Borders has increased with several new agencies starting up in the Borders, thereby increasing choice for people who need support.

Significant progress has been made in Community Justice with the publication of the Community Justice Plan and positive engagement with all key stakeholders in managing offenders in the Community. There are greater links with Community Safety and Domestic Abuse Services, as these are now managed by the CSWO, and a review of Public Protection will be undertaken to further strengthen this agenda in 2017/18.

Implementation of Carers Legislation continues to be a key focus for the coming year and work with the Carers Centre will be an important element of this.

There is more detail in this report and much more work to do over the coming year.

In my role as Chief Social Work Officer I have endeavoured to monitor, review and advise the Council on Social Work matters while providing effective leadership for all staff in Social Work and Social Care to provide high quality, safe services for people in the Borders. As I am retiring from this role I wish my successors well for the future to continue to provide strong leadership and support for Social Work staff and stakeholders in the Borders.

3. Partnership Working - Governance and Accountability Arrangements

The requirement that every Local Authority should have a professionally qualified Chief Social Work Officer (CSWO) is contained within Section 45 of the Local Government etc. (Scotland) Act 1994. This replaced the requirement in Section 3 of the Social Work (Scotland) Act 1968 for each Local Authority to appoint a Director of Social Work.

The responsibilities of the CSWO have recently been reviewed and updated guidance has been produced by the Scottish Government. The CSWO is required to ensure the provision of appropriate professional advice in the discharge of Local Authorities' statutory social work and the role also needs to promote values and standards of professional practice to all social services workers in relation to promoting equality, fairness and social justice.

The guidance is clear that "the CSWO's responsibilities in relation to Local Authority Social Work functions continue to apply to functions which are being delivered by other bodies under Integration arrangements".

The role provides professional advice to Local Authorities including elected members and officers to carry out the Local Authority's legal duties in relation to social work. The CSWO assists the Council to understand their responsibilities and the complexities involved when delivering Social Work services. Key to these are the Council's role as corporate parent, ensuring effective child and adult protection arrangements are in place, the management of high risk offenders as well as carrying out statutory mental health functions and Adults with Incapacity legislation such as guardianships and intervention orders.

It is recognised that Social Work has a key contribution to the achievement of national and local outcomes. The CSWO also has a significant role to monitor and improve the quality of service provision and to advise on the identification and management of corporate risk insofar as they relate to social work services.

Nationally, there has been significant work to raise the profile of Social Work in the current changing landscape. In 2014 a new National Strategy set out a vision for Social Work Services across Scotland:

“Our Vision is of a socially just Scotland with excellent Social Services delivered by a skilled and valued workforce which works with users to empower, support and protect people with a focus on prevention, early intervention and enablement”

The principles and values of maintaining human rights, social justice and equality of citizenship are key to Social Work.

The vision re-emphasises the role of Social Work which is to:

- Empower individuals and families to take control of their lives and develop hope and aspirations for the future
- To support the most vulnerable and excluded members of our society to live fulfilling lives and play an active part in society
- To protect individuals, families and communities at risk of harm from themselves or others
- To harness and build on strengths within our communities

The key themes of professional leadership, ethics and principles, workforce development and service quality and performance are discussed in this report. Locally there has been good progress in developing social work professional workforce opportunities including practice teaching and quality assurance processes across social work.

In Scottish Borders Social Work the Council structures have been recently reviewed and the services led by Service Director – Chief Social Work Officer who works closely with the Service Director Children & Young People and the Chief Officer for Health and Social Care Integration.

In this current structure the CSWO has retained operational responsibilities for Criminal Justice Social Work, Mental Health Officer work, Quality Assurance and Professional Social Work training. While direct line management of the Children & Families Social Work Service is the responsibility of the Service Director for Children and Young People, professional Social Work accountability and practice standards are reported to the CSWO. The role also leads on behalf of the Council on public protection and ensuring professional leadership for Social Work across all service areas including commissioned services as well as a key role in quality assurance and professional social work standards.

Leadership and Management of Adult Social Work has been strengthened by the creation of a Chief Officer – Adult Social Work.

Over the past 12 months I have, in my role as Chief Social Work Officer, ensured that Social Workers and Social Care staff across all service areas have had opportunities to meet together and ensure that professional leadership and support is available to all staff across the Council and commissioned services. Key cross cutting themes such as public protection and transitions are therefore able to be progressed. In addition all Managers responsible for Social Work tasks come together monthly in a CSWO meeting to consider practice governance including standards, quality and professional leadership and training across Social Work.

Community Planning Partnership

During 2016 the Community Planning Partnership focused on key priorities identified including reducing inequalities, early intervention prevention and building the resilience of communities. It is recognised that Social Work Services play a key role in these areas.

The Scottish Borders Community Planning Partnership has three key priorities for delivering its vision.

1. Grow our economy
2. Reduce inequalities
3. Maximise the impact from the low carbon agenda

The importance of equalities is emphasised and the importance of Equality Impact Assessments are recognised.

A reducing inequalities plan has been agreed which contains agreed specific actions to reduce inequalities for vulnerable groups and areas of disadvantages including reducing homelessness, increasing employment opportunities and reducing re-offending.

A range of partnership structures are in place that are key to the delivery of Social Work Services. A strong leadership group for Children and Young People's Services is now operating very effectively. The Borders Learning Disability Service, which has been integrated for 12 years, has a well established and comprehensive governance structure which has embedded in it service user, carer and provider involvement. The Chief Social Work Officer is a member of the Integration Joint Board which is now well established. This enables the IJB to receive advice on Social Work matters and ensures care governance matters and the quality of care issues are highlighted. Last year's CSWO report has been made available to the IJB as part of the Care Governance arrangements and this was considered helpful by all members

Other examples of strong partnerships are Public Protection, where multi agency Adult Protection, Child Protection and MAPPAs arrangements are in place and Domestic Abuse partnership and Drug & Alcohol partnership.

The Children & Young People's Leadership Group has continued to meet regularly and focus on key Multi Agency Integrated Children & Young People's plan which set out the strategic direction for Children & Young People's services in the Scottish Borders with clear priorities to create opportunities and conditions so that children & young people have the best start in life.

The Five key priorities being:

1. Keeping children and young people safe
2. Promoting the health and wellbeing of all children and young people and reducing health inequalities
3. Improving the wellbeing and life chances of our most vulnerable children & young people
4. Raising attainment and achievement for all learners.
5. Increasing participation and engagement.

Corporate Parenting is now firmly established across the Scottish Borders as the multi-agency approach to improving services and outcomes for Looked After Children and Young People and those in Aftercare. Developments have been enhanced over the past year with additional agencies being represented at the strategic and operational group level following the inclusions of Corporate Parenting in the Children & Young People (Scotland) Act 2014. Corporate Parenting responsibilities are well understood and actively promoted across services. A Corporate Parenting Strategy and Action plan has been revised 3 yearly with the current Strategy and Action Plan in place for 2015/18. Significant areas of work in 2016/2017 included developing the Housing options protocol , jointly with Homeless and Housing Service and Registered Social Landlords and Employability options for Looked After Children and young people in Through Care / After Care.

Close working with Police and Emergency Planning Teams regarding care for people arrangements and the PREVENT agenda have continued to be a priority during this year with awareness raising and training a key feature.

There is strong partnership working with the Third and Independent Sectors who are key partners in the Children & Young People Leadership Group, the Integrated Joint Board and the Drug & Alcohol Partnership.

