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**Report To:** Health & Social Care Committee    **Date:** 22nd October 2009

**Report By:** Robert Murphy  
Acting Corporate Director,  
Social Care    **Report No:** SW/47/09/AW/BK

**Contact Officer:** Barbara Billings  
Head of Community Care and  
Strategy    **Contact No:** 01475 714015

**Subject:** Social Work Annual Performance Report

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## 1.0 PURPOSE

- 1.1 To request Committee approval for the Social Work Services Annual Report 2008-2009. (As Appended) Appendix 1

## 2.0 SUMMARY

- 2.1 The Local Government (Scotland) Act 2003 places a duty on each Local Authority “to make arrangements for the reporting to the public of the outcome of the performance of its functions.” The Social Work Annual Performance Report provides a summary of the main areas of service activity within Social Work.
- 2.2 The format is designed to be of more relevance to service users, carers, staff and other stakeholders. It is a document explicitly intended for the public domain.
- 2.3 It is anticipated that this approach will be further evolved in the coming year.

## 3.0 RECOMMENDATION

- 3.1 Committee is requested to note and approve the Social Work Services Annual Report 2008 – 2009.

Barbara Billings  
Head of Community Care & Strategy

## **4.0 BACKGROUND**

- 4.1 Social Work have in the past produced an annual service plan which combined elements of both forward service planning and retrospective performance reporting. This has often resulted in a product which was in effect a hybrid annual report and business plan.
- 4.2 The Social Work Business Plan for 2009 / 2010 was approved in the last committee cycle of 2008 – 2009.
- 4.3 It is anticipated that the service will bring the next Social Work Business Plan for consideration and approval in the last committee cycle of 2009-2010.

## **5.0 PROPOSALS**

- 5.1 The current document represents the main areas of activity and services provided by Social Work during the period April 2008- March 2009.
- 5.2 The intended recipients for the report are service users, carers, staff, stakeholders and external agencies and bodies. As such it is a document intended for the public domain and a wide and diverse readership.
- 5.3 It is proposed to produce 100 copies of the Social Work Services Annual Report in the first instance for onward distribution, including elected members, libraries, health centres, social work offices and other community settings, as well as to stakeholder organisations.
- 5.4 The Social Work Services Annual Report will also be made available on the Council website and in PDF format and all Social Work staff will be sent an email with the PDF attachment.

## **6.0 IMPLICATIONS**

- 6.1 There are no legal, financial or other implications inherent in the production of the document.

## **7.0 CONSULTATION**

- 7.1 Consultation has been undertaken with stakeholder groups to inform the presentation and content of the report.

## **8.0 LIST OF BACKGROUND PAPERS**

- 8.1 None

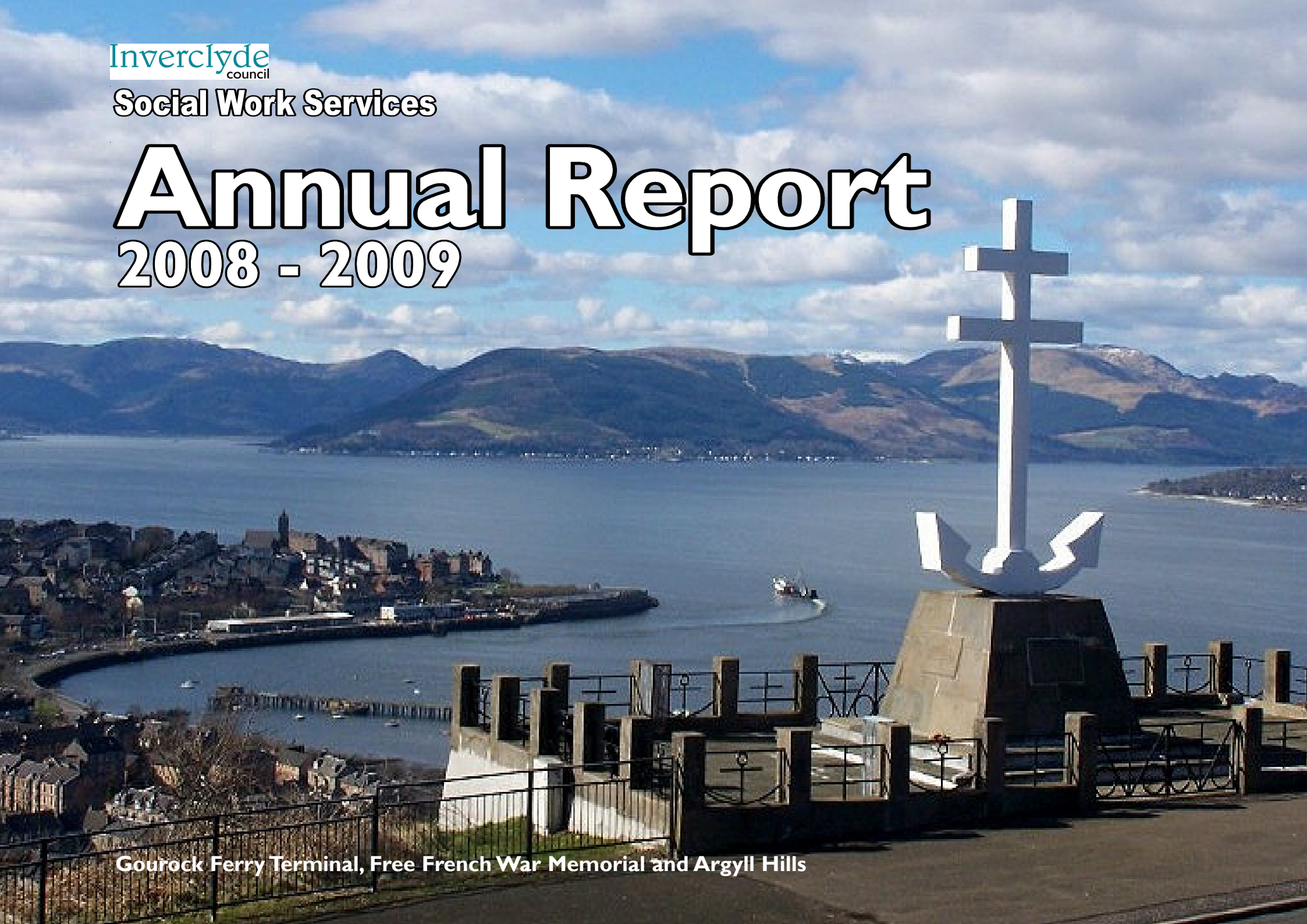
**Inverclyde**  
council

**Social Work Services**

# **Annual Report**

## **2008 - 2009**

**Gourock Ferry Terminal, Free French War Memorial and Argyll Hills**



**This document can be made available in large print, audio tape, computer disk and in a variety of Community Languages, on request.**

### **Arabic**

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

### **Cantonese**

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

### **Gaelic**

Tha an sgrìobhainn seo cuideachd ri fhaotainn ann an cànanan eile, clò nas motha agus air teip ma tha sibh ga iarraidh.

### **Hindi**

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

### **Mandarin**

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

### **Polish**

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

### **Punjabi**

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

### **Urdu**

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

# Foreword

I am pleased to introduce this Annual Report which outlines the diverse range of services that Social Work has provided during 2008 / 2009. We aim to *“provide care and support to the people of Inverclyde”*. This is demonstrated by:

- Providing care to older people to enable them to maintain their independence.
- Supporting young people and their families who may be experiencing difficult circumstances.
- Offering practical support to carers.

The values of social work are fundamental to staff and the level of professionalism and achievements are reflected in feedback from service users and regulatory bodies.

Partnership working is central to our approach, for example, within the Community Justice Authority and the Community Health Partnership, as well as with partners in the voluntary and private sectors.

There have been many achievements in Social Work over the past year and we have a strong commitment to be continuously improving the quality of services we provide.

Robert Murphy  
Acting Corporate Director, Social Care



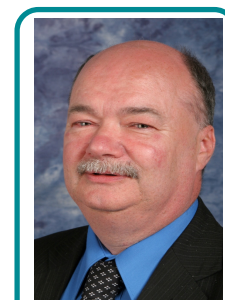
Robert Murphy

I have great pleasure, in my role as Convenor of Health and Social Care Committee and as the Council's representative on Greater Glasgow and Clyde Health Board and being Vice Chair of Inverclyde Community Health Partnership and member of North Strathclyde Community Justice Authority, in commending this report.

Over the past year I have visited Social Work establishments, meeting staff and service users and I have been impressed with the quality of services that are being provided, the level of care and attention given by staff and the positive impact this is having on people's lives.

The Annual Report demonstrates the range of services offered to the citizens of Inverclyde and the ongoing efforts to strive for excellence in Social Work.

