

Annual Report
CSWO Report
South Lanarkshire Council
2019/20

	South Lanarkshire CSWO Report 2019/20	
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Introduction

The aim of South Lanarkshire [Social Work Resources](#) is to promote social welfare and provide effective assessment, care and support to meet the needs of vulnerable people in South Lanarkshire. We are committed to providing responsive and accessible services with defined standards for service provision and to supporting local people to maximise their potential, maintain their independence and improve outcomes.

The requirement for every local authority to appoint a professionally qualified Chief Social Work Officer (CSWO) who must be registered with the Scottish Social Services Council (SSSC) is contained within Section 3 of the Social Work (Scotland) Act 1968. The role of the CSWO is to provide professional advice and guidance to local authorities, Elected Members and Officers in the provision of commissioned and directly provided Social Work Services. The CSWO also has responsibility for overall performance improvement and the identification and management of corporate risks, insofar as these relate to Social Work Services.

The CSWO is also required to prepare an annual report of activity to the Chief Social Work Advisor for Scotland. A summary report is also published annually by the Scottish Government to aid learning and the sharing of information nationally.

All local councils have a duty under the Social Work Scotland Act 1968 to assess a person's community care needs and where appropriate, to arrange any services they may require. South Lanarkshire Social Work Resources, in partnership with community planning partners, voluntary organisations and independent providers, offer a range of services designed to enable, support, improve and protect the health and social care of those using our services. Assessments are modelled on the co-produced assessment directed by our Self Directed Support assessment tools, offering individuals choice and control over their personal outcomes.

SDS is Scotland's mainstream approach to social care. The Social Care (Self-directed Support) Scotland Act 2014 aims to put the person at the centre of the support planning process enabling them and their carers and families to make informed choices about their social care support they require and how it is delivered. It gives the individual better control of their care through 4 funding options.

In addition to assessment, Social Work Resources commission a wide range of local private, not for profit and voluntary sector providers together with a range of specialist services from out with the South Lanarkshire area. There are 40 independent care homes for older people, 13 care homes for adults with a range of support needs and a small number of children's care homes in the council area. Additionally, we have a range of Care at Home, Day Care and Supported Living providers operating across our localities. Throughout 2019/20 Social Work Resources activities included:

- providing assessment, specialist assessment and support
- providing targeted services for vulnerable children, young people, adults and their carers
- providing care at home
- day, respite and residential support services
- supervision and monitoring in the protection of vulnerable children and adults and wider public protection services

- working with those subjects to requirements within justice and mental health legislation

As CSWO for South Lanarkshire I will continue to progress our priorities of:

- Public Protection for Children and Adults
- Multi-agency Public Protection Arrangements
- Integrated Joint Board 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)
- Community Justice
- Children and Young Peoples Legislation
- Carers (Scotland) Legislation
- Care Inspectorate announced and unannounced inspections and follow up Improvement Action Plans
- Developing and supporting our profession and workforce

This report gives a background to the work and activity for financial year 2019 – 2020 however with the pandemic impacting on services early 2020 reference is also made at the end of the report to the impact this has had since March 2020.

The ongoing development of Social Work Services and our achievements rely on the continued commitment of our staff and partners, both within the council and the local community. The support and commitment of the Council's Elected Members across all parties, who have been advocates for the service, is also recognised. I would like to thank everyone for their efforts during 2019-20 and I look forward to working together during the year ahead.

Liam Purdie
Chief Social Work Officer
28 August 2020

1. Governance and Accountability Arrangements

1.1 Community Planning Partnership

1.1.1 South Lanarkshire Council is part of the South Lanarkshire Community Planning Partnership (CPP) and the Partnership Board has a key role in progressing Community Planning in this area.

Board partners include

- NHS Lanarkshire
- Police Scotland
- Scottish Enterprise
- Scottish Fire and Rescue Service
- Scottish Government
- Skills Development Scotland
- Strathclyde Partnership for Transport
- University of the West of Scotland
- VASLan (Community and Voluntary Sectors)

The agreed vision for Community Planning in South Lanarkshire is:

"To improve the quality of life for all in South Lanarkshire by ensuring equal access to opportunities and to services that meet people's needs".



1.2 South Lanarkshire Council

1.2.1 There are 64 Council Members representing the 20 multi-member wards across South Lanarkshire. The current composition of the Council is:

Scottish Labour Party	Scottish National Party	Conservative /Unionist	Scottish Liberal Democrats Party	Independent	Independent Group
17	25	12	3	1	6

1.2.2 The Council's Vision to **“improve the quality of life of everyone in South Lanarkshire”** remains at the heart of the Council Plan and along with our Values, influences everything that we do. Our five Ambitions circle, shown below, links our Vision and Values to our 11 Objectives and to work in our wider communities and with public partners.

1.2.3 The wheel diagram below is designed to show how our six core Values, five Ambitions and 11 Objectives interact with one another. For example, giving our children the best start in life has links to wellbeing, opportunities for early learning and consequent improvements in achievement and attainment and the option to develop skills for learning, life and work.