Key to all of these developments is effective engagement with service users, carers and local communities. A Community Capacity Team is well established across the Borders has been successful in developing community responses to local need and this has been enhanced by locality co-ordinators appointed through the Integrated Care Fund to engage with local communities as part of the locality planning arrangements. This service has built on the learning and experience of the Local Area Co-ordination model which has been developed very successfully by the Learning Disability Service.

The Community Capacity Building Team has established a number of new initiatives including the development of Men's Sheds to provide support to isolated males.



A directory for older people in the Gala Water area was launched recently by the Stow Lunch Club who were keen to produce a local directory containing information about activities, services and service providers in the local community. One lunch club member stated

“It is wonderful to see our vision become a reality with the actual copies of the directory now being shared with the people for whom it was created.”

Social Work continues to commission Borders Voluntary Care Voice (BVCV) to provide support to user/carer groups to participate in planning structures and ensure the voice of people using services is central to decision making. Independent Advocacy is also used to very good effect and promotes user engagement particularly ensuring that those service users with communication difficulties are supported to be as engaged as possible in their care and support. Scottish Care have continued to be supported to be a key part of the partnership agenda and a key partner in developing new service initiatives.

A toolkit on co-production has been promoted by the Community Planning Partnership to assist with meaningful engagement with localities and an e-learning package has been devised for use by all Community Planning Partners. The governance structure that underpins the Learning Disability Service is an exemplar of a co-productive approach; core to its functioning are five Locality Citizens Panels that meet regularly throughout the year and feed directly via representatives into the Learning Disability Policy and Strategy Group and the Learning Disability Partnership Board. The Citizens Panel work closely with local communities and have been instrumental in wielding real influence and achieving real change for example influencing the design of the layout of local shops to make it easier for people with a disability to get about in them.

The formation of the Children & Young People Department where Children & Families Social Work is line managed by the Service Director alongside Education services has continued to enhance links between Social Work and Education colleagues to meet and improve outcomes for vulnerable children & young people. This has been evidenced by the decrease in school exclusions for Looked After Children and Young People and improved educational achievements for these young people. There is a greater understanding of the needs of vulnerable children across education staff, Social Work Managers regularly meet with and provide training for Child Protection and Looked After Children Co-ordinators within schools

Practice, policy and procedure have been developed to ensure that young people in the Scottish Borders are being provided with appropriate care placements until they are 21 years of age or older where assessed as appropriate. Those applying for or holding a Kinship Care Order are also being provided with financial support which equates to kinship carers and the foster care allowance.

The Child Protection Committee surveys parents of children who have been involved in the Child Protection process, the views provided are shared with the CPC and all partner agencies. In addition children over 8 years, whose names are on the Child Protection register are asked for their views.

The Child Protection Committee has led on the introduction of a Child Sexual Exploitation Strategy and the introduction of a Neglect tool kit for staff.

The initial roll out of Neglect Toolkit training in the Scottish Borders began in May 2017. This will continue until October 2017 when the Scottish Borders Child Protection Committee, who are overseeing the adoption of the Neglect Toolkit, will be provided with a progress report as well as a recommendation about future training including sustainability.

This initial training has been multi-agency and targeted namely at Children and Families Social Workers, Health Visitors, School Nurses, Pastoral teachers, Head and Deputy Head Teachers and Locality Integration Police Officers.

By the end of June 2017 over 150 practitioners have been trained in using the toolkit. The expectation is that once practitioners have been trained they will consider the use of the toolkit appropriately and proportionately when there are concerns in relation to child neglect, and will record their decisions accordingly.

At the training practitioners have fed back that they are receptive to using the Neglect Toolkit for a number of reasons:

1. it gives them a clear and straightforward approach to talking about the possibility of child neglect with families, colleagues and other professionals
2. it helps them to be specific about what the concerns are that then helps them share their concerns with others
3. it directly informs the child's assessment
4. it supports multi-agency working together (they also relayed the value of this training being multi-agency)
5. they consider the tool as positively supporting their practice

A comprehensive evaluation of the use of the Toolkit will take place in March 2018. The views of families and practitioners who have used the toolkit will be sought. The evaluations are currently being developed and will consider if, how and what impact using the tool has on achieving positive, sustainable outcomes for the child.

In the meantime we are actively requesting examples of positive outcomes from using the Toolkit.

It was reported at a case conference that by actively engaging and working through the toolkit with the family the social worker and school link worker enabled the parents to better appreciate how their parenting was negatively impacting on their child. It is reported that the "penny dropped" for the parents who then acknowledged their need to make positive changes.

As a result of learning from reviews of practice, guidance has changed to reduce removal from the Child Protection register at the first review conference which takes place within 3 months. This is to ensure that the support offered to children and families results in changes to the Safety of Children which evidences that there is sustained improvement. The quality of information provided has also been improved by requiring written reports from all staff attending.

Partners in the Scottish Borders have collaborated on the production of a Community Justice Outcomes Improvement Plan required by the Community Justice (Scotland) Act 2016 aimed at reducing reoffending. A Community Justice Board chaired by the Chief Social Work Officer has been established and meets monthly to take this work forward. The Improvement plan is aligned to the Community Planning Partnership and designed to address the underlying causes of offending behaviour such as access to health care, housing and employment. Community Justice Scotland has been established to support this agenda nationally and will visit the Scottish Borders in October 2017 to provide feedback on local arrangements submitted early 2017. The plan will support statutory criminal justice services.

4. Social Services Delivery Landscape

The Scottish Borders is located in the South East of Scotland and covers an area of 4,731 square kilometres, the sixth largest local authority in Scotland. It is a rural Local Authority with only two towns, Galashiels and Hawick, with more than 10,000 people.

The 2011 Census showed that there were 113,870 people in the Scottish Borders, making Scottish Borders one of the least populated regions in Scotland, with a population density the sixth lowest in Scotland.

The latest estimates from National Records of Scotland project a 10.6% increase in population for the Scottish Borders between 2010 and 2035, with significant increases in the population aged 65 or more and in particular the 75+ age group which is predicted to rise by almost 100%. These are age groups that make intensive use of Social Work services.

The Scottish Index of Multiple Deprivation (SIMD) in 2012 reported that Scottish Borders contained only 5 (or 0.5%) of the most deprived data zones in Scotland (those in the most deprived 15% of all data zones). This figure was the same in 2009 but shows an increase since the SIMD started in 2002. Furthermore, the SIMD shows that the more deprived areas in Scottish Borders are still as deprived as they were in 2009, while other regions in Scotland have succeeded in decreasing inequality in their more deprived localities. This relative deprivation adds impetus for Scottish Borders to tackle deprivation and reduce inequalities with at least the same level of commitment as is being deployed in other regions.

Further information can be found in the Scottish Borders Strategic Assessment¹.

In general, Scottish Borders has a healthy and industrious population. Scottish Borders has a lower than average population of working age; 58.49% compared to the Scottish average of 62.79%. However, there are lower levels of unemployment than the national average, although these reflect a larger proportion of part-time employment than the Scottish average.

Both men and women within Scottish Borders have a longer than average life expectancy at birth than the Scottish average, and 84.1% of people in the Scottish Borders assess their health as being good or very good compared to 82.2% for Scotland.