Councillor Joseph McIlwee  
Convenor of Health and Social Care Committee



Joe McIlwee

# Contents

<b>Introduction</b> .....	<b>5</b>	<b>Community Care</b> .....	<b>18</b>	<b>Continuous Improvement</b> .....	<b>28</b>
Strategic Objectives .....	5	Principal Responsibilities .....	18	Inspection and Scrutiny .....	28
Statement of Values .....	5	Services and User Groups .....	18	Scottish Scottish Housing Regulator .....	28
Code of Practice .....	6	How Did We Perform? .....	18	Social Work Inspection Agency .....	28
Social Work Service Areas .....	6	Adult Support and Protection .....	19	Her Majesty's Inspectorate of Education (HMIE) .....	28
Community Planning .....	6	Mental Health Officer (MHO) Data .....	19	Care Commission .....	28
The Local Authority as a Health Improvement Body .....	6	Telecare .....	19	Customer Voice .....	28
Single Outcome Agreement .....	7	Addiction Services .....	20	Care Commission Inspections of Services in Social Work 2008 / 2009-09-13 .....	29
<b>Celebrating Success</b> ★ .....	<b>7</b>	Highlights / Developments .....	20	<b>Responding to Complaints</b> .....	<b>30</b>
<b>Partnership</b> .....	<b>8</b>	<b>Homelessness</b> .....	<b>21</b>	Independent Sector .....	31
Inverclyde Joint Care Partnership .....	8	Services and User Groups .....	21	<b>Workforce Development</b> .....	<b>32</b>
Inverclyde Financial Inclusion Partnership .....	9	Principal Responsibilities .....	21	<b>Celebrating Success</b> ★ .....	<b>32</b>
Community Health Partnership .....	9	How Did We Perform? .....	22	<b>Stakeholders</b> .....	<b>33</b>
Integrated Children's Services .....	9	Highlights / Developments .....	22	Inverclyde Stakeholders Network/ Community Care Forum .....	33
<b>Celebrating Success</b> ★ .....	<b>10</b>	<b>Children and Families</b> .....	<b>23</b>	Public Partnership Forum .....	33
North Strathclyde Community Justice Authority .....	11	Principal Responsibilities .....	23	Citizen's Panel .....	33
Macmillan Cancer Support and Inverclyde Council Partnership .....	12	Services and User Groups .....	23	Changing Lives Practitioners Forum .....	33
<b>Recent Legislation</b> .....	<b>13</b>	How Did We Perform? .....	24	Joint Providers Forum .....	34
<b>Policy Drivers</b> .....	<b>14</b>	Highlights / Developments .....	24	<b>Carers</b> .....	<b>35</b>
<b>Resources</b> .....	<b>16</b>	<b>Criminal Justice</b> .....	<b>25</b>	Respite .....	35
Financial Resources .....	16	Principal Responsibilities .....	25	How Are We Going To Improve and Develop? .....	36
Staff Resources .....	17	Services and User Groups .....	25	<b>Appendix I. Structure Chart</b> .....	<b>37</b>
		How Did We Perform? .....	25	<b>Jargon Busters!</b> .....	<b>38</b>
		Throughcare .....	26	<b>Contact List</b> .....	<b>39</b>
		Prison Based Social Work .....	26		
		Highlights / Developments .....	26		
		<b>Celebrating Success</b> ★ .....	<b>27</b>		

# Introduction

There have been many achievements in Social Work Services during 2008 - 2009 as outlined in this report. We have also made significant progress in redesigning some of our services and this report demonstrates our commitment to the continual improvement of our services.

Our vision statement is that “Social Work Services exist to provide care and support to the people of Inverclyde” and the five strategic objectives detailed in the *Social Work Services Strategic Plan 2007 – 2011* show how we aim to achieve this:

## Strategic Objectives

- To protect and support vulnerable children and adults in the community.
- To deliver services that are of good quality and value for money.
- To make access to our services easier.
- To promote an understanding of Social Work within the wider community.
- To have a competent, confident and valued workforce.

This report details some of the ways we are meeting these five strategic objectives.

All Social Work operations and everything we wish to achieve are underpinned by the following core values.

## Statement of Values

- We will ensure our services are delivered in such a way that the dignity and respect of users is preserved.
- We will respect and value uniqueness and diversity whilst recognising, and building on, the strengths of the individual.
- We will promote people’s right to choice, privacy, confidentiality and protection.
- We will assist people to improve the quality of, and increase their control over their lives.
- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.
- We will promote equality of opportunity and access to services and not discriminate people or groups on grounds of age, race, religion or sexual orientation.
- We will work in partnership with users, carers and other providers of services, to ensure continuous improvement in the provision of services.

The Scottish Social Services Council (SSSC) agreed a *Code of Practice (2002)* for social service workers and employers as described below:

## Code of Practice

1. Protect the rights and promote the interests of service users and carers.
2. Strive to establish and maintain the trust and confidence of service users and carers.
3. Promote the independence of service users while protecting them as far as possible from danger or harm.
4. Respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.
5. Uphold public trust and confidence in social services.
6. Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge skills.

The SSSC Code of Practice can be found on:

<http://www.sssc.uk.com/Homepage.htm>

## Social Work Service Areas

There are four distinct service areas of Social Work and this report provides a section relating to each area. These are:

1. **Community Care**
2. **Homelessness**
3. **Children and Families**
4. **Criminal Justice**

## Community Planning

The key priorities which partners and the community have agreed to focus on in the *Community Plan, Inspiring Inverclyde 2008 - 2018* are:

- Health Inequalities
- Alcohol Misuse
- Employability and Enterprise
- Responsible, Active Citizens
- Protecting the Environment and Reducing Inverclyde's Carbon Footprint

Each of these themes is evident in the various service areas of Social Work Services.

The Community Plan can be found on:

<http://www.inverclyde.gov.uk/GeneralR.aspx?id=1144&catid=1773>

## The Local Authority as a Health Improvement Body

The Local Government in Scotland Act 2003 empowered Local Authorities as key health improvement bodies within their areas. In Inverclyde, Social Work Services has the corporate lead for the Council in this regard.

The Scottish Government has placed a renewed emphasis on identifying, addressing and reducing health inequalities. Inverclyde Council has a key part in collaboration with other partners, most notably Health, in achieving these important outcomes. We will seek to develop outcomes which best fit the pattern of health inequalities in Inverclyde and envisage a range of initiatives, some of which may require a long-term commitment, to be developed this year.



## Single Outcome Agreement (SOA)

The *Inverclyde Alliance Single Outcome Agreement: Tackling Poverty, Sustaining Growth, 2009 – 2011* has been developed and agreed by all agencies within the Inverclyde Alliance, the local Community Planning Partnership. The SOA is an agreement with the Scottish Government linking the National Performance Framework to local outcomes in Inverclyde. These local outcomes include:

1. Inverclyde's population is stable with a good balance of socio-economic groups.
2. Communities are stronger, responsible and more able to identify, articulate and take action on their needs and aspirations to bring about an improvement in the quality of community life.
3. The area's economic regeneration is secured.
4. Economic activity in Inverclyde is higher, and skills development enables both those in work and those furthest from the labour market, to realise their full potential.
5. The health of local people is improved, combating health inequality and promoting healthy lifestyles.
6. A positive culture change will have taken place in Inverclyde to alcohol resulting in fewer associated health problems, social problems and reduced crime rates.
7. All our young people have the best start in life.
8. Inverclyde is a place where people want to live now whilst at the same time safeguarding the environment for future generations.

The SOA can be found on:

<http://www.inverclyde.gov.uk/GeneralR.aspx?id=1074&catid=1773>

## Celebrating Success



In the second Inverclyde Council Provost's Equality Awards, six people or groups picked up honours for their efforts in our communities. The Equality Awards, now in their second year, are designed to pay tribute to the unsung heroes who contribute towards equality and diversity in this area.

The Provost's Special Award went to Brian Young of Choose Life. He is being recognised for his commitment to tackling the stigma surrounding mental health and suicide, his leadership, hard work and determination to address inequality impacting on mental health.

# Partnership

## Inverclyde Joint Care Partnership

Joint working across community care services in Inverclyde is taken forward through the Inverclyde Joint Care Partnership. The partnership drives the “*Joint Future*” agenda which provides a focus on improved joint working between Local Authorities, NHS Greater Glasgow & Clyde, Housing and other partner agencies.

The Inverclyde Extended Local Partnership Agreement provides the governance framework to support the progress of joint working and the integration of health and social care services across the partnership. The key aims of the partnership are to work towards better joint working and the integration of services within the partnership, to provide faster, better, safer and more local access to services by helping agencies deliver services jointly. The partnership has an outcomes focus to the development and delivery of services. Developments have been within the context of achieving the community care national outcomes to improve health, improve wellbeing, improved social inclusion, independence and responsibility.

Actions agreed from the Joint Community Care Plan are progressed through a range of development groups. (Refer to the Diagram)



## Inverclyde Financial Inclusion Partnership

Social Work has the lead role for the Council in terms of implementing the *Financial Inclusion Strategy* through the Inverclyde Financial Inclusion Partnership; the main aims of which accord with national and local objectives of reducing poverty and inequalities. This partnership includes the Scottish Government; Halifax-Bank of Scotland; Citizen's Advice Scotland and the Department for Work and Pensions. The Financial Inclusion Strategy details four strategic objectives:

- Dealing with Debt
- Promoting Access to Basic Financial Services
- Asset Development and Accumulation
- Financial Education and Financial Literacy

Inverclyde is leading the way in addressing issues of poverty across Scotland and has achieved national recognition in successfully hosting the Financial Inclusion Champions Team for Scotland, which is part of a £12 million UK government initiative.



Inverclyde's Child Trust Fund officer Anne Jackson of Money Matters and David Cairns MP

Inverclyde MP David Cairns said:  
*"The UK Government introduced this scheme to help parents save for their child's future. It gets youngsters off to a great start in life"*

## Community Health Partnership (CHP)

Cllr Joe McIlwee is the Vice Chair of the CHP; this compliments his role as Convenor of Inverclyde Council's Health and Social Care Committee.