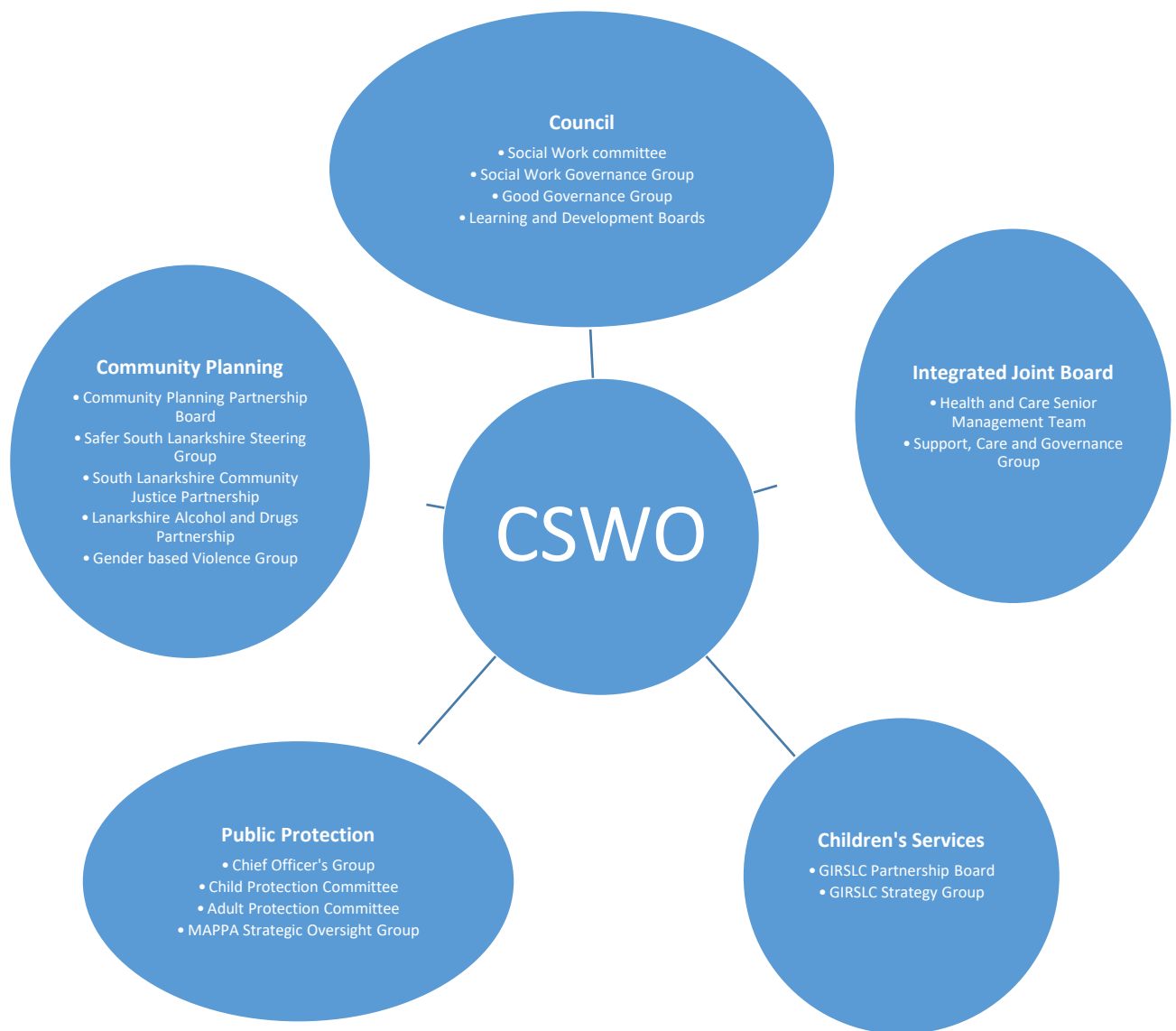


1.2.4. Social Work Resources is one of five Council Resources, the others being: Community and Enterprise Resources; Finance and Corporate Resources; Education Resources and Housing and Technical Resources. All Resources work together in support of the Council Plan - [Connect 2017-22](#).

Each Resource prepares an annual Resource Plan which details the work, achievements and ongoing performance activity. Here is the link to [Social Work Resource Plan 2019-20](#)

1.3 Social Work Resources

- 1.3.1. The principal role and purpose of the Social Work Service is contained within the Social Work (Scotland) Act 1968, which gives local authorities the responsibility of “promoting social welfare”. The Social Work Service has a statutory duty to provide care and protection to the most vulnerable people across South Lanarkshire. A consequence of this is that many of our service users do not engage with us on a voluntary basis.
- 1.3.2 Social Work Committee deals with the majority of the business relevant to the CSWO role as well as maintaining strong links to other key member groups including relevant audit, scrutiny, equality, and member officer working groups. The Committee consists of twenty six elected members.
- 1.3.3 The CSWO provides professional advice directly to the Chief Executive of South Lanarkshire Council on statutory service delivery and on matters relating to the profession and the CSWO role is understood and valued within the council and partnership. This professional advice and guidance also extends to local elected members, officers within other Resources of the Council and to senior staff within partner agencies. There is a clear line of accountability including support and challenge that is understood by the Council Leader, the Chief Executive and the five Directors of the Corporate Management Team.
- 1.3.4 The CSWO is a member of a number of influential decision-making forums through which they have a significant leadership role in shaping the overall strategic direction of services. Key forums which the CSWO attends and influences include:



1.3.5 The CSWO holds the position of the Head of Children and Justice Services, is a member of the Senior Management Team (SMT) and a standing member of the Integration Joint Board (IJB). The Board has eight voting members, four of whom are elected Council Members and four NHS Lanarkshire Board non-executive members. In addition, the Board has representation from the third sector, independent sector, service user and carers and the trade union. Child and Family and Justice Social Work Services are not currently included in the South Lanarkshire Integration scheme and lie outside the Health and Social Care Partnership. A Performance and Audit Sub-Group assists with the governance and accountability arrangements of the Board. The key areas of work which are led by the IJB relate to:

- ◆ the approval and implementation of the strategic commissioning plan
- ◆ the establishment of locality planning
- ◆ governance and accountability arrangements
- ◆ the production of an annual performance report

1.4 Health and Social Care Partnership (H&SCP)

- 1.4.1 Within the South Lanarkshire Health and Care Partnership, the Director, Health and Social Care has the additional role of the Executive Director Social Work Resources. They cannot hold the office of CSWO.
- 1.4.2 Within South Lanarkshire locality planning areas develop local profiles and identify local priorities which in turn shape commissioning intentions and the next iteration of the Strategic Commissioning Plan.
- 1.4.3 There is recognised governance and decision-making arrangements in place to support the development, design and implementation of health and social care services in line with the ambitions outlined in the Strategic Commissioning Plan. Below is the structure chart that the Health and Social Care Partnership operate within.

Social Work Resources/Health and Social Care Organisational Structure

Director of Health and Social Care

Head of Health and Social Care x 2

2193 Staff
(Whole Time Equivalent)

Each Head of Service is responsible for delivering social work services for adult and older people in 2 localities including:

- Care and protection of vulnerable adults and children
- Assessment
- Physical disability and Learning disability
- Mental Health Services
- Drug & Alcohol Services
- Carers support services
- Care home services
- Care at home services
- Health improvement services
- Day services
- Respite services
- Occupational therapy services
- Reablement services – equipment and telecare/health
- Commissioning of services
- Integrated Community Support Team
- Palliative care
- Primary care

Chief Financial Officer

The Chief Financial Officer is responsible for monitoring and regulating the financial performance of the resources available to the Integration Joint Board. This post covers North and South Lanarkshire IJBs

Head of Commissioning and Performance

244 Staff
(Whole Time Equivalent)

Commissioning of Services

- Strategic planning
- Performance Management
- Property and assets
- Information Technology
- Communication
- Complaints
- Money Matters
- Health Improvement
- Winter Planning

Nurse Director

Community Nursing : 406 staff

Children's Services : 159 staff

Specialist and hosted services: 134 staff

Associate Nurse Directors

- Health Visiting
- Community Nursing
- Hosted Services (Palliative Care, Health and Homeless, Out of Hours, Primary Care Improvement Plan)

Medical Director

Associate Medical Director and 4 locality lead GPs

Primary Care Improvement Team (5TE) – Pan Lanarkshire

Professional input and liaison for Primary Care services, all GP practices, Community Pharmacies, Opticians Dentists pan Lanarkshire

Head of Children and Justice Services / CSWO

536 Staff
(Full time Equivalent)

- Care and protection of children and young people
- Assessment
- Children's Houses
- Fostering and Adoption Services
- Corporate Parenting
- Getting It Right For Every Child
- Family support
- Throughcare and Aftercare
- Youth Justice
- Learning disability
- Counselling
- Working with offenders
- Community Payback
- Restorative justice
- Multi Agency Public Protection Arrangements (MAPPA)
- Court services
- Drug Testing and Treatment Orders (DTTO)
- Substance misuse services
- Gender based violence
- Justice Throughcare

2 Service Quality and Performance

2.1 Service

2.1.1. Integration of Health and Social Care Services

In line with the statutory requirements of the Public Bodies (Joint Working) (Scotland) Act 2014, the IJB's second **Strategic Commissioning Plan 2019-2022** (SCP) was approved in March 2019. The plan provides a direction of travel which responds to:

- Public and key stakeholder consultation and engagement activity
- Strategic needs profiling of the population of South Lanarkshire
- Delivery of the 9 National Health and Wellbeing Outcomes
- Strategic aspiration of the Scottish Government to shift the balance of care through the provision of services which are designed and delivered in the person's home and community

Social Work Resources continues to play a key role in operationally delivering a number of the 13 strategic priorities identified within the plan and supporting the most vulnerable people who may be at risk of harm.