There are a number of pressures on the provision of Social Work services within Scottish Borders, including but not limited to:

- Demographic shifts, in particular increasing numbers of people in the older age groups, creating a need to increase capacity while maintaining quality and flexibility
- Increasing expectations and requirement to support people in their own homes and communities

¹ http://www.scotborders.gov.uk/downloads/file/7249/2014_strategic_assessment

- The financial pressure associated with complex or specialist service provision that cannot be provided locally within the Scottish Borders
- Ongoing developments for integrated services with partner services and organisations, across both Children’s Services and Social Care services
- Managing rising complex needs of both children and young people and adults

The Integration Strategic Plan is being implemented and supported by a commissioning plan which detail priorities for investment for Adults and Older People in line with Council and Partnership priorities and the Annual Report for 16/17 sets out in detail the successes and priorities for 2017/18.. A revised Children and Young People’s plan has been agreed with agreed actions to meet improved outcomes including keeping children and young people safe, raising attainment of all children and increasing engagement and participation. Scoping of all partnership funding for Children & Young People has been completed and a new commissioning plan for these services, including service change, is being progressed.

In September 2016, a full review of the Children & Families structure for delivery of services was initiated. This involved a Review of other Local Authorities organisational structures, demographic, performance and work rate data, SWOT analysis sessions with staff and stakeholders and results evaluated, consultation workshops focussing on ‘what’s working well’ and ‘what would be even better if...’ and consultation with Trade Unions. The aim was to ensure that the revised structure for Children and Families Social Work fits within the corporate arrangements; providing an effective and sustainable structure within available resources (people, revenue and capital) enabling maximum efficiency and service delivery ensuring statutory obligations continue to be met. The new structure aims to ensure high quality practice and that standards are met, that staff are supported, managed and challenged to provide high quality care and protection for children and young people, to effectively manage a small service over a large geographical area and to ensure clear robust Leadership across the service.

This review was concluded within agreed timescales and the new structure will be implemented in August 2017.

Criminal Justice Services are delivered from a central base in Galashiels, servicing Jedburgh and Selkirk Sheriff Courts. The rural geography of the authority combined with the absence of local SPS facilities present ongoing challenges for service delivery. The service is exploring the use of electronic equipment and universal IT systems to enhance partnership arrangements and engage with service users.

Ongoing partnership arrangements ensure provision and delivery of programme work, including Moving Forward: Making Changes) and Caledonian Men’s Programme from Community Intervention Service for Sex Offenders (CISSO) Edinburgh.

Multi Agency Public Protection Arrangements are delivered at a local level by “responsible authorities”, and continue to be co-ordinated from a central base in Edinburgh. This arrangement has ensured a consistently robust and responsive delivery of MAPPA, driving forward the public protection agenda in Scottish Borders.

Criminal Justice Social Work maintains the lead role in the delivery of statutory Criminal Justice Service provision. The service plays a central role in the development of local Community Justice provision maintaining representation on the Community Justice Board and Community Planning Partnerships, with a particular emphasis on early intervention and diversion.

Criminal Justice Services have continued to review and adapt service delivery incorporating innovative practice, to ensure service delivery that overcomes the challenges presented by the rural geography of Scottish Borders. In discharging statutory responsibility, Unpaid Work has continued to develop positive relationships with community partners. Opportunities to provide 1:1 placements and other activity have proven challenging however through active community engagement and the development of positive relationships progress is being made. The Criminal Justice Team has developed a partnership with Just Cycle, a social enterprise scheme which has charitable status. The Unpaid Work Team recycle and renovate second hand bicycles donated or collected from recycling depots. Just Cycle then sell the bicycles to the local community at a low cost. Two supervisors from the service have been trained in bicycle servicing, to ensure safety standards are met and to share learning opportunities with service users.

5. Resources

2016/17

The majority of adult social care functions are now devolved to the Scottish Borders Health and Social Care Partnership Integration Joint Board. This was established on 6th February 2016, following Scottish Government ministerial assent and commenced operation on 1st April 2016 and the responsibility for the commissioning of adult social care functions has been delegated to the partnership. Children and Families Social Work services remain the responsibility of Scottish Borders Council currently whilst responsibility for other adult services not prescribed for delegation within the Joint Working Public Bodies (Scotland) Act 2014 also remain with the Council.

The total spend on social work services within Scottish Borders Council in 2016/17 is detailed below:

	£'m	£'m
Children & Families Social Work*		14.427
Services in the Criminal Justice System**		0.000
Functions Delegated to the Health and Care Partnership Integration Joint Board:		
Older People's Services	21.629	
Adults with Learning Disabilities	15.261	
People with Physical Disabilities	3.343	
People with Mental Health Needs	2.014	
Generic Services and Staff Teams	4.850	
Contribution from SB Cares***	<u>(0.650)</u>	
		46.447
Other Adult Services		1.305
Total		62.179

* Excludes Additional Needs services

** Fully funded by Scottish Government Grant to Lothian and Borders Criminal Justice Authority in 16/17.

*** SB Cares is the trading name of Scottish Borders Council's Arms-Length Care Company

The total 16/17 spend of £62.179m represents a net increase of around £2.5m from 2015/16. This primarily relates to the direction of almost £4.0m of the Scottish Government social care allocation last year to social care functions by the Integration Joint Board, offset in part, by the delivery of over £1.5m of planned efficiencies across both adult and children social care services.

A small underspend of £91k was achieved on Children & Families Social Work services (0.6%) and an overall net breakeven position on Adult Services including those functions delegated to the IJB.

Despite this favourable outturn position, significant financial pressures were experienced during 2016/17 across both adult and children & young people social care functions which required remedial action. These included:

- meeting the increased costs of service provision in areas such as care at home as a result of increased market pressures
- Implementing a range of Scottish Government policy initiatives such as the commencement of a Living Wage of £8.25 per hour for all adult social carers
- the implementation of the Scottish Living Wage for all adult carers

- increasing demand for services above levels budgeted across functions such as residential care, care at home and the provision of equipment
- delayed delivery of financial plan savings particularly in relation to commissioned services
- staffing pressures

In order to meet these pressures and mitigate their impact, the IJB agreed to direct £3.845m of its 2016/17 Scottish Government social care funding allocation, largely on a recurring and full-year basis. This enabled the provision of Social Care services to largely break-even at the end of the financial year.

Pressures within Children and Families services largely as a result of slippage in delivery of planned commissioning savings were met on a non-recurring basis by planned savings across wider Children & Young People services. It is anticipated that these required savings will now be delivered in 2017/18.

The Future

In the medium-term going forward, across both Adult and Children & Young People services, the projected financial outlook remains challenging and there are a number of key areas of financial risk that require managing. These include:

- the need to fully deliver ongoing savings, those which have slipped in previous financial years and an ambitious programme of savings over the next 3 years, in order that the provision of care and support to all remains affordable;
- the impact of expected ongoing austerity and restricted funding allocation and settlements from the Scottish Government may require further savings to be identified by the Local Authority which will require a further contribution from Social Care services;
- further cost pressures may emerge during 2017/18 that are not yet projected or provided for within the Local Authority (and Integration Joint Board) financial plans – these include both market cost pressures (price) and those relating to sustained increases in demand and need (demographic)
- further 2017/18 legislative and regulatory requirements including the implementation of the Living Wage of £8.45 in 2017/18 and the financial consequences of the implementation of Carers' legislation;
- the risk of loss of service provision as a result of market failure would result in additional costs as alternative supply is transitioned – this is an area of particular risk relating to Care at Home;
- the requirement to realign resources in line with priorities / demand and shift resource across the health and social care pathway across functions will be required;

Adult social care functions are now, through the Integration Joint Board, inextricably linked to Health Care functions. Over the last two financial years, the transformation of models of Health and Social Care has begun, enabled by the Scottish Borders allocation of Integrated Care Funding. Over the medium-term future, a significant programme of transformation of adult social care is planned which will have a considerable impact on the type and level of care and support provided, the outcomes achieved as a result and, importantly, cost and affordability.