Social Work Services has a close working relationship with the CHP including, integrated services and joint service initiatives, addressing the Equalities Agenda and providing joint staff training. Further engagement at operational level will continue.

## Integrated Children's Services

The joint strategic planning of children's services is overseen by the Children's Services Core Group. This group is chaired by the Acting Corporate Director of Social Care and includes senior management representation from Education, Social Work, Health, Police, Children's Reporter Administration and Inverclyde Council of Voluntary Services.

This group confirms plans for the development and delivery of children's services in Inverclyde; agrees the actions to progress the integration agenda, and determines the monitoring and performance framework underpinning this to secure set targets. The work of the Core Group is supported by several thematic sub-groups, each also having multi-agency representation.

# Celebrating Success

Inverclyde Council has welcomed a report showing child protection services are among the best in Scotland.

Leadership and Direction as well as Vision Value and Aims were rated as “**excellent**” with **15** of the **18** performance indicators rated as “**very good**”.

Inspectors from Her Majesty’s Inspectorate of Education (HMiE) carried out an across-the-board inspection of child protection services between June and September last year. These are offered by Inverclyde Council working in partnership with NHS Greater Glasgow and Clyde, Strathclyde Police, the Scottish Children’s Reporter Administration and the voluntary sector under the Inverclyde Child Protection Committee.

Councillor Joe McIlwee, Convener of the Council’s Health and Social Care Committee said:

*“I would like to thank all those involved in the provision of child protection in Inverclyde for their continued hard work and high standards. Meeting the needs of some of the most vulnerable people in our society is, and must be, a top priority. This report highlights how partners can work together to consistently offer the highest standards of service.”*

Other key strengths identified by the Inspectors were:

- Sensitive and effective communication promoting positive relationships between staff, children and families.
- A clear focus on early intervention and the provision of flexible support to children and families in their homes, schools and communities.
- Joint working within and across services, including the voluntary sector.
- Involvement of children and families in reviewing and developing services.
- Robust processes for self-evaluation which directed improvements.



Two projects were singled out within the report as good practice examples that demonstrate how services can work together effectively to improve the life chances of children and families at risk of abuse and neglect. These were our award winning ‘Special Needs in Pregnancy Service’, a joint health and social work partnership, working with pregnant women with additional needs for support, and Mellow Parenting an intensive parenting programme for highly vulnerable families. This programme is delivered by a multi-agency team including social work family support workers.

## North Strathclyde Community Justice Authority (NSCJA)

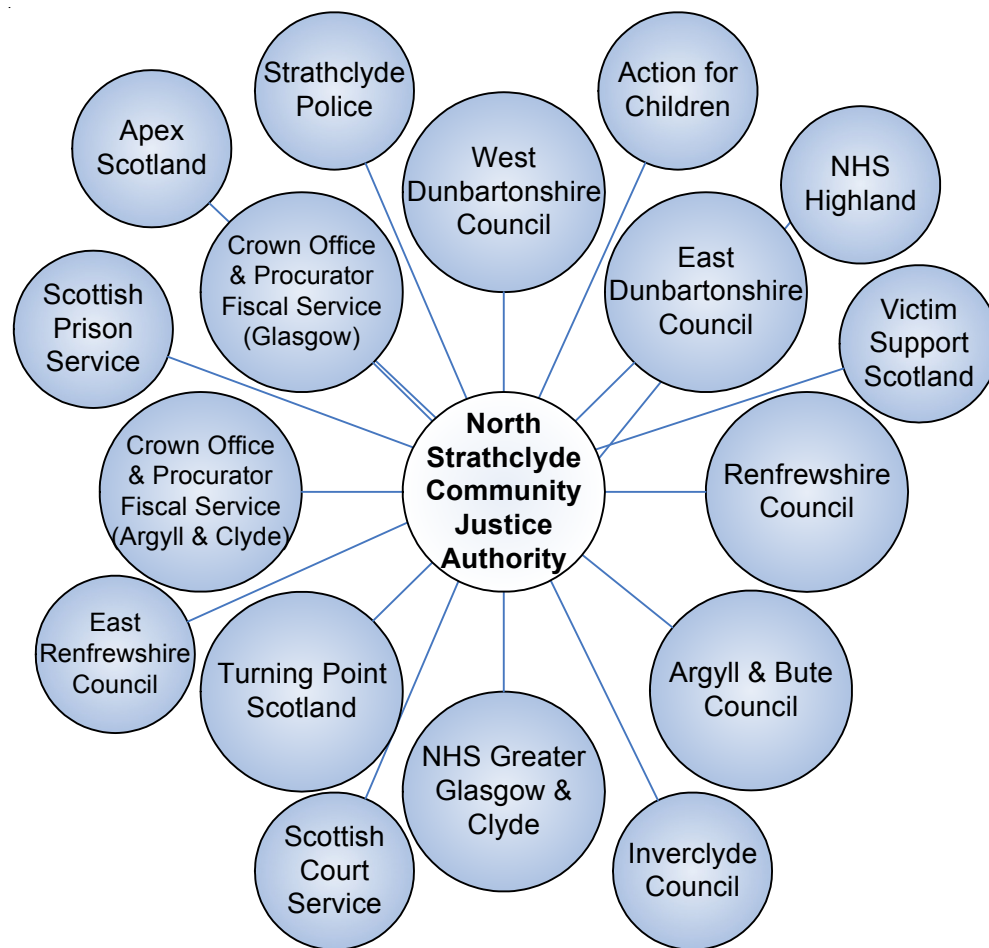
With the introduction of the Management of Offenders etc. (Scotland) Act 2005, eight Community Justice Authorities were established across Scotland in April 2006 with the purpose of reducing re-offending, improving the management of offenders and making communities safer.

Inverclyde is part of the North Strathclyde Community Justice Authority along with neighbouring local authorities and statutory partners as outlined in the diagram opposite. The NSCJA vision for the development of criminal justice services can be found in the *NSCJA Area Plan 2008 - 2011*, which can be accessed on: <http://www.nscja.co.uk/publications/areaplans/2008/>

The Community Justice Authority assumed full authority for budgetary matters relating to Criminal Justice Social Work Services in April 2007.

Although the Community Justice Authority assumes oversight of Criminal Justice Social Work Services, it remains the responsibility of each of the Social Work Services Local Authorities to deliver services in their own geographical area.

Diagram of the North Strathclyde Community Justice Authority



## Macmillan Cancer Support and Inverclyde Council Partnership

Macmillan Cancer Support, registered charity number 261017. Isle of Man charity number 604

**WE ADVISE on**   
**Welfare BENEFITS  
and Tax Credits**

**We can Help you  
deal with the  
FINANCIAL impact  
of Cancer**

**We provide  
GRANTS**

**Macmillan & Inverclyde Council**

**Inverclyde Royal Hospital**

**Wards F South and L South**

call **Jacqueline Coyle or Sandra Murphy**  
on **01475 714461** or email  
**macmillanbenefits@inverclyde.gov.uk**

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

The Macmillan & Inverclyde Council Welfare Rights Service provides comprehensive benefits check ensuring maximum uptake of benefits and grants for people and their families / carers affected by cancer. In its initial year it has:

- Progressed claims for 451 cancer patients and their families.
- Initiated 134 grants applications resulting in awards of nearly £50,000.
- Obtained arrears of benefit of more than £75,000.
- Achieved a total monetary gain of £932,747.

### Feedback from cancer patients:

“

“It has been a very stressful year for me and the Welfare Rights Officer has made a great difference to my life. Without the service people like me would not have the information and support they need. I am so grateful to her for her time, patience and understanding at this horrible time in my life.”

“The Welfare Rights Officer was a great help to us both, and very patient and understanding with things we were not sure of. She was just great. We can put the heating on and not worry about the bill.”

”

# Recent Legislation

There are over one hundred legislative and policy requirements that impact on Social Work. The following is an outline of recent legislation and developments in this area:

- **Carers Support and Recognition Act 1995**
- **Adults with Incapacity (Scotland) Act 2000**
- **Housing (Scotland) Act 2001**
- **Freedom of Information (Scotland) Act 2002**
- **Community Care and Health (Scotland) Act 2002**
- **Local Government in Scotland Act 2003**
- **Mental Health (Care and Treatment) (Scotland) Act 2003**
- **Criminal Justice (Scotland) Act 2003**
- **Homelessness etc. (Scotland) Act 2003**
- **Anti-Social Behaviour etc. (Scotland) Act 2004**
- **Management of Offenders etc. (Scotland) Act 2005**
- **Disability Discrimination Act 2005**
- **Equality Act 2006**
- **Disability Equality Duty 2006**
- **Joint Inspection of Children's Services and Inspection of Social Work Services (Scotland) Act 2006**
- **Adoption and Children (Scotland) Act 2007**
- **Gender Equality Scheme (2007)**
- **Adult Support and Protection (Scotland) Act 2007**
- **Protection of Vulnerable Groups (Scotland) Act 2007**
- **Criminal Justice and Licensing (Scotland) Bill (2009)**
- **Public Services Reform (Scotland) Bill (2009)**

In addition to policy and legislation, the Scottish Government has placed a renewed emphasis on tackling inequality (including health inequality), poverty and deprivation in Scotland as evidenced in the National Performance Framework. Social Work Services has a key role to contribute to these policy objectives.

# Policy Drivers

The following is an outline of some of the recent [key policy drivers](#):

**Joint Future** The Joint Future agenda is the driver for delivery of better outcomes for service users and their carers through integration of services across all community care groups.

