

# Report

Report to:	<b>Social Work Resources Committee</b>
Date of Meeting:	<b>20 January 2021</b>
Report by:	<b>Director, Health and Social Care</b>

Subject:	<b>Chief Social Work Officer Annual Report 2019/2020</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ outline the content of the Chief Social Work Officer Annual Report 2019/2020

## 2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Chief Social Work Officer Annual Report 2019/2020 be noted.

## 3. Background

- 3.1. There is a statutory requirement for all local authorities to appoint a professionally qualified Chief Social Work Officer (CSWO). He/she must be registered with the Scottish Social Services Council (SSSC). The role of the CSWO is to provide professional advice and guidance to local authorities, elected members and officers in the provision of Social Work Services, whether commissioned or directly provided. The CSWO has a responsibility for overall performance improvement and the identification and management of corporate risk insofar as these relate to Social Work Services.
- 3.2. The CSWO is required to prepare an Annual Report of activity to the Chief Social Work Advisor for Scotland. The report follows a standardised reporting framework and timeframe to ensure key issues are highlighted and to aid learning and the sharing of information nationally. A summary report is also published annually by the Scottish Government.

## 4. CSWO Report

- 4.1. The report is split into five sections, a copy of which is attached as an appendix, and a brief summary of highlights from each section is outlined below:
- 4.2. Introduction
- 4.2.1. Introduces the purpose of the report and contextualises the role of the CSWO.
- 4.3. CSWO's Summary of Performance
- 4.3.1. Key challenges, developments and improvements during the year - this section provides the national context in which Social Work Services are being delivered and details the key legislation and strategies which currently frame that delivery.

The details of the CSWO's priorities for the service are confirmed as:

- ◆ Public Protection for Children and Adults
- ◆ Multi-agency Public Protection Arrangements
- ◆ Integration Joint Board (IJB) and development meetings for Health and Social Care Integration
- ◆ Social Work Governance Group/Clinical Governance Group
- ◆ Care Facilities Improvement Plans
- ◆ Health and Care Standards
- ◆ Data Protection, GDPR
- ◆ Procurement of Social Care Services
- ◆ Eligibility Criteria/Prioritisation
- ◆ Self-Directed Support (SDS)
- ◆ the implementation of the Community Justice model
- ◆ the requirements of the Children and Young Peoples Act 2014
- ◆ the implementation of the Carers (Scotland) Act 2016
- ◆ announced and unannounced inspections
- ◆ developing and supporting our profession and workforce

4.3.2. A brief narrative is provided on the progress of these priorities which highlights key developments and achievements. Examples include the Structured Sentencing Court for Young People pilot (SSCYP) which has undergone evaluation by both the University of the West of Scotland and Community Justice (Scotland). Evaluation reflects that over 84% of young people attending the SSCYP at Hamilton Sheriff Court complied with the requirements of their six month Structured Deferred Sentence and were admonished at the end of this. All the young people reported greater citizenship and as such were more employable at the end of the intervention. The success of this initiative has seen the establishment of this team as a core team within Justice Services.

#### 4.4. Partnership Working – Governance and Accountability Arrangements

4.4.1. This section details the vision, values and objectives of South Lanarkshire Council (SLC) and how these link to the work of Social Work Resources (SWR). It includes an overview of the role and responsibilities of the CSWO and the systems, structures and reporting arrangements which assure the quality of Social Work Services. Responsibilities are outlined in relation to the IJB, Children's Services, Public Protection, Community Planning and in relation to the corporate responsibilities of the Council.

4.4.2. Partnership working forms the foundation of SWR approach to supporting and protecting vulnerable adults and children. Significant work has been undertaken to develop a consistent and meaningful approach to service user and carer participation and involvement within Social Work and this is a key responsibility of the CSWO. The report highlights the Resource's Participation and Involvement Strategy built upon the principles of citizen leadership and provides examples of the range of methods used to engage with service users and carers. The consultation which was undertaken with carers in relation to the development of the Carers Strategy 2019 to 2022 provides an example.