This transformation programme is ambitious and its delivery is challenging. Primarily driven by a lack of affordability of healthcare functions, even if successfully delivered, there will be an impact on Social Care services overall level resources as the Integration Joint Board may choose to realign its resources in line with its priorities of outcomes and overall affordability.

There is, however, an agreed recognition that supporting early intervention services is important as these can improve outcomes for older people enabling them to remain as independent as possible and thereby reduce the need for future Health & Social Care Services.

6. Service Quality and Performance including delivery of statutory functions

The Chief Social Work Officer has statutory functions that are specific to the role and are referred to in legislation as well as Scottish Government guidance².

Appendix 1 of this report gives detailed statistics on these functions and associated performance.

Performance Management in Scottish Borders is firmly aligned to the themes and priorities identified in the Scottish Borders Single Outcome Agreement and the Scottish Borders Council Corporate Plan. Social Work services have a key role to play in the delivery of several national and local outcomes, and these are placed at the centre of strategic developments across the authority and in partnership planning. These reflect the national outcomes detailed below:

- Our children have the best start in life and are ready to succeed
- We live longer, healthier lives
- We have tackled the significant inequalities in Scottish society
- We have improved the life chances for children, young people and families at risk
- We live our lives safe from crime, disorder and danger.
- Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it
- Our public services are high quality, continually improving, efficient and responsive to local people's needs

Performance is measured and reported at a variety of levels to senior managers within Social Work, to the Scottish Borders Council Corporate Management team, and to the Scottish Borders Council Executive Committee and relevant partnerships including the Integration Joint Board and Children & Young People's Leadership group

In Children & Young People's Services an updated Integrated Children & Young Person's Plan 2017/2020 has been developed, consulted on and published. The multi-agency inspection of Children's Services was undertaken by the Care Inspectorate during January – March 2016. The report of this Inspection was published in June 2016 and no children were considered to be at immediate risk in the Scottish Borders. There was positive commentary on engagement with Children & Young People for example the report stressed that over all, families were helped to overcome adversity through support they received from services. Social Workers worked hard to

² <http://www.scotland.gov.uk/Publications/2010/01/27154047/>

engage with families to develop positive relationships and provide valuable support. The areas for development were built into an action plan which has been led by the CYP Leadership group. Children & Families Social Work led a major piece of work on the quality of Chronologies used in child care cases, this involved amending the previous template to meet new National guidelines, reviewing & re-issuing the guidance available to staff, providing multi agency training to all relevant child care staff (including NHS Borders and Education staff). All Children & Families Social Work staff were removed from duties for a 2 week period to enable them to undertake training and then to amend and up date the chronologies on all open Social Work cases. In total over 800 chronologies were completed and transferred to the new model.

Feedback from staff highlighted the benefits of the focussed training & development model - Chronologies

“A concise chronology will clarify the past involvement and be instrumental in future assessment and planning work. It will be helpful to share with young people to help them understand their situation and social work involvement”.

“This will allow better analysis of risk by being able to see patterns. It will also enable duty or new workers to the case to be able to have a quick snap shot. This will help with Children Hearing reports and enable others to see what is going on for a child. This will give a tool which can be used with children if they wish to do any life story work or to see what has been significant in getting them to where they are”.

“Better understanding of the case history, ability to identify possible patterns or reoccurrence of behaviours, past risks and child's progress or relapse. This will ensure I can practice more effectively with clients and have a better knowledge and understanding of their experiences with SW. It will also allow me to some life story work”.

The Council has one residential child care unit for young people aged 12-18 years and in the Service Inspection 2016, the service was again awarded Grade 6 – Excellent across all areas inspected.

In terms of performance, there has continued to be a rise in the number of Looked After Children, during 2016 / 17 and currently sits at the highest value for the past 3 years. This increase does not follow the Scottish trend which experienced a drop in the number of Looked After Children during 2016. Throughout 2016/17 there has been a small reduction in the number of Looked After Children being placed in externally purchased placements.

While workers will always consider all options for a child's care and will seek to make use of a child's family strengths and supports, at times it is not possible to place children in their own community. In particular some complex cases require us to place children in specialist placements outside the area. Each of these young people has a comprehensive care plan and a team of professionals dedicated to helping to resolve their issues and, in a controlled way, bringing them back into less specialised and resource intensive placements.

Kinship care is a desirable outcome for children who are unable to be looked after by their birth parents, and enables children to remain and be cared for within their extended family and community, with clear benefits for their identity and sense of belonging as they develop. This

reduces the need for Local Authority foster carers and promotes better outcomes for the children themselves. The percentage of kinship care placements in the Scottish Borders continues to grow year on year.

It has been recognised that throughout 2016 there were continuing improvements in educational attendance and achievement for all children including those who are looked after and those who experience deprivation. Fewer children are being excluded from school with more being skilfully supported to stay in school.

Children and Young People who are unable to live at home, experience warm and nurturing relationships and stable environments provided to them by well supported foster carers, kinship carers and residential placements. (Ref Care Inspectorate services for Children & Young People Inspection Report).

In June 2016 the Care Inspectorate published the report into the joint inspection of services for children & young people in Scottish Borders which was reported to the CPP. Subsequent work has taken place to develop practice in a number of areas, involving all agencies and the third sector.

In November 2016 Children & Families Social Work co-hosted a provider event for care & support services to encourage care providers to register to provide care for children and young people in their homes and communities, this provision would help develop opportunities for Direct Payments and Self Directed support opportunities for families. The procurement process began in February 2017 and it is anticipated that there will be a number of providers added to the care at home services operating across Scottish Borders who are registered and approved to provide services to children & young people by mid 2017

In Criminal Justice services, a full service review has been undertaken and staffing adjustments made to reflect the workload demands and to ensure a clearer focus on quality assurance processes, including file audit. Improved performance data for reporting has been developed. Good progress has been made in preparation for the new Community Justice arrangements to be established in 2017 and a plan has been agreed with clear priorities including the use of technological solutions to build capacity, reduce cost and improve outcomes, for example video conferencing & link between Criminal Justice Social Work and the Prison Estate and to scope the potential for developing a range of alternatives to remand/custody in order to support women within community settings and that address presenting risk and needs.

The Mental Health Service has worked closely with all its stakeholders to develop its local Mental Health Strategy. The Strategy sets out the integrated Mental Health Services strategic priorities with an emphasis upon providing early intervention and prevention. Commissioning of a local Recovery College and the Distress Brief Interventions service will be completed during 2017/18. The Mental Health Service will also be consulting widely with staff, service users and stakeholders on how to redesign services that will be capable of delivering its strategic aims throughout 2017/18.

We currently contract with 14 care at home providers, including SB Cares. The majority of care is undertaken by SB Cares, the wholly owned arm of the Council. Each provider, has over the year, struggled with recruitment and retention of staff. In some areas providers are signed up to improving terms and conditions of staff with payment of staff travel and mileage and are also

signed up to paying the living wage of £8.45. These improvements for staff will go some way to reducing recruitment and retention issues, however the Council will continue to work with providers to look at capacity issues within the sector and explore outcome commissioning models. The Council are committed to working with all providers to look at alternative models of care while sustaining high quality responsive care that ensures all adults feel confident and motivated in their daily lives. Providers have been encouraged to promote an enablement approach and this work shall be ongoing with an impetus for individuals to self-manage their daily care while ensuring that their outcomes can be achieved. The importance of sustaining active lifestyles and wellbeing will be an important part of the care at home strategy going forward.