**Meeting National Care Standards** The Care Commission regulates and inspects all care services in Scotland using National Care Standards to ensure that people using care services receive the same standard of care wherever they live in Scotland.

**Same as You? A Review of Services for People with Learning Disabilities, (2000), Scottish Executive** This report offers a vision for learning disabilities services.

**Scottish Executive Response to Care 21 Report: The Future of Unpaid Care in Scotland, (2006), Scottish Executive** This was in the form of a ten year plan, prioritising young carers breaks; carers health and carer training.

**All our Futures: Planning for a Scotland with an Ageing Population, (2007), Scottish Executive** This is a strategic approach to consider how best to respond to and plan for this demographic change and the impact on Social Work Services.

**Plan for Action on Alcohol Problems – Update, (2007), Scottish Executive** This is a three year plan with the aim of changing drinking cultures and reducing alcohol related harm.

**The Road to Recovery: A New Approach to Tackling Scotland's Drugs Problem, (2008), Scottish Government** The focus of this strategy is on recovery and for service delivery to support people to move on to a drug-free life.

**Equally Well: Report of the Ministerial Task Force on Health Inequalities, (2008), Scottish Government** This report outlines the challenges of health inequalities which is also one of the five National Objectives outlined in the National Performance Framework.

**For Scotland's Children: Better Integrated Children's Services, (2001), Scottish Executive** Proposed improved integrated working, including joint workforce planning, service planning and preventative approach to assessment and intervention.

**“Its Everyone's Job to Make Sure I'm Alright”: Report of the Child Protection Audit and Review, (2002), Scottish Executive** This report presents the findings and recommendations of a review of child protection practice which was carried out across Scotland.

**Getting Our Priorities Right: Good Practice Guidance for Working with Children and Families Affected by Substance Misuse, (2003), Scottish Executive** This is guidance for any service provider / agency that may have contact with children or parents who have a drug or alcohol problem.

**Hidden Harm, (2004), Scottish Executive** This report focused on children who have a parent(s) whose drug / alcohol use has serious negative consequences for themselves and their children.

**Getting it Right for Every Child, (2005), Scottish Executive** This was the first of a suite of reports on children's services.

**Changing Lives Implementation Plan, (2006), Scottish Executive** This five year plan identified five change programmes to take forward a new direction for Social Work Services in Scotland.

**Personalisation: An Agreed Understanding, (2007), Scottish Government** This is one of the Changing Lives change programmes.

**Performance Improvement Framework, (2006), SWIA** This tool was designed to assist in the task of self-evaluation for services.

**Quality Improvement Framework, (2006), Scottish Executive** This was developed as part of the For Scotland's Children agenda and is a tool for services to undertake self-evaluation which complements independent inspection process.

**National Strategy for the Development of the Social Services Workforce in Scotland: A Plan for Action 2005 – 2010, (2005), Scottish Executive** This strategy underlines the need for Social Work Services staff to be equipped to respond to the changing demands of the service.



**Improving Front Line Services:A Framework for Supporting Front Line Staff, (2005), Scottish Executive** This is a broader framework looking at all employees, including those who may not be directly involved in delivering a front line service.

**Transforming Public Services:The Next Phase of Reform, (2006), Scottish Executive** This document stimulated discussion covering all parts of the Scottish public services, so is much wider than Social Work Services.

**Government Economic Strategy, (2007), Scottish Government** The purpose of this document is to “focus Government and public services on creating a more successful country with opportunities for all of Scotland to flourish through increasing sustainable economic growth.”

**Concordat between the Scottish Government and Local Government, (2007), Scottish Government** This is an agreement between each Local Authority and the Scottish Government outlining the allocated budget. Every Local Authority had to produce a Single Outcome Agreement, which demonstrates how local outcomes links to meeting the National Performance Framework.

**Scotland’s Choice: Report of the Scottish Prisons Commission, (2008), Scottish Prisons Commission** This report considered the purpose and impact of imprisonment, making twenty-three recommendations.

**Protecting Scotland’s Communities: Fair, Fast and Flexible Justice, (2008), Scottish Government** This report brings together the reforms to the Criminal Justice system in Scotland currently underway.

**Towards 2012: Homelessness Support Project, (2008), Scottish Government** This report and subsequent project was set up to assist Local Authorities meet this National target.

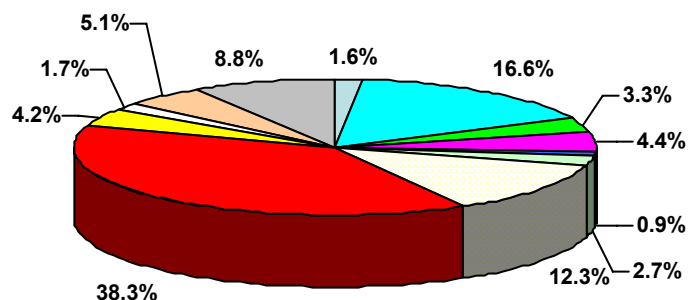
**Guide to Support Self Evaluation, (2009), Social Work Inspection Agency** This guide is the first of a suite of supporting documents to be published by SWIA.



# Resources

## Financial Resources

The approved gross budget for Social Work Services was **£64,298,210** for 2008 / 2009. The table and chart below outline the breakdown of this into service areas.



■ Addiction Services	■ Children & Families
■ Criminal Justice	■ Mental Health
■ Financial Inclusion	■ Homelessness
■ Learning Disability	■ Older People
■ Physical/Sensory Impairment	■ Service Strategy
■ Support Services	■ Supporting People

Service Area	Gross
Addiction Services	£1,028,060
Children and Families	£10,648,848
Criminal Justice*	£2,108,990
Homelessness	£1,752,890
Learning Disabilities	£7,923,040
Mental Health Services	£2,860,920
Older People	£24,654,850
Physical / Sensory Impairment	£2,692,810
Financial Inclusion	£607,750
Service Strategy**	£1,079,960
Support Services	£3,308,862
Supporting People***	£5,631,230
<b>Total</b>	<b>£64,298,210</b>

\* This includes monies received to provide an enhanced Throughcare service across the three Local Authorities of Inverclyde; East Renfrewshire and Renfrewshire and to host the Co-ordinator for the Multi-Agency Public Protection arrangements which cover the six Local Authorities comprising the NSCJA.

\*\* This now includes the SWIFT Team, Social Work Services systems management project.

\*\*\* This figure includes Housing Support payments, infrastructure costs and earmarked reserves.

## Staff Resources

There are currently **1,215** people (**957 WTE**) employed by Social Work Services. The following tables present a breakdown of all Social Work Services staff by service user group and staff group. The information has been extracted from *Staff of Scottish Local Authorities Social Work Services 2008, (2009), National Statistics Publications, Scottish Government*. This can be accessed on:

<http://www.scotland.gov.uk/Publications/2009/06/23092957/0>

Please Note: **WTE** is an abbreviation for Whole Time Equivalent.

Service User Group	Number	WTE
Services for Children	192	170
Services for Adults (Community Care)*	773	561
Services for Offenders (Criminal Justice)	51	48
Generic Provision **	120	112
Management / Administration	79	66
<b>Total</b>	<b>1,215</b>	<b>957</b>

\* This includes, for example, Home Helps and Day Care staff.

\*\* This includes, for example, Homelessness Staff, Information Workers and Welfare Rights Officers.

It can be seen from the above table that 93% of all staff are directly involved in the delivery of services.

Staff Group	Number	WTE
Senior Managers *	52	49
Social Workers	110	103
Other Qualified / Fieldwork Staff **	77	74
Social Work / OT Assistants	76	73
Home Care Staff & Managers	457	305
Other Domiciliary Staff	34	23
Day Care Managers & Qualified Care Staff	24	23
Day Care / Care Staff	81	62
Residential Managers & Qualified Care Staff	41	39
Residential Care Staff ***	0	0
Support Staff ****	263	207
Trainee Social Workers	0	0
<b>Total</b>	<b>1,215</b>	<b>957</b>

\* This includes, for example, Heads of Service, Service Managers, Assistant Service Managers and Senior Social Workers.

\*\* This includes, for example, staff with qualifications at SVQ and HNC level.

\*\*\* All Social Work Services Residential and Care Staff have a qualification in Inverclyde and this category relates to unqualified staff.

\*\*\*\* This includes both Administration and Finance staff.

From the above table it can be seen that Senior Managers represent 5.2% of the total WTE staff.

# Community Care

“The aim of community care is to enable people to live for as long and as independently as possible in their own home, or in the community.”  
Community Care in Scotland, (2007), Scottish Parliament Information Centre (SPICe)

## Principal Responsibilities

Social Work Services principal responsibilities in this field include:

- To assess community care needs of individuals.
- To provide services and arrange for these to be delivered from a range of providers.
- To provide packages of care and co-ordinate, review and monitor these.
- To protect vulnerable adults from abuse and maintain an adult protection register.
- To lead the planning process with other agencies.
- To work jointly with other agencies from the statutory, private and voluntary sectors.
- To commission new services.
- To monitor service quality.
- To meet National Standards for all service provision.
- To compile and publish a strategic joint plan with other partners.
- To respond to the requirements for the introduction of new legislation.