#### 4.5. Delivery of Statutory functions

4.5.1. The CSWO is active in overseeing the quality of services and is responsible for ensuring that social work staff are appropriately trained and supported to carry out their professional and statutory duties. This is undertaken in a number of ways

including; regular meetings between the CSWO and Senior Managers to discuss performance and other operational issues; fulfilling corporate governance requirements through the annual Internal Statement of Assurance and overall Governance Assessment Framework with the agreement of the Chair of the Social Work Committee.

4.5.2 All Social Work staff working with service users are bound by a professional Code of Conduct which is governed by the SSSC. South Lanarkshire's Council's Code of Conduct for Social Work staff has drawn on this framework; all staff, regardless of qualification agree to adhere to specific professional codes that guide their practice Social Services Delivery Landscape. Within this section, the macro environment is outlined together with an overview of the services delivered in 2019/2020.

4.6. Joint Inspection of Children's Services 2019

4.6.1. The Children Services Partnership within South Lanarkshire was inspected by the Care Inspectorate in 2019 with on-site visits in late October and early December. The Care Inspectorate's recently reviewed and updated methodology enabled self-evaluation and inspection activity to focus on Children in Need of Care and Protection. The Care Inspectors undertook case file reading of core records from Police Scotland, Health, Education and Social Work in respect of 45 Child Protection cases, with Social Work - Lead Professional records read for the remainder of 64 Corporate Parenting cases.

4.6.2. As part of their focus on engagement there were a series of surveys issued by the Care Inspectorate to scope stakeholder's experiences including:

- ◆ a survey distributed to staff working with children and young people in need of care and protection and which 91% of the staff team responded to
- ◆ a children and young people's survey
- ◆ a parents survey

4.6.3. The Inspection Team were also offered 52 different opportunities to engage directly with children, young people and parents/carers which allowed them to understand the impact of our services/intervention on their lives. In addition, the Inspectors met with front line workers, front line managers and senior officers across the Children's Service's Partnership (including Elected Members) - entailing over 350 staff engaging directly with the Inspection Team.

The Inspectors posed five inspection specific questions:

1. how good is the Partnership at recognising and responding when children and young people need protection?
2. how good is the Partnership at helping children and young people who have experienced abuse and neglect stay safe, healthy and well and recover from their experiences?
3. how good is the Partnership at maximising the wellbeing of children and young people who are looked after?
4. how good is the Partnership at enabling care experienced young people to succeed in their transition to adulthood?
5. how good is collaborative leadership?

4.6.4. Their Inspection Report was subsequently published on 16 June 2020 - [JICS South Lanarkshire](#). The Care Inspectorate recognised the significant good work that is being done in South Lanarkshire whilst noting that work already begun in corporate parenting and for care leavers requires further time to come to fruition.

The Care Inspectorate in its conclusion reported that: The Care Inspectorate and its scrutiny partners are confident that South Lanarkshire Community Planning Partnership has the capacity to continue to improve and to address the points for action highlighted in this report.

#### 4.7. Care Inspectorate Homecare

4.7.1. The Care Inspectorate conducted inspections on our Homecare Services with the result that two areas (Hamilton and Rutherglen/Cambuslang) received poor inspections and an Improvement Notice for the Hamilton Service. This caused the Partnership to self-impose temporary moratoriums on the two localities. The period of moratorium gave time to evaluate what was working well and what needed to be improved while still ensuring that all people who required a homecare service and all staff were still supported to the highest possible standard. We continued to work closely with the Care Inspectorate and our staff to make improvements.

4.7.2. Hamilton Update October 2020 - Following reinspection and reflecting the work and commitment of staff, the Improvement Notice has been lifted for Hamilton and the care Inspectorate have regraded the service to:

Quality Care and Support – Grade 3

Quality of Staff – Grade 2

Quality of management and Leadership – Grade 3

4.7.3 Rutherglen Update November 2020 – Since the CSWO Report was submitted the Care Inspectorate have also reinspected the Rutherglen service and the Care Inspectorate have reported their assurance in the running of the service and have also regraded to service. The verbal feedback to date has been that the grades will move to 4's across the board. The final report is yet to be published however the progress has been recognised in relation to the improvements in this service.