Engagement with service users and the community is strong and within the SLHSCP there is a Building and Celebrating Communities (BCC) programme which involves working with communities to identify what they can do for themselves and where they need health and social care to be involved. This helps drive forward the partnership's vision "Working together to improve health and wellbeing in the community – with the community." It is about improving people's experience of health and social care. It is also about helping people living in their communities to live well, to know how to enhance their health and wellbeing and for communities to recognise their strengths, their dependencies and interdependencies.

Health and Social Care Forum

Commissioned by the SLHSCP, the South Lanarkshire Health and Social Care Forum provides a key route for community participation and engagement. The forum is an independent group of community volunteers who work to engage health service and social care users, carers and communities in improving local health and social care services. They support wider public involvement in planning and decision-making about local health and social care services, and keep local people informed about the range and location of services. It has four local forums in line with locality areas.

Investing to Modernise Care Facilities

South Lanarkshire Council have invested 18M from the Capital Programme to modernise the current delivery model of residential care. This model of care will enhance our ability to meet changing care needs and respond to what people have told us, particularly in light of significant population change over the last 20 years. This approach to care offers the people of South Lanarkshire more choices and options to be maintained at home and in the community.

Planning permission was granted in December 2019 for a new care facility to be built with four distinct elements including:

- 20 transitional care apartments for adults and older people. Transitional care offers short term support with the objective of allowing people to return home following a period of ill health or crisis. Transitional care can also be preventative, preventing hospital admission.
- A Centre of Excellence specialising in training and development of health and social care staff. Although unique to the proposed Hamilton/Blantyre facility, this will support all localities.
- A community-facing hub featuring: a café; demonstration site showcasing our Telehealth technology and how that can improve lives; guidance and support for unpaid carers; linkage and signposting into a raft of community-based voluntary and third sector support
- 20 technology enabled homes for adults and older people designed and equipped with technology to support older people requiring a higher level of support and those with complex disabilities to live independently in a family home rather than moving to residential care

Coronavirus (COVID-19) which impacted significantly on the elderly and vulnerable population of South Lanarkshire affected the site start date as the Partnership refocused its resources on key activities, supporting the community during this time. However, work is now well underway, and it is anticipated that the new development will be completed in the summer of 2022.

Eligibility/Prioritisation Framework – in line with national guidance, The Eligibility/Prioritisation Framework was implemented on 1 April 2019 and allows the most vulnerable to be prioritised through an equitable allocation of resources which stratifies four levels of needs and risks (Low, Moderate, Substantial and Critical).

2.1.2. Carers (Scotland) Act 2016

The Carers Act Programme Board has been replaced with the Carers Partnership Group from early in 2019. This group is now taking forward the four priorities identified in our Carers Strategy 2020/2022:

- Priority 1 - carers are identified, involved and valued
- Priority 2 - carers have choice and control, allowing them to balance their own life with their caring role
- Priority 3 - carers can access the right support and services at the right time
- Priority 4 - carers have a positive experience of being a carer

Publication of a short breaks statement, Carers local eligibility criteria and information resources are all complete and publicly available.

New services have also been commissioned in order to support both adult and young carers. The respective providers are Lanarkshire Carers Centre (Adult Carers) and Action for Children (Young Carers).

Further work required to develop specific parts of the Carers Scotland Act in relation to hospital discharge will be taken forward in collaboration with our new providers.

2.1.3. Fair, healthy and sustainable food system

Social Work Resources has a key role to play in the implementation of the Food Strategy with the provision of support to people so that they can look after and improve their own health and wellbeing in particular in later life. The Resource will also contribute to the objective of reduction of food insecurity and poverty with the provision

of services and support to vulnerable children, young people and adults who could be facing this type of challenge. More specifically, the provision of Good Food in Care Homes for older people and children and in Day Care Centres will directly contribute to the objectives of the Food Strategy.

2.1.4. Mental Health Services (Mental Health (Scotland) Act 2015)

It has taken just under a year to develop our strategy, 'Getting It Right for Every Person' (GIRFEP) A Mental Health and Wellbeing Strategy for Lanarkshire (2019-2024). This is a shared vision developed by Health and Social Care North Lanarkshire (H&SCNL), NHS Lanarkshire (NHSL), South Lanarkshire Health and Social Care Partnership (SLH&SCP), members of the public, third sector organisations, and staff groups.

The five-year strategy for all age groups is informed by the identified needs of the population, service users, people with lived experience and by a range of national policies and strategies to reflect the needs of people living in Lanarkshire. This inclusive approach to developing and implementing the strategy will ensure Lanarkshire becomes a place that champions and promotes good mental health for all.

As GIRFEP is implemented, people in Lanarkshire will see changes and improvements to the way they access mental health support and services, new ways of working, observe new staff roles, an end to mental health stigma and discrimination, and accelerated prevention and early intervention.

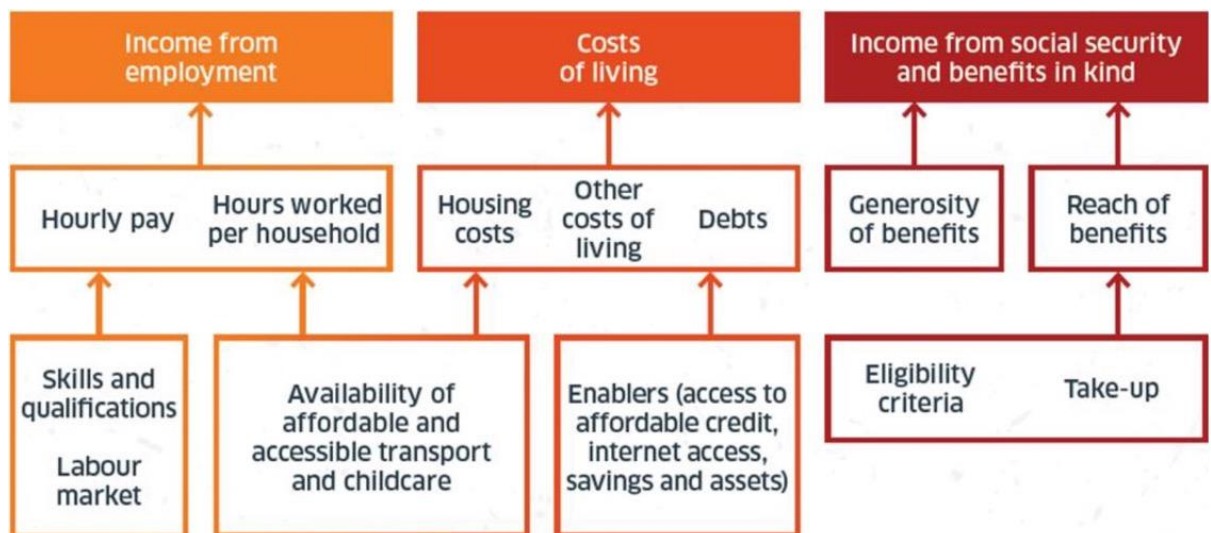
2.1.5. Child Poverty Act 2017

The Child Poverty (Scotland) Bill was introduced in the Scottish Parliament on 9 February 2017 with Royal Assent on 18 December 2017. It sets out child poverty targets and places a duty on Scottish Ministers to ensure that those targets are met by March 2030. Interim targets are to be met in the financial year beginning 1 April 2023.

The Act details the definition of: relative, absolute, combined low income and material deprivation, and persistent poverty. It also places a duty on local authorities and health boards to report annually on activity to contribute to reducing child poverty.