## Services and User Groups

The services and user groups provided for include:

- Older People's Services
- Care at Home
- Housing Support Funding
- Assessment & Care Management
- Carers Services
- Those who experience problems with alcohol and drugs.
- Disability Services
- Learning Disability Services

## How Did We Perform?

The following performance indicators provide some baseline information on Community Care services for the period 2008 / 2009.

- There were **814** Single Shared Assessments completed across Community Care services (excluding Addiction Services).
- **72%** of all Single Shared Assessments were carried out within the appropriate timescale.
- A snapshot from 24<sup>th</sup> – 31<sup>st</sup> March 2009 indicated there were **1,046** people aged 65+ who received a homecare service.
- **28.9%** of homecare service users 65+ who are receiving homecare services with 10 hours or more service.
- **5.2%** of all homecare service users' received homecare with 20 hour or more service.
- **91.8%** of home care service users received personal care.
- **9.4%** of home care service users received evening or overnight service and **66.7%** received a service at weekends.

- As at 31<sup>st</sup> March 2009 there were **16** people in receipt of a Direct Payment.
- National Targets for 2008 were set to reduce the number of people delayed in hospital to **0** and Inverclyde has continued to maintain performance in meeting this target for 2009.
- **611** meals on wheels are being distributed to **154** people per week.
- There are **445** people with a learning disability known to Social Work Services who are receiving a service.
- **3,318** referrals were made to the Inverclyde Centre for Independent Living (ICIL).
- The Joint Store, located at ICIL, provides access to a range of occupational therapy equipment that is vital in supporting people to live at home. **885** items were issued in 2008 / 2009.

## Adult Support and Protection

The *Adult Support and Protection (Scotland) Act 2007* places a duty on Local Authorities to make the necessary enquiries to establish whether or not further action is required to stop or prevent harm from occurring. Adults at risk are identified within the Act as adults (aged 16 or over) who are unable to safeguard their own well-being, property, rights or interests, are at risk of harm, and because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

**In 2008 / 2009, 26 Adult Support and Protection investigations were carried out by staff from Social Work Services.**

## Mental Health Officer (MHO) Data

Inverclyde Council has a statutory responsibility to provide MHO services in order to meet duties in line with the *Mental Health (Care and Treatment) (Scotland) Act 2003*. During 2008 / 2009 a total of **194** actions in relation to this Act were carried out by the MHO service. The table below provides a further breakdown of this:

Mental Health Officer Activity	Output
Section 36 (Emergency Detention)	39
Section 44 (Short Term Detention)	81
Interim Compulsory Treatment Orders	12
Compulsory Treatment Orders	25
Other Activities / Reports	37
<b>Total</b>	<b>194</b>

## Telecare

Telecare Services provide a range of assistive technology devices which are used to support vulnerable people to live independently. Telehealth Services have also been introduced more recently which allows the passing and monitoring of physiological information between patients and medical staff. It is hoped that by empowering individuals to manage their own condition better, will result in an improvement to their quality of life and prevent avoidable admissions to hospital.

**During 2008 / 2009 there was 502 new telecare services started for service users across Community Care.**

## Addiction Services

Inverclyde Council has a separate Alcohol Service, Inverclyde Alcohol Service, and a Drugs Service, the Community Drugs Team and both services work in close partnership with NHS Greater Glasgow and Clyde. The following table provides a breakdown of their core activity for the period 2008 / 2009:

Service	No. of Referrals	Single Shared Assessments Completed
Inverclyde Alcohol Service	427	348
Community Drug Team	148	117
<b>Total</b>	<b>575</b>	<b>465</b>

**Inverclyde Alcohol Service also delivers an Alcohol Home Detox and Outreach Service where 77 referrals were made in 2008 / 2009.**

**Cabinet Secretary for Health and Wellbeing** Nicola Sturgeon was in Greenock on Tuesday 20 May 2008 to speak to Council officials about health issues facing Inverclyde.



Ms Sturgeon visited the Hillend Day Centre where she had an hour-long meeting with Council leader, Councillor Stephen McCabe; Health and Social Care Convener, Councillor Joe Millwee, officers from the Council's Social Care team and representatives from Inverclyde Community Health Care Partnership.

## Highlights / Developments

### Young Persons Alcohol Team

The Young Persons Alcohol Team is fully operational and on target to meet Fairer Scotland Fund outcomes (1700+ contacts with school children by end of Summer term) A programme of visits and events has been developed for the remainder of 2009-2010, targeted at all Inverclyde school children Primary 6 and above.

### Mental Health

Major focus of ongoing work is Modernising Mental Health Strategy Implementation, jointly with NHS GG&C and Inverclyde CHP.

Continuing development of approaches to support recovery and employability include:

- Caddlehill Street Nursery Social Enterprise development, led by Inverclyde Association for Mental Health, in partnership with Mental Health services. Providing increased opportunity for moving back to Employment - volunteering opportunities; 2 permanent jobs created within Caddlehill Street.
- Establishment of Focus Groups with James Watt College - providing taster sessions for educational opportunities and targeted to people with severe and enduring mental illhealth.
- Inverclyde Leisure undertaking fitness programmes with mental health service users, previously provided directly by mental health team. Now enabling people to use existing mainstream services with appropriate support.
- Continuing partnership approach with Housing Associations to improve access to good quality accommodation for people with severe and enduring mental ill health.

# Homelessness

The *Homelessness etc. (Scotland) Act 2003* gave powers to take forward a recommendation whereby the rights of those assessed as being in “priority need” should be extended to everyone assessed as homeless, and therefore abolishing this categorisation. A timescale for this was set for 2012. This National Target, in effect, gives all unintentionally homeless people the right to settled accommodation.

Details of how this target will be achieved locally are outlined in Inverclyde Council’s Homelessness Strategy 2007 / 2009 which can be accessed on:

<http://www.inverclyde.gov.uk/GeneralR.aspx?id=454&catid=1309>

## Services and User Groups

The services and user groups provided for include:

- Homelessness assessments
- Homeless prevention
- Health & Homelessness Services
- Liaison with local Registered Social Landlords
- Service user involvement
- Young people leaving care
- Temporary homeless accommodation
- Prison surgeries and liaison
- Independent advice & information from the Legal Services Agency, funded by Homelessness Services
- Liaison with Gypsies / Travellers

## Principal Responsibilities

Social Work Services principal responsibilities in this area include:

- To ensure that Inverclyde Council satisfies its statutory functions within the terms of the homelessness legislative framework.
- To ensure that the needs of homeless people within the area can be met on a 24 hour / 365 day basis.
- To provide an effective and early intervention process in the area of homeless prevention.
- To provide and effectively manage a temporary furnished accommodation service to meet the needs of homeless service users.
- To increase awareness of homelessness issues within the area.
- To provide informed and fair statutory homelessness assessments.
- To ensure that homeless service users have the best possible opportunity to resettle back into community life once re-housed.

## How Did We Perform?

The following statistical information has been extracted from the *Operation of the Homeless Persons Legislation in Scotland: National and Local Authority Analyses 2008 / 2009, (2009), Scottish Government*. This can be accessed on:

<http://www.scotland.gov.uk/Publications/2009/09/03122620/0>

- **633** people presented as homeless during 2008 / 2009, of which **385** were assessed as homeless under the Homeless Persons legislation.
- **328** people were assessed as Priority Homeless under the Homeless Persons legislation. This represents a figure of **85%** of those deemed homeless, exceeding the national 2009 Scottish Government target for Inverclyde of 83%.
- Of the **633** people, this included **383** single males; **113** single females; **88** single parents; **12** couples with children; **14** couples without children and **23** other households.
- **26%** of applicants were also on a waiting list for housing association housing. This is the sixth lowest in Scotland.
- **44 (6.95%)** were re-assessed as homeless / potentially homeless within a twelve month period of a previous assessment.
- **155** statutory homeless households were housed by Housing Associations via the Section 5 referral arrangements. This represents **47.2%** of the **328** people assessed as priority homeless to whom the Council owed a duty to offer permanent accommodation during the reporting year.
- For the fourth consecutive year, there were no breaches of the Homeless Persons (Unsuitable Accommodation Order) (Scotland) Order 2004 that states no pregnant women or dependent children are accommodated in Bed and Breakfast accommodation and other unsuitable / shared facilities arrangements for more than fourteen days.

## Highlights / Developments

### Positive Action in Housing (PAiH)



PAiH provided training to the Homeless Strategy Steering Group in February 2009 on Equality and Diversity. 25 people from across Social Work Services, other agencies and a service user attended this. Following feedback and a follow-up the PAiH trainer concluded:

*“Inverclyde Council has a commitment to creating a culture of equality throughout and training and awareness raising alongside policies and practice is good for building the confidence and morale of staff on equalities issues.”*

### Scottish Housing Regulator

Following the Scottish Housing regulator inspection in 2008, an Improvement Plan was agreed, developed and implemented.

### Homeless Alcohol Detox Team

A Homelessness Alcohol Detox Team was developed using Fairer Scotland Funding arrangements, in partnership with Addiction Services and Inverclyde Community Health Partnership (CHP).



# Children and Families

The *Children (Scotland) Act 1995* provides the main legislative framework in this service area. This includes details of the duties and powers available to Social Work Services to support children and their families and to intervene where necessary. There is a wide spectrum of involvement and services in this area as described below:

## Principal Responsibilities

Social Work Services principal responsibilities in this field include:

- To protect children from abuse and maintain a Child Protection Register.
- To provide support and practical assistance to children and families.
- To look after children who cannot stay at home.
- To work with young people in trouble.
- To liaise closely with other agencies.
- To contribute to a Council wide Integrated Children's Services Plan.
- To provide an Adoption and Fostering Agency.
- To commission new services.
- To draw up standards for service provision.
- To monitor service quality.
- To meet national standards for all service provision.