Progress is continuing with the implementation of Self Directed Support and 59% of people receiving support were using this approach at the end of March 2017 compared with 22.4% of people a year before. A breakdown of the options chosen is detailed below:

Option 1	Option 2	Option 3	Option 4
Direct payment	Individual Service Fund	Social Work Managed	A mix of the options
224	5	1021	70

Where people have chosen a mix of options they are not included under options one, two or three but under option 4. For example there are eight people with an individual service fund but three of these people have combined this with at least one other option and are therefore counted under Option 4. The Individual Service Fund is the new option introduced under the self-directed support legislation and is taking time to embed nationally. It gives people an opportunity to discuss their support directly with the provider of their choice, without having to manage the funding.

The Joint Learning Disability Service was established in 2006 and the service has further progressed and notable achievements have included:-

1. Project Search – A collaboration with Scottish Borders Council, NHS Borders and Borders College Project Search is an employment programme emanating from Cincinnati in the USA and aims at training and supporting adults with a learning disability into permanent employment. The first year of the programme has seen all 8 of the interns successfully graduate of which 5 have gained employment locally. We have reached agreement with the 3 partners to run the programme for a 2nd year commencing in September 17. An evaluation of the first year will also be undertaken.
2. Transitions – Through funding from the Integrated care Fund, the Learning Disability Service alongside key partners in Health, Education, Children’s services, service users and carers have commenced a project looking at how the transition from Children’s to Adult Services can be

improved. A pathway, information pack and website are being developed. The pathway will be implemented in year two of the project and evaluated in year three.

3. The service has now published its Commissioning Strategy following approval by the Integrated Joint Board. This sets out the Commissioning priorities for the Learning Disability Service from 2016 – 2019.

In Borders there has been support for four Syrian refugee families who have been successfully resettled locally and Social Work have been involved in the planning and support arrangements for the families including children with quite complex needs.

The effective management of sex offenders under the MAPPA arrangements is a multi-agency responsibility. An Offender Management Committee chaired by the Chief Social Work Officer is in place, enhancing governance at a local level. In March 2016 a total of 36 offenders were being managed. Concern that this number might increase significantly following the implementation of MAPPA extension to serious violent offenders in April 16, has not occurred.

In Mental Health the Borders continues to perform well in terms of MHO attendance at emergency assessment stage when compared with other areas. However, completion of social circumstances reports is lower and actions are in place to improve this performance.

In line with Scottish trends the numbers of private guardianship applications continue to rise reflecting demographic changes, and the number of CSWO guardianship orders has also increased along with an increase in Intervention Orders (11). Many of the CSWO guardianship cases are highly complex where workers are managing complex decisions balancing rights and risks and difficult decisions to restrict liberty.

In Criminal Justice Social Work there is an upward trend in relation to Diversion from Prosecution, Criminal Justice Social Work Reports and Voluntary Prison through care.

There has been a small reduction in the percentage of Looked After Children and Young People requiring externally purchased placements. No young people were placed in Secure Care during 2016/17.

The number of children on the child protection register increased during 2016/17 to 46 children at the end of March 2017. During 2016/17 we exceeded the national average rate per head of population (aged 0-15) registered on the child protection register for 8 consecutive months.

The CSWO is the Agency Decision Maker approving Fostering, Permanence and Adoption arrangements. There has been a rise in approvals of foster placements but a number of foster carers have been deregistered for a number of reasons including retirement. A recruitment drive was undertaken during this year and increasing the numbers of foster carers remains a priority particularly given the increase in Looked After Children.

2016/17 has seen a range of new service initiatives introduced. Four Early Years centres are now fully operational providing an early intervention and support for families. These are being fully evaluated in terms of improved outcomes for young people and their families.

In Learning Disabilities, the Intensive Support service is moving to a newly built resource built by a local Registered Social landlord. This will be completed in Autumn 2017.

Work is ongoing to improve the gathering and use of data which will tell us more about the outcome of our Intervention for Children.

Self-evaluation is embedded into all social work services through the inspection process, performance monitoring, and a self-evaluation framework to which all services contribute. Multi-agency self-evaluation of services for children and young people has been an area of development prioritised by the leadership group.

A 6 monthly Quality Assurance Report was initially produced in October 2016, reporting on a range of quality assurance and participation activity across Children and Families. The report also details service developments in response to its findings.

Closer integration of service evaluation and financial monitoring has led to more robust oversight of improvement activity across the senior management team. In particular the work to integrate financial records into the main Frameworki management information system will allow improved scrutiny, authorisation and monitoring of the financial impact of care provision.

The Council continues to have strong public protection multi disciplinary arrangements from the Chief Senior Officers Overview Group, chaired by the Council's Chief Executive through the public protection committees and sub groups. Key to this work is self evaluation, performance monitoring and audit.

Case reviews are regularly undertaken and improvement actions identified and monitored. There have been 6 Initial Case Reviews in the period April 2015 to March 2016 which highlighted some areas for improvement which are included in the Child protection business plan. Issues identified for improvement include:

- Improving quality of Chronologies and Risk Assessments
- Development of new protocols (eg a new Protocol in identifying bruising in Non Mobile Children was introduced)
- Changes to Child Protection procedures including process for reports and de-registration processes.
- Establishing an Audit and Improvement officer post
- Encouraging additional feedback from families involved in the Child protection process
- New Guidance on long term neglect and emotional abuse cases

CPC has a self evaluation calendar which is reviewed at the Quality Assurance and Improvement group on a regular basis.

The overall quality of Older People's Care Homes has improved during this period as reflected in the Care Inspectorate grades detailed in appendix 2.

Adult Protection remains a priority and initial referrals have increased with 206 concerns reported during this period. Older Adults continue to be the group at most risk of harm including those with dementia.

Financial and physical harm continue to be the highest reported types of harm, there has been 60 concerns each in both of the categories. To address this there has been significant work undertaken with local banks to identify and report potential concerns relating to financial abuse.

Trading standards and adult protection worked closely regarding several scams cases, through trading standards links and links with banks we have been able to intervene in several cases and prevent money being sent to bogus lottery schemes and eastern Europe shares. In tandem to this the banks and building societies have been much more proactive in tackling large and unusual money transactions. Examples would be bogus workmen taking clients to the bank for over inflated work.

A total of one hundred and ten complaints were received regarding Social Work Services during this period, an increase of 12% from the previous year. A total of 90 complaints were investigated of which 31 were upheld, 16 partially upheld, 33 were not upheld. 10 complaints were I understand were withdrawn.

Some key themes arose from the complaints including:

- Actions of professionals
- Difficulty in accessing service and quality of service
- Delay in service and response times
- Decision making

When complaints have been upheld clear actions are identified to improve the quality of service provided and these are regularly reviewed to ensure continuous improvement.

There is also a focus on seeking feedback from people using our services. The Annual Child Protection report to the Scottish Government is informed by feedback questionnaires completed by service users. This information also facilitates gap identification specific to Scottish Borders and informs the development of local service provision. The unpaid work service introduced a Beneficiaries Feedback Form, to be submitted following the completion of any community project work undertaken. The service requires to promote its community partnership links and project portfolio. This will be taken forward during 2017/18.

Criminal Justice

25 assessments were undertaken in 2016/17 for the Caledonian Men's Programme, resulting in 12 Community Payback Orders with a programme requirement. There has been limited uptake by victims/partners to engage with the parallel Women's Caledonian Programme. This is a priority area for development during 2017/18.