#### 4.8. COVID-19 Implications for services

4.8.1. Through the initial period of 2020, the Resource responded to the Global Pandemic, ensuring that essential services could be delivered safely. SWR continues to address emerging challenges presented by COVID 19. All working arrangements which are in place to deliver services during this public health crisis will be reviewed on an ongoing basis as we begin to recover.

4.8.2. Our priority is to ensure effective delivery of critical services to protect vulnerable children, young people and adults in our communities, complying with statutory legislation.

4.8.3. The introduction of agile working and the use of key IT solutions such as Microsoft Teams and Near Me have been invaluable to service delivery and to the recovery process.

4.8.4. The exponential rise in the use of IT has also provided a safe and effective method of continuing assessment and treatment where physical contact has not been essential. It has been of particular value where families have been able to be included in care discussions remotely. Many services are actively redesigning previous care pathways to include video consultations as a standard where possible.

- 4.8.5. Services have continued to be delivered to those assessed as most at risk with our focus on public protection. Adult Support and Protection and Child Protection Case Conferences and key meetings have been arranged virtually together with face to face contact where necessary.
- 4.8.6. Illustrated are some of the challenges that require strategic and operational responses including the projected rise in older people's population and the health of South Lanarkshire's residents (being below the Scottish average as a whole). Against this backdrop, the demand for Social Care Services continues to be high.
- 4.8.7. Also detailed is SWR role in service provision including, in addition to in-house services, commissioned and contracted services provided by the Independent, Voluntary and Private Sector.
- 4.8.8. Also detailed are some of the financial pressures that SWR has managed over 2019/2020 and the Resources' risks as highlighted in the Resource Risk Register.
- 4.9. Service Quality and Performance including delivery of statutory functions
- 4.9.1. Service performance and monitoring are intrinsic to the CSWO's role. The CSWO is active in overseeing the quality of services and is responsible for ensuring that staff are appropriately supported to carry out their professional duties.
- 4.9.2. This section highlights the range of performance measures for which the CSWO has responsibility, for example, taking forward recommendations from inspection reports, Care Inspectorate evaluations, quarterly reporting through the Council's IMPROVe system and case file audit activity.
- 4.9.3. The CSWO is also responsible for the delivery of statutory functions and the range of this responsibility is also included, for example risk management, Guardianship Orders and effective governance arrangements for the management of Adult Support and Protection and Child Protection.
- 4.10. Workforce
- 4.10.1. Social Services is a diverse sector in terms of job roles, career pathways and service structures. The CSWO has a key leadership role in relation to workforce planning and development, from both a local authority and partnership perspective.
- 4.10.2. This section details the CSWO responsibility and activity in ensuring that SWR staff and that of external providers adhere to the standards of conduct and practice within the sector and are equipped to support service users.
- 4.11. Performance, Data and Trends
- 4.11.1. Some additional information laid out in charts and tables have been incorporated into this 2019/2020 Chief Social Work Officer Report to give an understanding of trends over time across a range of service areas.

## **5. Employee Implications**

- 5.1. There are no employee implications associated with this report.

## **6. Financial Implications**

- 6.1. There are no financial implications associated with this report.

## **7. Climate Change, Sustainability and Environmental Implications**

- 7.1. There are no implications for climate change associated with this report.
- 7.2. There are no sustainable development issues associated with this report.
- 7.3. There are no environment Implications associated with this report.

## **8. Other Implications**

- 8.1. There are no risks associated with this report.
- 8.2. There are no sustainable development issues associated with this report.
- 8.3. There are no other issues associated with this report.

## **9. Equality Impact Assessment and Consultation Arrangements**

- 9.1. This report does not introduce a new policy, function or strategy, or recommend a change to existing policy, function or strategy and, therefore, no impact assessment is required.
- 9.2. There is no requirement for consultation in respect of this report.

**Val de Souza**

**Director, Health and Social Care**

20 November 2020

## **Link(s) to Council Values/Ambitions/Objectives**

- ◆ Improve later life
- ◆ Deliver better Health and Social Care outcomes for all

## **Previous References**

- ◆ Social Work Resources Committee 11 December 2019

## **List of Background Papers**

- ◆ Annual Report – Chief Social Work Officer, South Lanarkshire Council 2019/2020

## **Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

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