## Services and User Groups

The services and user groups provided for include:

- Foster Care and Adoption
- Family Support and Child Protection
- Young Carers
- Residential Care
- Throughcare, Youth Homelessness and Aftercare
- Indie Project (young people misusing drugs / alcohol.
- Children with and affected by disability
- Counselling and guidance to young people and families.
- Youth Justice



## How Did We Perform?

The following performance indicators provide some baseline information on Children and Families services for the period 2008 / 2009:

- There were **630** Social Background Reports (SBR) submitted. The National Standard and target is that 75% of SBR's are submitted within 20 working days. In Inverclyde **59%** were submitted within this timescale.
- **68** new Supervision Requirements were made and **96%** of children were seen within 15 days of the Children's Hearing.
- **347** children and young people were Looked After or Accommodated as at 31<sup>st</sup> March 2009 and **89%** of those were in Community Placements.
- **580** children and young people received a service from Social Work on a voluntary basis.
- There were **325** children referred for Child Protection and **44%** of those were subject to a Case Conference. **28.6%** of those referred were placed on the Child Protection Register.
- 111 young people received a service from the Throughcare Team
- Academic Attainment of Children Ceasing to be Looked After: **35** young people aged 16-17 ceased to be Looked After during 2008 / 2009. Of those, **23** young people attained at least one SCQF level 3 in any subject and **14** young people attained SCQF English and Maths.

## Highlights / Developments

- Work to identify site for new childrens' unit has progressed.
- Appointed a Principal Teacher for children who are Looked After and Accommodated.
- We have implemented new regulations relating to Looked After children.
- We have implemented a post adoption service.
- We have established a care leavers forum.

On 19 February 2009 the Council allocated funding of £1.4 million in the two year budget to build a new six-bed facility to replace the Redholm Children's Home in Port Glasgow.



Councillors Dorrian and McIlwee at Redholm Children's Unit

# Criminal Justice

Social Work Services deliver the Criminal Justice services outlined below on behalf of Scottish Government.

Community Justice Authorities were established in 2007 as the vehicle for joint working to plan and monitor the delivery of services to reduce re-offending. Inverclyde is part of the North Strathclyde Community Justice Authority.

## Principal Responsibilities

Social Work Services principal responsibilities in this field include:

- To provide effective assessment and management of offenders within the community, whilst safeguarding and maintaining community safety.
- Provide a broad range of effective community based disposals with a view to reduce re-offending and reducing the unnecessary use of custody.
- To provide a prison based social work service.
- To meet National Standards in relation to all service provision.
- Engage with partners in the Criminal Justice System.
- Ensure that the principles of social inclusion are extended to work with offenders and victims of crime.
- Commissioning of new services.
- Drawing up standards for service provision.
- Monitoring service quality.

## Services and User Groups

The services and user groups provided for include:

- Probation
- Throughcare
- Court Services
- Supervised Attendance Orders
- Prison Based Social Work Services
- Drug Treatment and Testing Orders
- Offence Focused Group Work Programmes
- Community Service
- Social Enquiry Reports
- Bail Services
- Diversion from Prosecution

## How Did We Perform?

The following performance indicators provide some baseline information on Criminal Justice during the period of 2008 / 2009:

- There were **987** Social Enquiry Reports submitted to Courts and **100%** of these were submitted within the timescale.
- **166** new Probation Orders were issued, an increase of **37%** from the previous year. This included **101** new probationers, of whom **97%** were seen within one week.
- **156** new Community Service Orders (CSO) were issued. **77** CSO's were completed and **3.6** hours per week was the average number of hours taken to complete the orders. On average, a CSO is completed in approximately **11.7** months.



Audrey Howard was appointed the post of Service Manager, Criminal Justice.

## Throughcare

An enhanced Throughcare service is delivered across the three Local Authorities of Inverclyde; East Renfrewshire and Renfrewshire. The table below provides a breakdown of the core activity for 2008 / 2009.

Service	Number in Inverclyde	% of Partnership Total
Statutory Throughcare Cases *	79	30%
Number of Reports Requested **	107	30%
Throughcare Addiction Service ***	39	32%
Integrated Case Management (ICM) ****	94	31%

\* All cases in custody.

\*\* All reports include parole; home leave and home detention curfew.

\*\*\* Cases commenced.

\*\*\*\* ICM includes all cases where a case conference was requested during each reporting period.

## Prison Based Social Work

Prison Based Social Work (PBSW) provides a statutory service to the Scottish Prison Service for sex offenders; schedule 1 offenders; long-term prisoners; recall prisoners; life prisoners and those who are subject to a statutory supervision order on release. The table opposite gives a breakdown of PBSW cases at HMP Greenock as at 31<sup>st</sup> March 2009.

Type of Statutory Case	Number as at 31 <sup>st</sup> March 2009
Recall Prisoners	15
Life Prisoners	9
Long-Term Prisoners	24
Extended Sentence Prisoners	3
Sex Offenders	5
Schedule 1 Offenders	7
Both Schedule 1 and Sex Offender	13
<b>Total Statutory Prisoners</b>	<b>76</b>

## Highlights / Developments

### Inverclyde Constructs Programme

- This is an intensive group work programme aimed at primarily men on probation who are assessed as being a moderate / high risk of re-offending. 8 of the original 12 participants successfully completed this programme, the highest rate in Scotland.
- Inverclyde Criminal Justice Social Work helped to organise a conference jointly with the Scottish Prison Service, on Women Offenders, exploring best practice.
- From an annual audit of Community Service undertaken by the Association of Directors of Social Work, Inverclyde was one of only six Local Authorities who achieved 100% of offenders having their post-sentence review within five days.



People on the decorating team as part of Community Service

# Celebrating Success

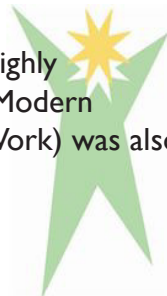
## Social Work Shine in Pride of Inverclyde Awards!



Inverclyde Council's first-ever Employee Recognition Scheme saw the great and the good gather at the Town Hall for a Gala Dinner in December 2008 and the opportunity to toast staff who go above and beyond the call of duty.

Winners of the category 'Safe, Sustainable Communities' were the team at the [Centre for Independent Living](#), who have been giving a first class service to disabled people for many years. The team help people with physical disabilities or sensory impairments to remain as independent as possible in their own homes.

[Mary Purcell](#) (Social Work Resettlement Team) was Highly Commended in this category and in the category 'A Modern Innovative Organisation' [Lorraine Thomson](#) (Social Work) was also Highly Commended



## APSE Service Awards for 2008!



The '[Inverclyde Social Care and Health Partnerships Fast Track Elderly Assessment Service](#)' and '[Choose Life Inverclyde](#)' were among the finalists in the APSE Service Awards for 2008. These were in the categories of Public/Public Partnership Working and Public/Voluntary Partnership Working respectively.

APSE, the Association for Public Service Excellence is a government body working throughout the UK promoting excellence in public services. The 2008 awards attracted 350 submissions from over 140 public sector organisations across England, Northern Ireland, Scotland and Wales.

# Continuous Improvement

## Inspection and Scrutiny

Social Work Services are inspected by a wide range of scrutiny bodies including the Social Work Inspection Agency (SWIA); Care Commission; Mental Welfare Commission; Scottish Housing Regulator; Her Majesty's Inspectorate of Education (HMIE); Audit Scotland and the Scottish Government.

The Scottish Government announced in November 2008 that there will be two new scrutiny and improvement organisations from April 2011, the first for social work and social care services and the second for healthcare services. The new organisation, *Social Care and Social Work Improvement Scotland (SCSWIS)*, will essentially see a combining of SWIA and the Care Commission.

## Scottish Housing Regulator

Inverclyde's Homelessness Service was inspected in March – April 2008, with the report being published in August 2008. The report states: "The award of C grade to the service reflects the Council's achievements and progress." An Improvement Plan detailing eight recommendations was agreed, developed and implemented. The report can be accessed on:

[http://www.scottishhousingregulator.gov.uk/stellent/groups/public/documents/webpages/shr\\_councilinspectionreports-a.hcsp#PI8\\_1166](http://www.scottishhousingregulator.gov.uk/stellent/groups/public/documents/webpages/shr_councilinspectionreports-a.hcsp#PI8_1166)

## Social Work Inspection Agency (SWIA)

Inverclyde Criminal Justice Social Work Service was involved in a multi-agency national inspection of high risk offenders in March 2008. The report was published in June 2009 and can be accessed on: <http://www.swia.gov.uk/swia/589.html>

## Her Majesty's Inspectorate of Education (HMIE)

HMIE undertook a multi-agency review of service to protect children and young people in the Inverclyde area, with the field-work inspection taking place during June – September 2008. HMIE published their report in February 2009 and this can be accessed on: <http://www.hmie.gov.uk/ViewEstablishment.aspx?id=11855&type=12>. Inverclyde is one of the best performing areas in Scotland.