A Child Poverty Action Report Working Group is driving forward work around the Child Poverty Action Report. The group have agreed the following drivers of child poverty as the organisers of the planned report as outlined in the national Tackling Child Poverty Delivery Plan:

- Income from Social Security and benefits in kind
- Income from employment and
- Costs of Living



The Child Poverty Action Plan includes indicators relevant to the Children's Services Plan e.g.

- Children (under 20) in Low Income Families
- Uptake of funded and early learning and childcare entitlement
- Percentage of school leavers into positive destinations
- Free School Meals (FSM) applications

2.1.6. Youth Justice – Whole Systems Approach

South Lanarkshire Council have committed to reinvigorating and extending the Whole System Approach where possible. Scottish Government funding has been used to recruit a temporary Whole System Approach (WSA) Coordinator who will support improvements in all areas of introducing a Whole System Approach.

Structured Sentencing Court for Young People (SSCYP)

The Structured Sentencing Court Pilot has now ended. The final evaluation from the University of the West of Scotland in July 2019 found 84% of young people completed a Structured Deferred Sentence (SDS), which compares well against 77% for deferred sentencing and 40% for community payback orders for under 18s. The re-offending rates were low with 91% of the cohort not re-offending in South Lanarkshire during their engagement with the pilot indicating improved outcomes for young people and highlighting the potential that a community-based disposal such as SDS can have.

The success of the (SSCYP) has led to a decision being reached by the court and social work services to sustain this initiative for young people aged 16-21 years.

Extension of Court Support and Bail Supervision

Justice services have set up a steering group to develop court support and explore strategies to extend the use of Bail supervision. One area being worked on is the child's plan for young people under the age of 18 years. The Child's plan will be informed by the Centre for Youth and Criminal Justice (CYCJ) good practice guide and will be made available to the court to offer information about suitability for bail supervision and a plan that can be put in place. The service will be particularly aware of young people who have been formerly looked after and will ensure connections are made with their throughcare support team.

The plan also involves improving connections with other housing and support agencies to enhance meaningful connections for young people appearing from custody.

2.1.7 Day Care

The annual day care for older people service user survey was undertaken anonymously. This was issued in paper format to all service users and was also available electronically. Advocacy support was offered help to individuals who needed assistance to complete the survey. The survey was completed by 170 day care service users and focused on: communication and support planning, day care staff and the overall day care service.

- 92% of service users rated their support plans as excellent, very good or good
- 97% of service users said they were confident staff are aware of their health and wellbeing needs
- 96% of service users said their personal care needs were met in a respectful and dignified manner
- 92% of service users said the transport was excellent, very good or good
- 99% of service users said the care workers are excellent, very good or good

2.1.8 Mind of My Own

Mind of My Own became live in South Lanarkshire on 4 February 2019. It is a web application that gives young people an instant and convenient way to express their views, wishes and feelings and provides social workers, following training, with a smart way to record them. As a communication tool it guides conversation and helps to gather a young person's views. Once completed it is turned into a pdf statement of which can be shared with workers. It can be used for meetings, reviews, to share good news and resolve problems. A total of 429 Mind of My Own statements were received from children and young people from February 2019 to February 2020 and children and young people have used the range of scenarios available to them, to inform staff about all areas of their lives.

2.1.9 Champions Board

Champions Boards support young people who are care experienced to work alongside those who make decisions about the care system, with the aim of ensuring that services are tailored and responsive to their needs. By building relationships with their corporate parents' young people are empowered to set the agenda, learn leadership skills and advocate on behalf of their peers.

The Champion's Board implementation group undertook a very successful 'soft' launch on 10th December 2019. Over 70 participants including young people, parents and carers, elected members and staff from South Lanarkshire Council and representatives from Health, Education and the Third Sector attended. They came together to listen to presentations from Falkirk Champions Board, local services and care experienced young people. Those attending were encouraged to complete statements of 'what matters to me' or pledges of future support. Students from South Lanarkshire College provided a photographic record of the evening. The feedback from this event will inform the future development of the Board.

2.1.10 Telecare and Video Conferencing

Telecare can offer many digital solutions which can enable people to remain in their own homes as safe and independent as possible. The aim is to ensure all

assessments of care and support needs will consider the option of technology which could improve the quality of life for an individual. For example: the ability to choose when to turn on/off lights, receive prompts or reminders and reassure family that help can be summoned quickly if someone is at risk can support their own lifestyle choices.

South Lanarkshire Integrated Joint Board Website

South Lanarkshire Health and Social Care Partnership has a new user-friendly website. It was set up to provide the public, professionals and partners with a wealth of information, news and essential links.

The website which includes various films, exemplifies how the HSCP are supporting people across South Lanarkshire and how they are being empowered and supported to make a real difference to their own lives.

There is information on how to get involved in shaping local health and social care services via South Lanarkshire Health and Social Care Forum and detail on the services run by the partnership.

The website links to partner organisations, and how to get in touch, as well as all relevant papers and documents relating to the South Lanarkshire Integration Joint Board.

www.slhscp.org.uk

Home Care Staff app

The Home Care Service is a vital service amid increasing demands as people live longer lives. Technology is playing a vital role in the delivery of the frontline service through the rollout of the Home Care app to all Home Care staff, whilst continuing to ensure our approach is very person-centred.

The smartphone app now sets out personalised schedules at workers fingertips and they can be updated instantly and as required. The app sets out the day's workload – it tells home care staff who they have got to see, what time they have got to see them and sets out what tasks the home carer needs to carry out. It also provides real-time updates on the home carer's working day to central offices, including if there is any issues or challenges with any service users that creates a delay in the schedule.

Digital Platform to Health and Social Care Services - A working group has been established with regards to take forward a customer facing platform to allow access and information to a range of supports and assistance.

2.1.11 See Hear – (Sensory Impairment Framework for Scotland)

See Hear is the National Sensory Impairment Strategy for Scotland, the first of its kind in the UK (covering 2014-2024). It is a rights-based approach with equality of provision, support and access to services at its core. The framework has seven key recommendations, which aim to improve the lives of children and adults with a sensory impairment in Scotland.

A strategic action plan is being taken forward via a multi-agency working group (with sub-groups progressing areas of work). Basic sensory checks guidance is being issued to all localities to help inform local care planning. Deaf and sight loss awareness training modules have been developed and are now available via online learning modules for all staff. Audiology awareness and hearing aid care and

maintenance training has been developed and has already been rolled out to over 3,000 staff in SLC care homes and acute hospital wards.

2.1.12 Joint Inspection of Children's Services 2019

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.

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 parent survey

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?

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.

2.2 Service Activity

2.2.1 Adult and Older People Services

Adult and Older People Services work with other Council Resources as well as partners in health, the voluntary and independent sector. Adult care staff work in local Social Work offices, in joint community based teams, in day support centres, local communities and in people's own homes. Staff fulfil duties under the law and the Mental Health (Care and Treatment)(Scotland) Act 2003 and Adults With Incapacity (Scotland) Act 2000 play an important role in guiding how some services are delivered.

Older people services provide support in different ways. Assessment and care management services based in local offices assess the care needs of service users and their carers and help plan services to meet those needs. Care at home services and day care services provide a range of support designed to help people remain as independent as possible within the community.

Care home care is available for individuals who need support in such a setting on a short or long term basis. Social Work also fund a wide range of commissioned services provided by the independent, voluntary and private sector.