A revised procedure for Drug Treatment and Testing Orders was implemented in February 2017, to reflect changes in practice and provide clarity of roles and responsibilities for criminal justice and substance misuse services. The procedures and delivery of service will be subject to ongoing local review throughout 2017/18

The presumption against short term sentences continues to drive local service development of community based alternatives to custody and credible and accountable early intervention options to the Court. 2017/18 is anticipated as likely to generate increased workloads due to the proposed introduction of a Bail Supervision Scheme. Throughout 2016/17 a significant level of consultation and development work was undertaken in developing the framework for this service. In preparation for the introduction of this service, performance measures will require to be developed and an impact review undertaken.

Criminal Justice Court Report requests increased by 30 during 2016/17, however the number of Community Payback Orders managed by Criminal Justice Services fell by 51, from the corresponding period in 2015/16. Performance measures identify a significant drop (46) in CPO : Unpaid Work level 1 orders. While further exploration requires to take place as to the reason for this, it may be possible that Sheriffs are utilising alternative disposals including Structured Deferred Sentences. A review of the recording mechanisms employed to capture multiple orders issued to individuals within performance measures will be undertaken, as this may present as a vulnerable area.

Criminal Justice Service Performance

	2016/17	2015/16
CJSWR :Completed (Individuals)	333 255	303 244
CPO : Supervision Only	46	51
CPO Level 1 UPW	63	109
CPO Level 1 plus Supervision	19	15
CPO Level 2 UPW	30	33
CPO level 2 plus Supervision	38	39
Total CPO's issued	196	247
Diversion from Prosecution commenced	39	36
Fiscal Work Orders	10	0

Blue figures indicate the number of individuals.

7. Workforce

a) Planning

b) Development

The professional development team is managed as part of the Chief Social Work Officers service and the primary task of the team is to ensure that the mandatory training needs of social care staff are met and there is appropriate support and funding for additional Continued Professional Development and career progression opportunities. During this period the two part-time Practice Learning Advisors and Team Leader updated the Learning and Development Frameworks within Children & Families Social Work and within Social Care & Health Service.

The team commission, co-ordinate and/or deliver a wide range of essential professional development training. The L&D Frameworks provides a focus for work in this area and also signpost corporate mandatory courses, which all eventually contribute to improving outcomes for people using services.

The intention is to engage effectively with the workforce to help workers understand how important their learning is to improving outcomes for people who receive services; supporting social service workers to become self-directing and self-managing learners and contribute to a trusted, skilled and confident workforce. This work will be developed in 2017/18 with further essential training courses which take account of inspections in both services.

The two Practice Learning Advisors in particular have continued the task of building an infrastructure to support social work student placements, including regular meetings of a student's group. Building the infrastructure also means promoting and encouraging staff to become link workers and practice educators. The target is to develop two practice educators per year from within the existing workforce. Having a vibrant practice learning culture is viewed as a key factor in future recruitment and attracting new social workers. Scottish Borders has historically had difficulty attracting newly qualified social workers unless they have a connection with the area. We have good evidence that indicates having a student placement in Scottish Borders increases the likelihood once qualified of them remaining and working in the area. The professional development team liaise regularly with the universities to promote Scottish Borders as a good place to work; organising and co-ordinating placement opportunities for full-time students on social work courses. After a few years of a low number of student placements, this year saw a modest increase in the number of placements. The team also run six monthly partnership practice learning events with Mid and East Lothian and quarterly in house practice learning group meetings.

The Practice Learning Advisor for Children & Families, for example, has been revising the children and families social work induction plan and has begun to work with the Children & Families leadership group to identify and co-ordinate the re-establishment of core training for children and families practitioners.

SBC is also hosting Sally Wassell's seven day Effective Practice course in 2017, which is run annually in partnership with Midlothian Council. More bespoke aspects of the practice learning and development advisor's role with children and families this year has been to support the Resources Team to hold their first annual fostering conference, which was held at Tweed Horizons in October.

The professional development team are progressing implementation of a mentoring scheme, an initiative which is intended to strengthening the mandatory structured framework for newly qualified social workers in their probationary year. Professional capabilities will be enhanced through mentoring support, with mentors modelling good practice, acting as a sounding board, sharing experience and providing opportunities to reflect on practice in a non-judgemental environment. The training for mentors is to begin later in 2017.

To enhance career pathways for unqualified staff, the team hosted a half day of learning about learning earlier this year with the Open University; looking at the range of assistance for those wishing to return to study or those just wishing to further enhance existing study skills. This event provided information on OU courses, available funding grants and other advances in technology to support (student) learning. The conference was opened up to NHS colleagues and was well attended with positive feedback. A big focus was on the social care/social work and healthcare/nursing pathways. The team are running as a follow up to this a Return to Learn a (Drop-in) Clinic with OU tutors later this year.

An ongoing priority has been to highlight to staff the benefits of utilising existing SSSC resource material, such as Stepping into Leadership and the Continuous learning framework. Towards the end of this period the team hosted a leadership conference entitled, 'Enabling Leadership At All Levels' - Alan Baird, Chief Social Work Advisor to the Scottish Government gave keynote address and provided update on work being progressed within the National Vision. The Scottish Social Services Council presented the national strategy for enhancing leadership capability within Social Services. The SSSC resources continue to be promoted and used in different ongoing development groups; Stepping into Leadership as it applies to managers and SSSC Supervision Resources etc. are embedded in the Self-leadership Development Group, which is a type of 'action learning' set for SW team leaders and supervisors. The Professional Development Group which is an on-going group for front line staff has a particular focus on strengthening social work identity, enhancing confidence and further developing reflective practice....it is underpinned by the SSSC's 'Continuous Learning Framework' and 'Stepping into Leadership' as it applies to frontline staff.

The Learning Disability Service has developed a successful Continuing Professional Development (CPD) group which is run by service staff delivering 6 monthly CPD away days. Recent topics have included "Challenging Behaviour" and "Mentalisation based techniques and systemic approaches in learning disabilities".

APPENDIX 1

PERFORMANCE REPORT

STATUTORY FUNCTIONS

1. Fostering and Adoption

Adoption is a positive route for a child where it is apparent that he or she is unlikely to be able to safely return to the immediate or extended family. There is a strong body of evidence to indicate that permanent and/or stable long term placements, including adoption, lead to better outcomes for the child where these placements can be put in place early enough to enable the child to form solid attachments with the carers. This is especially crucial in the early years of 0-3.

In the year to March 2017 there were 3 children adopted, which shows an increase on the previous year. 8 Permanence Orders were granted by the courts (3 with authority to adopt and 5 without authority to adopt); 6 children were recommended for adoption via the legal route of a Permanence Order with Authority to Adopt; and, 1 Permanence Order (without Authority to Adopt) was recommended by Scottish Borders adoption and Permanence Panel.

Senior managers have identified a need to focus on robust decision-making for permanence cases to avoid drift and delay. A multi-agency Permanence Planning Group has been established to lead good practice in permanence planning and there is currently a multi-agency Development Plan addressing policy, procedure and practice in this area.

	2014-15	2015-16	2016-17
Children adopted during the reporting year	5	1	3
Children placed with prospective adopters at end of year	6	2	5

The Chief Social Work Officer is also the Agency Decision Maker (ADM) in terms of Fostering and Permanence decisions – Regulation 12 Children (Scotland) Act 1995.

It is the ADM's responsibility to make decisions based on recommendations by the Fostering or Permanence Panels. In Scottish Borders Council these panels are held on a monthly basis and consider the following:

- Fostering assessments
- Kinship Care Assessments
- Foster carers reviews
- Assessment of Prospective Adoptive Parents
- Children being considered for Permanence (Long term fostering and Adoption)
- Matching of children with prospective adopters or long term foster carers
- Advice & guidance on complex situations that may be considered for permanence

The ADM receives minutes of the meetings, meets with the chair of the meeting, if required, and makes decisions based on the recommendations.