## Care Commission

The Scottish Commission for the regulation of Care (the Care Commission), was established in 2002 under the regulation of Care (Scotland) Act 2001 to regulate care services in Scotland. The Care Commission, following an inspection, has power to make enforcements, requirements and recommendations. During 2008 / 2009 there were no enforcements in any of the services; **3** requirements and **25** recommendations made across all services. All inspection reports can be accessed on:

<http://www.carecommission.com/index.php>

The table opposite provides further details of all social work services that were inspected by the Care Commission and their respective grading.

## Care Commission Inspections of Social Work Services in 2008 / 2009-09-13

	Service	Date of Inspection	Number of Recommendations	Grading
Older People	Care and Support at Home*	05.09.2008	2	Awarded <b>Good</b> in three quality themes
	Respite Unit	27.10.2008	0	Awarded <b>Good</b> in four quality themes
		26.02.2009	3	Awarded <b>Good</b> in four quality themes
	Day Services	25.11.2008	0	Awarded <b>Good</b> in four quality themes
Learning Disability	Fitzgerald Centre	01.09.2008	4	Awarded <b>Good</b> in two and <b>Adequate</b> in two quality themes
	McPherson Resource Centre	20.06.2008	0	Awarded <b>Good</b> in four quality themes
	Learning Disability Day Opportunities	10.02.2009	0	Awarded <b>Very Good</b> in four quality themes
	Learning Disability support and Care at Home*	19.02.2009	0	Awarded <b>Very Good</b> in three quality themes
Homeless Centre	Inverclyde Centre	06.01.2009	2	Awarded <b>Good</b> in three quality themes
Children and Young People	Throughcare Team*	04.03.2009	0	Awarded <b>Very Good</b> in three quality themes
	Redholm	15.10.2008	1	Awarded <b>Excellent</b> in one and <b>Very Good</b> in three quality themes
		11.02.2009	2	Awarded <b>Excellent</b> in one and <b>Very Good</b> in three quality themes
	Crosshill Home	14.10.2008	1	Awarded <b>Excellent</b> in one and <b>Very Good</b> in three quality themes
		02.03.2009	1	Awarded <b>Excellent</b> in one and <b>Very Good</b> in another quality theme
	Neil Street Children's Home	02.03.2009	1	Awarded <b>Excellent</b> in one and <b>Very Good</b> in three quality themes
	Adoption Service Fostering Service	31.03.2009 31.03.2009	2 6	Awarded <b>Very Good</b> in three quality themes Awarded <b>Very Good</b> in three quality themes

\* These services have a separate support and housing support element in Care Commission inspections.

## Customer Voice

Social Work Services welcomes and actively encourages feedback from service users, whether by informal or formal means.

Consultation with service users and carers, stakeholders and staff is an integral part of:

- Best Value
- Self-evaluation e.g. SWIA Performance Improvement Model,
- Quality assurance tools e.g. Public Service Improvement Framework
- Outcomes within the context of Single Outcome Agreement.

There are a wide variety of methods used both to involve and consult with service users and carers. These include:

- Service User Forums
- Service User Questionnaires
- Internet Feedback Tools

# Responding to Complaints

Complaints offer a valuable means of listening and responding to the customer's voice in all aspects of service delivery. The responsibility for managing social work services complaints process and ensuring compliance with statutory requirements rests with the Contract, Monitoring and Complaints Team. The table below provides a further breakdown of complaints.

- During 2008 / 2009 there were **43** formal complaints, which is a **28%** decrease from the previous year.
- **88%** of complaints were acknowledged within the National five day target.
- **95%** of complaints were closed within the National 28 day target or **agreed** extension timescale.

	Community Care	Children & Families	Criminal Justice	Homeless	Total
No of Complaints	22	20	1	0	43
Upheld/					
Partially Upheld	9	8	1	0	18
Not Upheld	2	2	0	0	4
<b>Carried Forward</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>5</b>

In line with the statutory complaint procedure, complainants have a right to appeal if they continue to be dissatisfied with the outcome of their formal complaint. During 2008 / 2009, **3** complaints were taken to appeal. This indicates that **92%** of complainants were satisfied with the outcome of their complaint.



The Strategy Section also has a role in the service improvement process, in linking the findings of upheld complaints within Social Work Services to the quality assurance framework. The following tables outline the number of Service Improvement Action Plans (SIAP) and recommendations and themes.

Service Area	Number of SIAP	Recommendations
Community Care	*5	14
Children & Families	*2	4
Criminal Justice	0	0
Homelessness	0	0
Advice & Information**	1	1
<b>Total</b>	<b>7</b>	<b>19</b>

\* One upheld complaint involved an SIAP for Community Care and Children and Families.

\*\*This is a generic service

Theme of Recommendation	Number	Percentage
Communication	2	11%
Policy / Procedures	1	5%
Training	3	16%
Line Management Action	2	11%
Service	1	5%
Recording	10	52%

## Independent Sector

The contract, Monitoring and Complaints Team also monitor informal and formal complaints activity in relation to 122 voluntary and private contracted services who supply a total of 189 different types of service on behalf of Social Work services.

- During 2008 / 2009 there were **97** complaints received. This related to **45** services, which is only **26.3%** of the overall service provision.
- 67 (70%) were formal complaints and 30 (30%) were informal.
- 70 complaints were relating to an Older People's service; 23 were concerning an Adult Community Care service and 4 were regarding a Children's service.
- **58 (60%)** complaints were upheld or partially upheld and from the resultant improvement action plans, there were a total of **92** recommendations made. The table below outlines the themes of these recommendations.

Theme of Recommendation	Number	Percentage
Communication	15	16%
Procedures	10	11%
Training	28	31%
Line Management action	33	36%
Assessment	6	6%
<b>Total</b>	<b>92</b>	<b>100%</b>

# Workforce Development

It is essential that staff from across Social Work Services are familiar and up-to-date with:

- Legal Requirements
- Policies and Procedures
- Theory and Best Practice

The *Scottish Social Services Council (SSSC)* and other regulatory bodies expect staff to demonstrate continuous development and to evidence this. The *SSSC Code of Practice* states that Social Work employees must:

“Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.”

To assist in this process the Social Work Services Training Section provide Continuous Professional Development folders for all staff, which also contains guidance on preparing for their annual performance review.

The Social Work Services Training Section has been given approval by Inverclyde Council to seek to develop our own SVQ Assessment Centre and we hope to achieve this over the coming year.

The following is an outline of some of the achievements made during 2008 / 2009.

- **105** staff successfully gained **107** qualifications. This demonstrates our continual commitment towards workforce development with over **8%** of staff consistently gaining national qualifications.
- **56** staff gained SVQ's, a **21%** increase on the previous year. This reflects the work being done by staff, managers and SVQ assessors to help staff demonstrate competency against national standards.

- **12** managers achieved management qualifications. The *Leading Services in Inverclyde* programme was introduced three years ago. A third of our managers now have a management qualification.
- **19** staff gained a certificate in a Health and Safety qualification.
- **6** people gained a post-qualifying / post graduate award.
- There have been **109** different in-house courses offered to staff. Overall, **3,124** participants have attended these courses, of which **3,001** were Social Work employees and **123** were carers, volunteers or sessional staff.
- There was a diverse range of national and local conferences attended by staff. Overall, **79** staff had **104** places on **59** different courses and conferences.
- **31** students served practice placements within Social Work Services.

## Celebrating Success



Stacey Thomson has been named Student Social Worker of the Year by the British Association of Social Workers in Scotland.

Her practice teacher said that Stacey was the best student she taught had in her 14 year career!

She is currently working with the Children and Families Team at Inverclyde after graduating from the University of the West of Scotland last year with a BA Hons in Social Work.

# Stakeholders

## Inverclyde Stakeholder Advisory Network / Community Care Forum (ICCF)

Social Work Services provides funding to this organisation and supports the *Inverclyde Stakeholder Advisory Network* which works to ensure the widest range of local people have the opportunity to influence and shape the planning, development and delivery of local health and social care services. During 2008 / 2009 ICCF had links with **7,321** individuals, groups and organisations through the Stakeholder Advisory Network. Highlights include:

- **2,759** service users and carers across all care groups were involved in consultation in relation to the Inverclyde Joint Community Care Plan 2009 – 2012.
- Carers had the opportunity to be consulted to inform the Inverclyde Joint Carers Strategy 2008 / 2011.

## Public Partnership Forum (PPF)

Public Partnership Forums were established across Scotland under NHS reforms aimed at involving the public in improving services. Within Inverclyde the PPF Executive Group was established in December 2007. This group meets on a six weekly basis and while being supported by CHP staff, is chaired by Nell McFadden, a member of the public. The PPF includes a range of community and voluntary organisations in a network which builds on existing local community involvement and community planning structures.

## Citizen's Panel

The Council's Citizen's Panel was established in 2007, where 1,000 local residents from a broad representative grouping have agreed to participate in a bi-annual questionnaire. One questionnaire has particular focus on the themes of the Council's Corporate Plan and the second is around the themes of the Council's Single Outcome Agreement. To date the return rate has been approximately 62%.

The analysis from these questionnaires has been very informative. For example, one recent theme was about child poverty and outlined that 30% of respondents with a child under the 16 years of age have a child trust fund for their child; 43% of respondents had heard of Money Matters and 44% had heard of Financial Fitness.

Another theme was concerning healthy lifestyles and 92% of respondents' indicated that "*excessive drinking of alcohol is a particular problem in Inverclyde*" and 61% knew where to access information about alcohol and support services.