Adult and Older People's services carried out a range of activity throughout 2019-20 examples of which include

- Working with 2,436 people to promote independence as part of the Supporting Your Independence approach
- Providing 14,199 items of equipment to people to enable them to stay at home
- At any time, supporting up to 2,200 older people in long term care placements
- Our Adult Support and Protection activity showing increased demand this year, for adults under 65 we supported 939 inquiries which lead to 394 investigations and for adults 65+ we supported 1953 inquiries leading to 925 investigations
- For local authority welfare guardianship orders, visits being maintained at a good level over the course of the year at 93% within timescale
- For private welfare guardianship orders, demand remained high; however due to unprecedented times with the COVID-19 outbreak and social distancing measures during the final quarter of 2020, the number of visits completed within timescales was 86%
- supporting 1,085 people with a learning disability to live in their own communities
- Working with 5,405 adults with a physical disability who were referred to the physical disability teams
- Working with 788 individuals with a mental health problem who were referred to Community Mental Health Teams

2.2.2 Children and Justice Services

Children and Justice Services work to provide family support to promote the welfare and development of children, young people and their families. Children's services provide support and care for children, young people and their families so that, wherever possible, young people can remain with their own families in their own communities.

Social Work Resources has a duty to protect children. Whilst this is a shared responsibility with other agencies and the community, Social Work has particular responsibility to investigate allegations of child abuse. These responsibilities are carried out in the framework of jointly agreed child protection procedures.

Justice staff work within the context of a Community Safety and Social Inclusion Policy to provide services that enable people to participate effectively in response to the problems and consequences of crime. Justice offers a wide range of services in courts, local offices and specialised teams to people referred by the courts, prisons and other agencies. Staff work with offenders to reduce their criminal behaviour and promote community safety. This is done by helping prisoners resettle following a period in prison, addressing responsibility for offending, providing programmes that offer realistic alternatives and raising awareness about how offending affects victims

Children and Justice services carried out a range of activity throughout 2019-20 examples of which include

- Protected children through 540 child protection investigations. On 31 July 2019, there were 118 children on the Child Protection Register
- Prepared 473 reports for children who were supported through the Children's Hearing system
- As of 31 July 2019, 725 children were looked after by the council. Of these children: 438 or 60% were looked after at home; (256 of these with friends and relatives); 214 or 30% were looked after by foster carers/prospective adopters. 73 or 10% children were in residential and/or secure school accommodation.
- Supported 972 people to complete a Community Payback order, including providing the opportunity for personal development or learning opportunities
- 571 individuals were supported by substance misuse services, following a referral for alcohol or drug misuse
- Prepared 1,489 reports for the Courts

2.2.3 Performance and Support Services

Performance and Support Services support the work of all other services within Social Work Resources and embraces a range of business support functions and links with: IT; Procurement; Finance; Personnel; Workforce Planning; Corporate Governance; Information Governance; and Asset Management. Administration Services providing effective administration and communication support to all the service areas across the Resource. Money Matters Advice Service offers benefits and money advice. A dedicated team of staff provides a range of services and support in the areas of performance reporting and statutory planning, inspection, regulation, risk management which involves the provision of a range of information which meets the following resource planning requirements, Scottish Government returns and statutory performance indicators; information to support planning, for example demographic profiles and trends, management information requests as required by services and business needs.

2.2.4 Activity across all service areas included

- During the past year Money Matters Advice Service has helped residents of South Lanarkshire to claim over £33.2 million in benefits and over £4.7 million in backdated payments. As well as this, Money Advisors have helped people to deal with over £8.6 million debt
- Support to 4,011 carers through our two carers' organisations (Lanarkshire Carers Centre and South Lanarkshire Carers Network) in 2019-20

2.3 Delivery of Statutory functions

- 2.3.1. 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.

- 2.3.2. All Social Work staff working with service users are bound by a professional Code of Conduct which is governed by the Scottish Social Services Council (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.
- 2.4.3 SDS: a co-produced assessment is operational across Adult and Older People's Services and the Child's Plan meets the statutory requirements of SDS. A Carers' Support Plan and Young Carers Statement are in operation.
- 2.3.4. The Mental Health Officer Award is funded on an ongoing basis to enable the council to meet legislative obligations under the Adults with Incapacity (Scotland) Act and the Mental Health (Care and Treatment) (Scotland) Act. A Staff Development Officer for Mental Health Services who is a Mental Health Officer provides support to meet the learning and development requirements within this service.
- 2.3.5 The CSWO has a role in ensuring Significant Case Reviews and Significant Incident Reviews take place as required. Significant Case Reviews (SCR) are published on South Lanarkshire Council's Adult Protection Committee or Child Protection Committee's website. Learning from SCRs is crucial for staff across the Resource. Actions are agreed and taken forward as a partnership as a result of reports published.
- 2.3.6. Analysis and management of information relating to Guardianship Orders; complex balance of need, risk and civil liberties in accordance with professional standards, for example in relation to Adult Support and Protection and Child Protection guidelines; and decisions relating to the need to place children in secure accommodation and the review of such placements all fall to the CSWO.
- 2.3.7 The CSWO actively promotes continuous improvement and evidence-informed practice, including the development of person-centred services that are focussed on the needs of the service-user. The CSWO also oversees the quality of practice learning experiences for Social Work students and effective workplace assessment arrangements in accordance with the SSSC Code of Practice. South Lanarkshire is a member of Learning Network West and cohorts of students are provided with placements annually across the Social Work Service. Each placement is supported by a Practice Teacher identified from the South Lanarkshire Social Work Services workforce.
- 2.3.8. The CSWO has responsibility to respond to Care Inspectorate reports and findings from local and national activity, addressing the requirements of internal and external audit and reporting on progress against outcomes and follow-up actions from this activity. This includes discussion with the Chair of Social Work Committee.
- 2.3.9 The CSWO is represented on Social Work Scotland (SWS). SWS is the professional leadership body for the Social Work and Social Care professions. It is a membership organisation which represents Social Workers and other professionals who lead and support social work across all sectors. Membership is included from NHS, local authorities, third and independent sectors. SWS effectively do two things: (1)

influence and advice on the development of policy and legislation; (2) support the development of the Social Work and Social Care professions.

2.4. Performance monitoring

- 2.4.1. Service quality, performance management and reporting are intrinsic parts of the duties of the CSWO. Social Work Resources utilise a quarterly performance and monitoring system which allows services within the Resource to assess performance against key Council and Social Work Resources objectives. Performance information is then used to inform the annual Social Work Resource Plan 2019 - 20 highlighting areas of progress and approaches to continuous improvement. The Resource Plan also identifies those areas of action where performance requires to be measured for example, Adult Support and Protection, AWI, Child Protection.
- 2.4.2 A quarterly performance management meeting takes place in-line with the reporting timescales of the quarterly report. Examples of performance activity, which are discussed include findings from case file audit activity, self-evaluation and the greatest Social Work risks and financial performance.
- 2.4.3 The performance scorecard within the Resource Plan has a number of measures which relate to the Council Plan. These are formally reported to the Council's Executive Committee twice a year. Any measures which have amber or red progress status are discussed within the Council's Scrutiny Forum and a Head of Service Manager from the Social Work Resources Management Team is required to attend and explain the performance and potential improvement activity.
- 2.4.4 The performance management system (IMPROVe) supports frontline Managers with real time management information. This system allows Managers to look at detailed caseload or timescale information for aspects of service such as guardianship visits and reviews and the supervision of children under statutory requirements. In addition, the system allows the higher-level performance measures within the Resource Plan to be tracked and measured daily. This enhances performance management capacity and knowledge across the service, allowing for corrective action to be taken instantly.
- 2.4.5 Performance Data
Some key performance trend data is recorded at Appendix 2 that supports some examples of the areas of work identified above.
- 2.4.6 In common with other Council Resources an Internal Statement of Assurance is produced annually covering general good governance, internal controls, information governance and systems of governance and control.
- 2.4.7 Accounts Commission
As part of their statutory responsibilities the Accounts Commission audit public performance reporting arrangements each year to provide continuity and support progress of the Local Government Benchmarking Framework (LGBF). Social Work Resources reports a range of information to demonstrate that it is securing Best Value in providing services.
- 2.4.8 Care Inspectorate
The Care Inspectorate continue to regulate and inspect our 42 registered care services which include: eight care homes for older people; thirteen Day Centres for older people; six care homes for children and young people; three Child and Family Services (Fostering, Adoption and Supported Carers); six Adult Lifestyles Centres;

two Adult Community Support Services and four Home Care Services. During 2019/20, nineteen inspections took place. The details of the Social Work Registered Care Service inspection summary is included in Appendix 1.