	2014-15	2015-16	2016-17
Foster Carers approved	6	12	7
Foster Carers de-registered	2	7	4
Foster/Short Breaks Carers reviewed	48	31	44
Long term (permanent) foster carers approved	4	2	5
Children registered for permanence	13	8	8
Prospective adopters approved	3	1	4
Prospective adopters not approved	0	0	0

Kinship care is a desirable outcome for children who are unable to be looked after by their birth parents, and enables children to remain and be cared for within their extended family and community, with clear benefits for their identity and sense of belonging as they develop. This reduces the need for local authority foster carers and promotes better outcomes for the children themselves. The percentage of kinship care placements in the Scottish Borders continues to grow year on year.

While workers will always consider all options for a child's care and will seek to make use of a child's family strengths and supports, at times it is not possible to place children in their own community. In particular some complex cases require us to place children in specialist placements outside the area. Each of these young people has a comprehensive care plan and a team of professionals dedicated to helping to resolve their issues and, in a controlled way, bringing them back into less specialised and resource intensive placements.

The number of children placed outside of the Scottish Borders has remained at the same level however the overall percentage has decreased over the reporting year due to the increasing number of looked after children.

	2015	2015	2016
LAC placed outside areas as at 31 March	31 (16%)	31 (14%)	29 (12%)
Kinship placements as at 31 March	55	47	72

The total number of children and young people who are Looked After has continued to increase during 2017 and currently sits at the highest value for the past 3 years. This increase does not follow the Scottish which experienced a down in the number of Looked After Children during 2016.

	2015	2016	2017
Looked After Children as at 31 March (SBC)	188	221	251

Looked After Children as at 31 July (Scotland)	15,404	15,317	tbc
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To allow for comparison, these figures can be expressed as a percentage of the population aged 0-17, which shows that Scottish Borders has fewer Looked After Children than the general population for Scotland. It has to be noted that although we have a lower rate of looked after children (0-17) than the National figure, Scottish Borders has an increasing trend whilst the National figure remains consistent.

% of pop. Aged 0-17	2015	2016	2017
Looked After Children as at 31 March (SBC)	0.8	1.0	1.1
Looked After Children as at 31 July (Scotland)	1.5	1.5	tbc

2. Child Protection

The number of children on the child protection register increased during 2016/17 to 46 children at the end of March 2017. During 2016/17 we exceeded the national average rate per head of population (aged 0-15) registered on the child protection register for 8 consecutive months.

The proportion of children who have been re-registered within 2 years has shown an increase during 2015/16 and continued in 2016/17. Part of this increase can be attributed to larger family groups rather than singular children being placed at risk which impacts the figures more dramatically.

The age of children on the register continues to fluctuate with 50% of children currently on the register aged 4 or under.

The length of time that children spend on the register increased this year. Over the past 3 years there has been a small fluctuation of 2 weeks however this year has shown a dramatic increase to 31 weeks.

	2014-15	2015-16	2016-17
Children on the Child Protection Register (<i>31 March</i>)	33	28	46
Children re-registered within 2 years (<i>31 March</i>)	0%	14%	13%
Children registered during the year	55	45	107
Children de-registered during the year	55	50	96
Children on register aged 4 or under (<i>31 March</i>)	48%	61%	50%
Average number of weeks registered (based on children de-registered during the year)	24	22	31

As a result of learning from reviews of children who have been re-registered within two years, practice guidance has changed to reduce removal from the CP register at the first review conference which takes place within 3 months. This is to ensure that the support offered to children and families results in changes to the Safety of Children which evidences

that there is sustained improvement. The quality of information provided has also been improved by requiring written reports from all staff attending. CPC is aware that this policy is being followed and we anticipate this will result in a reduction in the number of children who are being re-registered.

3. Secure Orders

There were no children subject to a Secure Order by the Children’s Hearing process during 2016/17. The last child that experienced a Secure Order was during 2014/15.

Secure Orders are used very infrequently in Scottish Borders, and more early-intervention and community-based support packages are considered to be a better approach to these complex cases. The use of these orders reflected the significant risk these young people placed either to themselves or others.

4. Adult Protection

We continue to see a rising trend in the number of police and fire referral forms which are shared with Scottish Borders. During 2015 to 2016 we received 1556 of these forms with 514 indicated as possible adults at risk of harm. These forms have continued to rise 10% every year over the last few years. Although information sharing forms around risk increase every year, this has not resulted in an increase in work that becomes Adult Protection work.

An Adult Protection Referral occurs when a young person or adult over the age of sixteen is known or believed to be an “adult is at risk of harm” as defined under the Adult Support and Protection (Scotland) 2007 Act.

Following careful assessment of all referral forms 206 of these were known or believed to meet the criteria for Adult Protection Referrals. This number is an increase on last year figure. However if we review referrals over the last four years the figures have remained consistent and have only fluctuated within a 10 % range.

	2013-14	2014-15	2015-16	2016-17
Adult Protection Referrals	190	169	171	206

Types of harm

Financial and Physical harm continue to be the largest types of principle harm reported in Scottish Borders, these figures combined account for two thirds of Adult Protection referrals. Psychological and Emotional harm often go alongside Physical harm, however Scottish Government have requested that we only count the principal type of harm to inform the national Adult Protection landscape.

Scottish Borders is a large rural authority which has some affluent over 65 residents and these adults have an increased risk of financial harm. Some of these perpetrators use computer and internet technology to fraudulently target adults. As technology becomes more sophisticated older adults continue to be more vulnerable than other groups to financial harm by technology.

Client groups

Adults over the age range of 65 years (Older adults) including clients with a dementia related illness continue to be our group, at greatest risk of harm in Scottish Borders. Adults at risk who have dementia have seen figures rise from 16 last year to 21 this year. However when we review this increase over a longer timeframe we can clarify that these figures do fluctuate between 16-25 depending on year. A similar pattern can be demonstrated in the wider older adult group although figures have increased this year from 35 to 42 this is again within an expected range and each year has a degree of variation. Financial harm and reports of physical harm being the greatest type of harm to older adults.

Clients with a learning disability have an assessed level of cognitive deficit, which makes some adults in the learning disability range, more vulnerable than others to harm. In many of these cases it is an adult known to the client who becomes the harmer. Sometimes this is a so called friend or acquaintance targets the client for financial or material gain.

In mental health harm figures continue to be stable on the last few years, similar to Learning disability and older adults' financial or material harm are challenges this group face.

Adults with a sensory loss figures are similar over the last few years. Bogus callers or workman have been a particular challenge to these adults, with some good examples of Trading Standards and Police Scotland reacting to this type of harm.

Adults with a physical disability have increased from 11 last year to 15 this year, but this increase is small and still less than the 18 received in 2013 / 2014.

Trends

Financial harm continues to be a challenge in Scottish Borders and nationally. Scottish Borders are being very proactive in working with partners in the prevention of harm and to intervene more quickly when signs of harm come to our attention.

Allegations of harm in care home settings has featured heavily over the last few years, in 2015/ 2016 Scottish borders embarked on bespoke adult protection training into all out care homes. This training has seen a marked decrease in large scale inquiries, but a longer timeframe is required to effectively evaluate the impact of this training, but early indications are positive.

Disability Hate crime is recognised nationally, as an area which is under reported. Some of the rationale for this is that this harm is reported as physical or financial and not a hate crime.