## Changing Lives Practitioner Forum

The *Changing Lives: 21<sup>st</sup> Century Social Work Review* has been the most significant change agenda for the future direction of Social Work Services in Scotland. As part of this agenda a local practitioner forum was established in 2006 involving front-line practitioners to promote discussion around the change agenda and where senior management are given regular feedback on issues.

## Joint Providers Forum

The Inverclyde Joint Providers Forum was established to embrace the pace of policy and legislative change impacting on the delivery of Social Care.

Social Work Services considered it essential to engage with the Independent Sector Providers and key partners such as Health and the Care Commission in a meaningful and focused way. The aim is to ensure the delivery of high quality service provision for the people of Inverclyde.

The Forum is an essential component of Social Work Services Commissioning and Contract Management Framework and is facilitated by Social Work Services Contract Monitoring and Complaints Team. The Forum is convened bi-annually, arranging additional forums as required for specific provider groups. The frequency of the meetings and the associated follow-up sessions and action planning have demonstrated the Forum's commitment to service improvement and development which takes cognisance of Social Work Services longer term strategies for service delivery. Local "ownership" has been invaluable in terms of Providers acknowledging and understanding the relevance of service developments linking to Council wide objectives.

At the first forum a total of 42 Care Home Providers and Housing Support Providers (both internal and independent) were invited, of which 24 attended, giving a 57% representation. The main themes on the agenda were:

- Adult Protection
- Homelessness Service
- Sheltered Housing Review
- Payment for Quality Agenda
- Mental Health Services – Redesign Programme
- Social Care Procurement in Inverclyde
- Update on Care Homes Pharmacy Service

At the second forum for the Care Home Sector, 16 Providers were invited of which 12 attended, giving a 75% representation. The main themes on the agenda were:

- Capacity in Care Home Sector
- Provision of Equipment in Care Homes.
- Pandemic Flu
- Pharmacy
- Payment for Quality Agenda / Contract Monitoring
- Quality Improvement – Hospital Admissions / Discharge
- Nutrition in the Care Home
- Pressures for Change Report
- Ravenscraig Reprovision
- Adult Support and Protection Bill

# Carers

*“Carers look after family, partners or friends in need of help because they are ill; frail or have a disability. The care they provide is unpaid.” (Carers UK)*

Carers are recognised as partners with Social Work Services as detailed in the Community Care and Health (Scotland) Act 2002. It is estimated that there are over 8,000 unpaid carers in Inverclyde (2001 Census).

Within the Local Joint Planning Framework, the Carers Development Group is the main vehicle for driving forward change in service redesign and provision to meet the needs of carers. Other care-group specific development groups also feedback issues to this group. The Carers Development Group is charged with implementing and monitoring the Joint Carers Strategy. Bi-annual meetings are held with Inverclyde Carers Council where a wider group of carers have a role in monitoring progress.

## Highlights of 2008 / 2009 include:

- The Joint Inverclyde Carers Strategy 2008 – 2011 was produced and the key themes identified by carers are accessing services; short breaks; improving carers health; training for carers and developing the voice of carers to shape and influence services.
- The Short Breaks Bureau continues to develop alternative opportunities for service users and their carers and additional budgets have been allocated by Social Work Services to the Carers Centre to promote sitting services and group holidays for carers.
- Carers Rights Day focused on Money Matters and staff from Social Work Services were able to offer advice to carers on financial matters.
- Staff from Social Work Services have been promoting the benefits of telecare equipment in assisting carers in their role.
- Carers have continued to deliver briefing sessions for staff in Social Work around key issues facing carers in their caring role.



The Inverclyde Joint Carers Strategy 2008 - 2011 can be accessed on:  
<http://www.inverclyde.gov.uk/GeneralR.aspx?id=456&catid=1719>

# Respite

Carers' representatives have a pivotal role in the development of Respite Services locally through the Respite Forum. The Short Breaks Bureau aims to act as a one-stop-shop for information regarding short breaks and promotes alternative forms of breaks to shift the balance of care from residential to community based settings.

The following provides an outline of respite during 2008 / 2009:

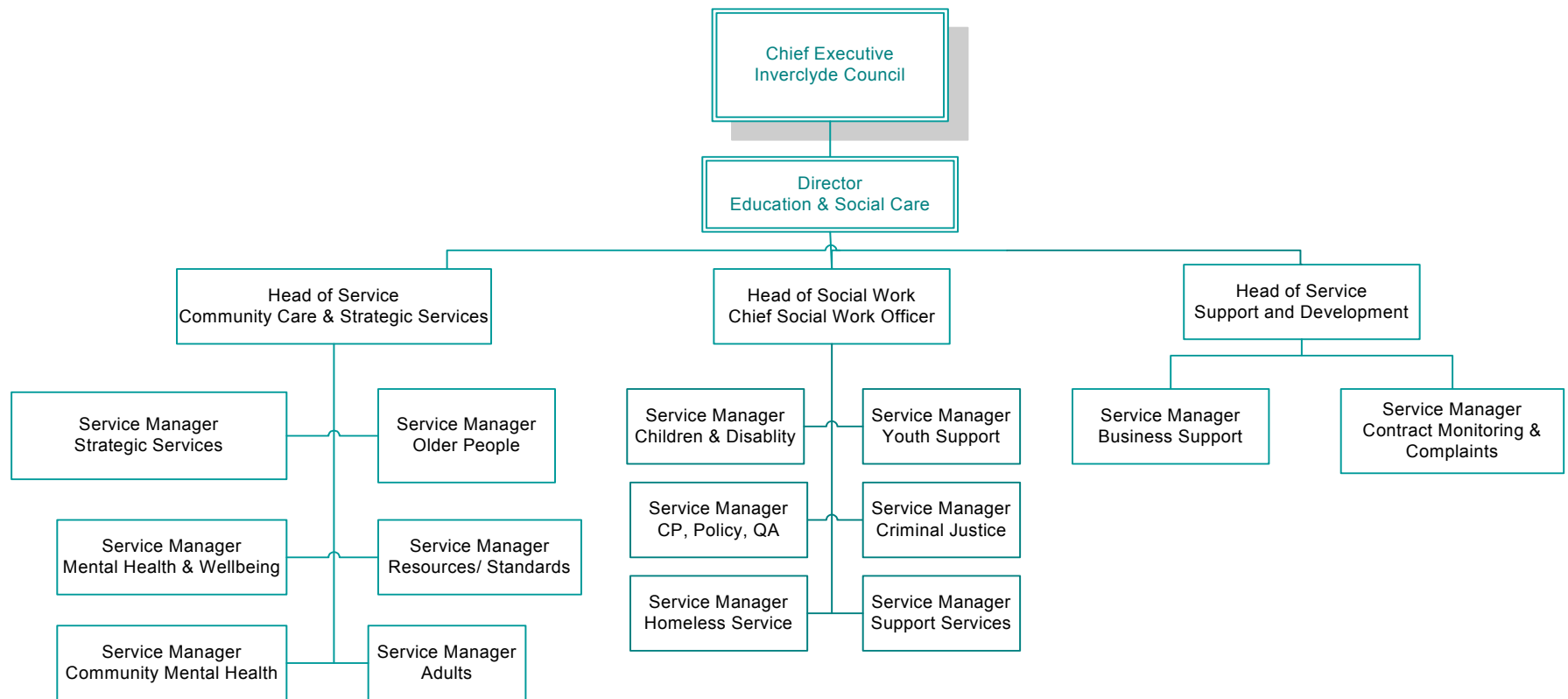
- **4,194** overnight respite services were provided to older people aged 65+ years.
- **2,855** overnight respite services were provided to adults aged 18-64 years.
- **661,136** daytime hours were provided to older people aged 65+ years.
- **196,523** daytime hours were provided to adults aged 18-64 years.
- **808** overnight respite services were provided to children with a disability.
- **6,900** daytime hours were provided to children with a disability.

# How are we going to improve and develop?

Social Work Services aims to improve and develop services in a culture of excellence and best practice. Over the following year we will focus on the following key areas:

- We will prepare for the forthcoming SWIA inspection across all Social Work Services in 2009. Following this process we anticipate the development of an action plan where we will outline how we intend to meet any recommendations.
- Progress the building of a new Wellpark Centre and co-location of Local Authority and NHS Greater Glasgow & Clyde alcohol services staff and facilities.
- Progress plans for re-development of Children's' Units.
- Progress plans and involvement in the re-provision of Older People's Mental Health Services and redesign of Community Mental Health Services with NHS Greater Glasgow & Clyde.
- Increase direct homeless prevention input throughout the Inverclyde area.
- Work towards being approved by the Scottish Qualifications Authority as an approved assessment centre for Social Vocational Qualifications.
- Pilot the Public Services Improvement Framework in Criminal Justice Services.

# Appendix I. Structure Chart



# Jargon Busters!

## Community Care

**Single Shared Assessment:** Is a report that can be completed by social work or health to identify a person's needs.

**Direct Payment:** Being in control of managing your own care financially.

## Children & Families

**Looked After or Accommodated:** This is where a child / young person are on a Supervision Requirement and continues to live at home or with relatives. Being Looked After **and** Accommodated is where a child / young person is living in foster care or a residential unit.

**Social Background Report:** A report prepared by Social Work to assist the Children's Hearing to make decisions.

**Supervision Requirement:** This is a legal responsibility to supervise a child / young person's care.

## Criminal Justice

**Social Enquiry Report:** Is a report prepared by Social Work to help the court decide on sentencing of offenders.



# Contact List

# Notes

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