2.4.9 Gold Status as an Investor in People.

South Lanarkshire Council has achieved Gold Status as an 'Investor in People'.

2.4.10 Carer Positive Employer

South Lanarkshire Council has been recognised as a Carer Positive Employer at the Engaged Level. The carer positive award is presented to employers in Scotland who have a working environment where carers are valued and supported.

2.4.11 Customer Service Excellence (CSE)

The CSE standard aims to make a tangible difference to service users by encouraging provider organisations to focus on their individual needs and preferences. The Award assesses services in the areas of customer insight; culture of the organisation; information and access; delivery and timeliness and quality of service against a set standard. In addition to meeting the standard, services can be awarded "compliance plus" status which demonstrate that services exceed the standards set and are examples of National Best Practice. Social Work services for Older Peoples Residential and Day Care and Adult Mental Health Services are fully compliant in all areas of the standard and have collectively achieved the higher standard of compliance plus in 55 criteria.

Customer Service Excellence Service Area	Compliant Plus 2019/20
Adult Mental Health Services	10
Older Peoples Day Care Services	23
Older Peoples Residential Care	22

2.5 Key Challenges to Service Delivery

2.5.1 South Lanarkshire has a significant deprivation issue, the publication of the latest Scottish Index of Multiple Deprivation (SIMD) statistics highlights persistent levels of deprivation within a number of South Lanarkshire communities

2.5.2 An increasing ageing population. By 2036, 27% of the population will be aged 65 or over and this is most pronounced in the 75+ age group with numbers in all other age groups falling over the next 18 years. The largest fall in both absolute and percentage terms will be amongst those aged 50 to 64. Aligned to this is that the healthy life expectancy for people in South Lanarkshire is lower than that of the Scottish average and people will spend a higher proportion of their lives in poor health impacting on the demand for services.

2.5.3 The social care workforce is also ageing requiring us to look at how we plan for the future to ensure we have the skilled workforce we need to deliver our services.

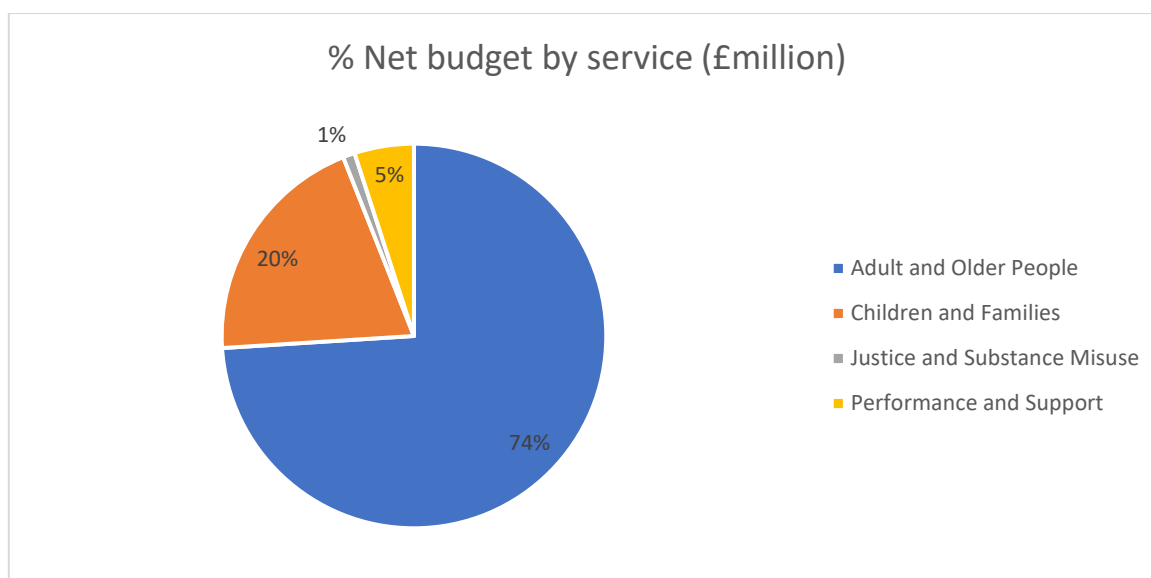
2.5.4 There has been a 32% rise in the number of children looked after over the last 3 years

- 2.5.5 There has been a 14% rise in the last 3 years in the number of people on guardianship orders with the consequential impact of a 15% increase in the number of statutory visits to be undertaken
- 2.5.6 Adult support and protection activity has increased over last three years with an 80% increase in the number of adult protection plans being agreed to support vulnerable adults.
- 2.5.7 Dementia prevalence rates that were 8 per 1,000 of the population in 2012/13 are projected to increase to 9.7 per 1,000 of the population for 2020/21
- 2.5.8 The pressures on acute hospital services resulting from accident and emergency admissions require continued support from social care to ensure safe discharge home.
- 2.5.9 An increase in the numbers of people supported in their communities with long term conditions places a significant pressure on the provision of social care services. For example, the number of people living with depression or anxiety is projected to grow from 224 to 281 per 1,000 of the population in 2020/21
- 2.5.10 It is likely that the Covid-19 pandemic will accentuate existing health inequalities in the South Lanarkshire community and introduce additional pressures to service delivery
- 2.5.11 The Care Inspectorate conducted inspections on our Homecare services with the result that two areas (Hamilton and Rutherglen/Cambuslang) received Improvement Notices. 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 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. The Head of Health and Social Care and Nurse Director co-chaired a group tasked with remodelling the care at home service and a care at home transformation group was established. During 2020-2021, we will take forward key areas for improvement as included in our action plan for 2020-2021.

Section 3 Resources.

3.1. Finance

- 3.1.1. Social Work Resources had a net revenue budget of £160,708 million for 2019/20 which was allocated as follows:



3.1.2. There are a number of financial challenges which Social Work Resources continue to manage including:

- ◆ the financial impact of demographic growth and an ageing population
- ◆ the increasing numbers of people supported in their community with long term health conditions
- ◆ an increase in Adult Support and Protection activity
- ◆ an increase in the number of children looked after
- ◆ service user and carer expectations
- ◆ the Council's requirement to achieve ongoing savings.
- ◆ the impact of the Covid-19 pandemic

3.2. **Risk**

3.2.1. Risk management is a key duty for Social Work Resources, both in a service wide and individual service-user and carer context. From a service perspective, the Council's Risk Management Strategy promotes consideration of risk in service delivery, planning and decision-making processes.