The important factor is that harm is harm and is reported and investigated.

Disability hate crime and the term Mate crime have been uncovered in Scottish Borders, these cases happen where a perpetrator targets an adult specifically because of their mental disorder. Both mental health and Learning disability services are aware of these risks and working with Police Scotland and NHS Borders to address all harm.

5. Adults with Incapacity

There has been a substantial increase in the number of Private Welfare Guardianships, and Welfare Guardianships for which the Chief Social Work Officer has responsibility for.

As at 31 March				2014-15	2015-16	2016-17
Private Welfare Guardianships				71	97	115
Chief SW Officer	Welfare	Guardianships		18	29	38

We continue to see an increasing trend in both private and CSWO Guardianships. From 2012/13 to present, the number of Private guardianships has almost tripled (41 in 2012/13 to 115 in 2016/17) and CSWO guardianships has almost doubled (20 in 2012/13 to 38 in 2016/17).

6. Mental Health services

The Mental Health (Care and Treatment) (Scotland) Act 2003 came into effect in October 2005. The Act enables medical professionals to detain and treat people against their will on grounds of mental disorder. This term is used to cover mental health problems, personality disorders and learning disabilities.

The Act allows for people to be placed on different kinds of compulsory order according to their particular circumstances. There are three main kinds of compulsory powers:

- Emergency detention
- Short-term detention
- Compulsory Treatment Order (CTO)

The use of emergency detention orders had been on an increasing trend during 2014-2015 which was mirrored in the short-term detentions. 2015-16 had seen a decline in the use of

both these orders back to the levels experienced in 2013-14. We have however seen a marked increase in both these areas during 2016/17 which returns to level experienced in 2014-15.

Compulsory treatment orders have also declined however the levels have dropped below 2014-15 more significantly than the decline in other types of orders.

	2014-15	2015-16	2016-17
Emergency detentions	27	17	28
Short-term detentions	77	61	71
Compulsory treatment orders	41	28	28

7. MAPPA

Multi Agency Public Protection Arrangements (MAPPA) is the framework which brings together agencies who manage sex offenders. The fundamental purpose of MAPPA is public safety and the reduction of serious harm. The introduction of MAPPA across Scotland in April 2007 gave a consistent approach to the management of offenders, providing a framework for assessing and managing the risk posed by some of those offenders.

There are three levels at which risk is assessed and managed under MAPPA.

- Level 1: ordinary risk management
- Level 2: local inter-agency risk management
- Level 3: Multi-agency Public Protection Panels (MAPPA)

Figures for the 2016 – 2017 are as follows:

	2016 - 17
Number of Risk Management Case Conferences (RMCC)	20
Number of individuals considered at RMCC	20
Total Number of Level 2 cases discussed	20
Number of Level 3 meeting held	0

On 31 March 2017 the overall number of sex offenders subject to MAPPA within the Scottish Borders was 93. 92 were managed at Level 1; one was managed at Level 2. 34 of the individuals were subject to statutory supervision by criminal justice social work. Over the year period only one order was breached by criminal justice social work, this was allowed to continue. There were no licence breaches.

8. CARE INSPECTORATE GRADES

Quality improvement is at the core of much of the improvement work across Social Work services. We are aided in this process by the work of the Care Inspectorate who have responsibility for inspecting all Social Work services in Scotland and ensuring that care providers meet the Scottish Government's National Care Standards.

In the period April 2016 to March 2017 the Care Inspectorate carried out inspections on 6 services provided by Scottish Borders Council, as well as 44 private care services and 40 in the voluntary/not-for-profit sector. These consisted of both announced and unannounced inspections. (Please note of the 44 private care services inspected, 4 were owned by Scottish Borders Cares LLP, t/a SB Cares)

The inspections covered a range of services, summarised as follows.

Service Name / Sub Type	Local Authority	Private	Voluntary or Not for Profit	Grand Total
Adoption Service	1			1
Adult Placement Service	1			1
Care Home Service	1	20	5	26
Children & Young People	1	1	1	3
Learning Disabilities			3	3
Older People		19	1	20
Fostering Service	1		1	2
Housing Support Service	1	5	17	23
Nurse Agency		1	1	2
Support Service	1	18	16	35
Care at Home		10	14	24
Other than Care at home	1	8	2	11
Grand Total	6	44	40	90

The inspections are based on quality themes and grade each service on a scale from 1 (Unsatisfactory) to 6 (Excellent).

Quality Themes:

- Care and Support
- Environment
- Staffing
- Management

Quality Grades:

1. Unsatisfactory
2. Weak
3. Adequate
4. Good
5. Very Good
6. Excellent

Not all services are graded for every theme. For instance, the Adoption service does not provide services in any particular premises and therefore is not graded for Environment.

Overall, 81% of services were rated as 'Good', 'Very Good' or 'Excellent'.

Quality Theme	Quality Grading					
	1	2	3	4	5	6
Care and Support		2	9	31	42	6
Environment			10	12	13	2
Staffing			11	32	43	4
Management and Leadership		2	13	42	28	5
Total	0	4	43	117	126	17
	0.0%	1.3%	14.2%	38.6%	41.6%	5.6%

This year's inspections has seen an increase in the overall percentage of services rated as 'Good', 'Very Good' or 'Excellent' (72% in 2013/14, 79% in 2014/15, 81% in 2015/16 and 86% 2016/17).

Below is a breakdown per key inspection area:

Care Home Inspections

Quality Theme	Quality Grading					
	1	2	3	4	5	6
Care and Support			4	11	8	3
Environment			8	9	7	2
Staffing			3	12	9	2
Management and Leadership			3	12	9	2
Total	0	0	18	44	33	9
	0%	0%	17%	42%	32%	9%

Support Service (Care at Home)

Quality Theme	Quality Grading					
	1	2	3	4	5	6
Care and Support		1	3	9	10	1
Staffing			5	7	11	1
Management and Leadership		1	6	9	7	1
Total	0	2	14	25	28	3
	0%	3%	19%	35%	39%	4%

Appendix 2

Performance reports from Criminal Justice

MAPPA

Multi-Agency Public Protection Arrangements (MAPPA) were introduced in 2007 following the introduction of The Management of Offenders Act etc. (Scotland) Act 2005 : Sections 10 and 11. Originally the framework focused on individuals who were convicted of Sexual offences; however in March 2016 the arrangements were extended to include individuals who pose a risk of serious harm by reason of their conviction. The Act continues to place a duty on responsible agencies within local authority areas to deliver local arrangements for the assessment and management of risk posed by certain categories of offenders, *sexual and violent*.

Levels of risk management remain as :

Level 1 : Ordinary Risk Management

Level 2 : Local Interagency Risk Management

Level 3 : Multi Agency Public Protection Panels.

Individuals who are considered due to the assessed risk of harm, Category 3 offenders, should be assessed as posing a high or very high risk of serious harm and the risk is assessed as requiring multi agency management at MAPPA level 2 or 3.

On 31st March 2017 the total number of sex offenders subject to MAPPA within Scottish Borders was 93.

Level 1	92	RSO's	92
Level 2	1	Cat' 3 : Risk of Harm	0
Level 3	0	Restricted Patient	1
		Subject to Statutory Supervision by CJSW	34

A summary of Risk Management Meetings for the period 2016/17 is as follows:

Risk Management Case Conferences	20
Number of individuals considered at RMCC	20
Number of Level 2 cases discussed	31 RSO's 20 : Cat 3 2 : AOCB 9
Number of Level 3 cases discussed	0