3.2.2. Social Work Resources follows the Council's guidance in developing, monitoring and updating the Resource Risk Register on an ongoing basis. The 2020/21 top service risks identified for the Resource are detailed below and these are reviewed and monitored on a regular basis. In the coming year Social work Resources will take forward all reasonable necessary actions, where appropriate, to mitigate or reduce the Resource's exposure to these risks.

Risk Description	
1.	Failure in multi-agency public protection procedures that result in harm to vulnerable children and adults.
2.	Failure to evidence delivery of actions necessary to achieve the objectives set out in the IJB Strategic Commissioning Plan

3.	Reduction in Council funding resulting in difficulties in achieving savings and maintaining frontline services
4.	Potential liability arising from claims of historic abuse
5.	Information Management not subject to adequate control
6.	Failure to evidence sufficient progress against Care Inspectorate requirements for the Care at Home Service
7.	Failure to prepare for the analogue to digital switchover
8.	Lack of capacity and skills to provide and meet increased service demands

- 3.2.3. The Resource continues to review and reshape how it operates and where it can find efficiency and innovation. It has developed a dashboard that comprises a range of performance information and a range of statistical data that assists focus on the strategic needs of the most vulnerable population we are required to support.

4. Workforce

- 4.1 The CSWO has a key planning and leadership role in relation to workforce planning and development, both from a local authority and partnership perspective. Whilst Social Services is a diverse sector in terms of job roles, career pathways and service structures, what unifies the sector is a common set of shared values and ethics which underpins the principles of those that work in the sector.
- 4.2 Ethical awareness, professional integrity, respect for human rights and a commitment to promoting social justice are at the core of social service practice. The life changing and challenging work undertaken cannot be underestimated. This essential work is underpinned by core values. These values focus on understanding each individual in the context of family and community, supporting participation and building on the strengths of the individual and their communities to promote enablement.
- 4.3 There are also standards of conduct and practice which Social Services workers and employees must follow. It is the CSWO responsibility to ensure their staff and those of external providers adhere to these standards and are equipped to support service users.
- 4.4 Planning
- 4.4.1 The CSWO supports possible successors through the CSWO Award offered by Glasgow Caledonian University
- 4.4.2 Prepare the Resource for delivering the transformation agenda for care facilities, adult and older people's day services and care at home services
- 4.4.3 A significant number of staff are projected to reach retirement age over the next ten years and this together with high turnover of staff in residential and care and support services and an ongoing requirement to retain and increase numbers of Mental Health Officers presents particular challenge which is addressed through our Workforce Plan 2017-2020.

4.5 Development

- 4.5.1 Health and Social Care Integration work continues and locality planning groups are established that will report into the Integrated Joint Board and inform local priorities.
- 4.5.2 The Workforce Planning and Learning Development Board has a strategic overview of the learning and development activity that takes place within the resource and ensures there is openness and transparency in relation to how training is organised and accessed by staff. The development of a social work resource Learning and Development Plan is instrumental to this and makes a contribution to supporting a learning culture.
- 4.5.3 Learning and development requirements of individual staff members are identified through supervision and reflected in Annual Performance and Development Review (PDR). Additional training requirements are identified through the Learning and Development Team for Social Work Resources.
- 4.5.4 Social Work Resources supports evidence informed practice and in developing its research culture funds a number of post-graduate courses to support staff with their learning and development.
- 4.5.5 The ongoing development of the Dementia Strategy: a pathway has been developed, which details the level of input/training required for each sector of the workforce from 'Informed' through to 'Expert'. The programme includes colleagues from other Council Resources and Health colleagues.
- 4.5.6 There is a range of Frontline manager training and leadership training, which includes elements such as emotional intelligence, self-awareness and key processes.
- 4.5.7 A Management Induction and Development Programme is available to all social work staff who are either first time managers or who are looking to be promoted to a management post making use of the SSSC Step into Leadership Course.
- 4.5.8 Registration of all staff within Social Work Resources within the timescales set out by the SSSC. Where staff have conditional registrations and the achievement of appropriate qualifications is required, support is provided.
- 4.5.9 All newly qualified social workers meet with the relevant Staff Development Officer for a learning and development/Post Registration Training and Learning (PRTL) induction meeting to draw attention to the relevant learning and development pathway for their post, how to access training and ensure they understand their responsibilities in relation to post registration training and learning requirements. The support that is available in relation to the PRTL is also explained.
- 4.5.10 The Adult and Older People's service provide mentors to Newly Qualified Social Workers for the first few months to help them as they settle into post.
- 4.5.11 In Children and Families teams newly qualified social workers, together with all other social workers, attend Practice Development Sessions which take place each month. This time gives social workers the space to learn and reflect on practice.
- 4.5.12 Within the Mental Health Officer (MHO) service learning and development pathways are in place for Managers, Social Workers/Mental Health Officers and Social Work Assistants. Pathways identify face to face and learn online training recommended for

each job role, indicate any essential training requirements and the relevant external qualifications available. There are mentoring arrangements in place for newly qualified MHOs who receive mentoring by an experienced MHO for 6 months or longer, if required, post qualification.

- 4.5.13 A recruitment strategy is ongoing involving the Staff Development Officer for Mental Health identifying Social Workers interested in completing the MHO Award and providing advice, guidance, support, opportunities to shadow MHOs and to spend time in a Community Mental Health Team, prior to making an application.
- 4.5.14 The Social Care workforce is one of the largest employment groups in South Lanarkshire with approximately 3000 employees working to provide a range of support within our communities. Excellent social services require a confident, dedicated and skilled workforce which is valued by employers, service users and the public.
- 4.5.15 Everyone in the workforce needs to feel valued and to be motivated to improve their contribution and be innovative in their practice. The CSWO needs to ensure workers have the right skills, knowledge, values and behaviours to provide high quality services. Retaining experienced staff in front line practice is crucial to delivering excellent Social Services.

5. Covid-19

5.1 Implications for services

- 5.1.1 Through the initial period of 2020/21, the Council responded to the Global Pandemic, ensuring that essential services could be delivered safely. Social Work Resources 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.
- 5.1.2 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.
- 5.1.3 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.
- 5.1.4 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 re designing previous care pathways to include video consultations as a standard where possible.
- 5.1.5 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.

- 5.1.6 Care at home services (including the introduction of a community meals service), residential childcare services and residential older people' care continue to be delivered.
- 5.1.7 A PPE hub is established and distributes equipment to staff internally and to externally commissioned services as well as to carers.
- 5.1.8 Other services have continued to be delivered with minimal cover arrangements to reduce footfall, or through agile means such as money matters advice, administration services, strategy, planning and performance, children, justice, court services and adult and older people assessment and care management.
- 5.1.9 Staff from across South Lanarkshire Council Resources have provided essential support to Social Work in response to the challenges of the Covid 19 pandemic.

South Lanarkshire Leisure and Culture employees have provided help in care home settings, becoming involved in a range of work including domestic and care activities. Their skills have been utilised to support resident's wellbeing by, for example, befriending individuals and small groups or adapting simple, sports-based activities to ensure the widest access. In addition, their links with anchor community groups have supported the delivery of social welfare to the most vulnerable in our society, providing assistance with food parcels and prescription collection/delivery.

Housing and Technical Resources colleagues have been integral to the development of the Personal Protective Equipment (PPE) Hub, providing the logistics for the delivery of PPE to internal and external care providers for the Health and Social Care Partnership. As Covid-19 guidelines have changed the Hub has expanded to also include distribution to Corporate and Education Resources.

5.2 **Implications for Workforce**

- 5.2.1 The issue of IT equipment and links to communication software have provided the opportunity for home/agile working at an unprecedented level. The incidence of employees working from home long term (over 28 days) has increased from 26 in March 2020 to 823 by late August 2020.
- 5.2.2 Social Work Resources staff have also been affected by Covid -19 and there were 231 long term self-isolations (over 28 days) across the Resource from the beginning of lock down until August 20.
- 5.2.3 Of Adult and Older Peoples services Home Care has been most affected by self isolation with over half of all staff self-isolations being required by Home Care staff. Within Children and Justice services the majority of staff self-isolating are employed within Children's Residential Units
- 5.2.4 Covid -19 has had a significant effect on staff sickness levels showing a 2.8% reduction from March 2020 to July 2020. This was replicated across all Service areas within Social Work and is evident particularly in those areas where employees have the ability to work from home. Short Term absence, which was falling, has fluctuated over the same period. Long term absence, however, has continued to decrease from March to July. However as a council Social Work Resources are reporting the highest absence figures which is a reflection of the work that has been

sustained over the period as well as a reflection of the profile of the workforce in relation to those over 55 years of age. The demands put on residential services and Care at Home staff who have continued to work through challenging times throughout. Covid related matters in relation to attendance and absence will continue to be a challenge particularly over a winter period.

5.3 Key priorities for recovery

- 5.3.1 The challenges facing local government in Scotland and government internationally will continue whilst we are still in the midst of the Covid – 19 pandemic. However, even with the on-going pandemic, financial constraints, the council continues to do everything in its power to protect and maintain vital services, keep people safe, save lives, and protect our National Health Services.
- 5.3.2 Delivery models have been reorganised in order to adhere to social distancing, to reduce the footfall in offices while at the same time supporting our most vulnerable people. The Resource is progressing the recovery of key services.
- 5.3.3 The model of delivery for day care for older people has been adapted from Centre based to an outreach service on an interim basis to ensure continuity of care. This will be reviewed as part of the overall service review.
- 5.3.4 Planning is in place for Family Centres to begin to provide contact for families
- 5.3.5 The unpaid work service has begun to resume and build capacity
- 5.3.6 Further detail of Social Work Resources priorities for recovery are contained in the [Covid-19 Recovery Plan](#)

Appendix 1 Care Inspectorate – Inspection Reports

The Care Inspectorate published guidance “A quality framework for care homes for older people”. The guidance states that from 2018, on an incremental basis, it will roll out a revised methodology for inspecting care and support services starting with care homes for older people. The changes will build on approaches that have been introduced in the past three years: an emphasis on experiences and outcomes for people, proportionate approaches in services that perform well, shorter inspection reports, and a focus on supporting improvement in quality.

The new framework has 5 key questions which can be evaluated at inspection compared to the 4 key quality themes that were previously used. As not all care homes for older people have been inspected under the new framework we have included both gradings carried out under the previous inspection methodology and those under the new framework.

- The grades match up as below (new evaluation/old quality theme):
- How well do we support people’s wellbeing? / Care and Support
- How well is our care and support planned? / Care and Support
- How good is our setting? / Environment
- How good is our staff team? / Staffing
- How good is our leadership? / Management and Leadership

The Health and Social Care Standards are now reflected in the quality improvement frameworks for the following range of services inspected:

- Services for children and young people in need of care and protection
- Strategic commissioning of services for adults by Health and Social Care Partnerships
- The implementation of self-directed support
- Adult support and protection
- Justice social work services

The Care Inspectorate regulates the performance, inspection, and public reporting of the Care Services registered with them. Social Work Resources manage 42 registered services. During 2019-2020 there were 19 Inspections completed by the Care Inspectorate across 4 differing service areas as outlined in the table below. One registered service was inspected twice in one year.

Whilst registered council services have generally performed well with care Inspectorate grades in 2019/20 we had 2 registered services that received poor grades. Hamilton/Blantyre Homecare and Rutherglen Homecare.

In December 2019 the Care Inspectorate issued an Improvement Notice on the registered service with Hamilton/Blantyre. The Rutherglen service were also graded unsatisfactory. In response the council in consultation with the care Inspectorate implemented a voluntary moratorium in these two areas. This resulted in no new referrals from the community and hospital discharges to these resources. This was to allow time to respond to the care Inspectorate concerns about skills knowledge and capacity of the current leadership and staff within these services.

With regards to the Improvement Notice within Hamilton/Blantyre, increased management capacity and additional training and staffing was committed to this resource. A wider service redesign is also taking place across all Homecare services. The Care Inspectorate were due to come back in to inspect these services in April 2020 and subsequently September 2020.

However due to the pandemic the care Inspectorate have had to review their inspection programme. There have however been ongoing regular liaison with the Care Inspectorate through out, so they are kept apprised of the developments in these services. The Improvement Notice was subsequently extended to 30 September 2020 and the care Inspectorate advised they would be undertaking an inspection from October onwards.

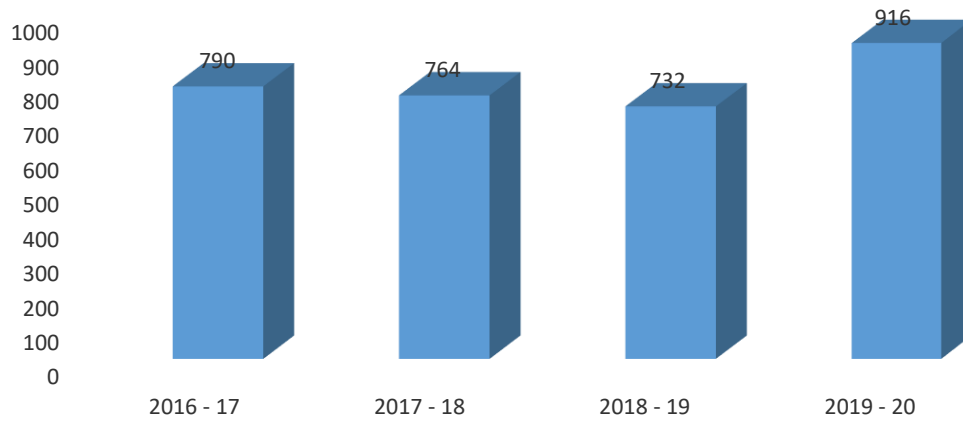
			Care & Support Planned	Setting	Staffing	Leadership	People's Wellbeing
	Care Service	Latest Inspections	Care/Support	Envir	Staff	Man/Lead	
1	Canderavon House	15/08/2019	4	4	5	4	5
2	David Walker Gardens	19/11/2019	5	NA	NA	NA	5
3	Dewar House	05/12/2019	3	NA	NA	NA	3
4	McClymont House	09/01/2020	5	NA	NA	NA	5
5	McKillop Gardens	28/01/2020	5	NA	NA	NA	5
6	Meldrum Gardens	01/11/2019	4	5	3	5	4
7	Harry Heaney Centre	10/05/2019	5	NA	5	NA	NA
8	McClymont RC	05/08/2019	5	NA	5	NA	NA
9	Nisbet Centre	18/06/2019	5	NA	5	NA	NA
10	St Andrews	24/07/2019	4	NA	NA	NA	5
11	East Kilbride	24/01/2020	4	NA	5	5	NA
12	Hamilton / Blantyre	04/12/2019	1	NA	1	1	NA
13	Rutherglen	11/10/2019	1	NA	2	1	NA
14	Care & Support North	16/11/2018	5	NA	NA	5	NA
15	Bardykes Road	02/05/2019	5	5	NA	NA	NA
16	Hillhouse Road	03/07/2019	5	NA	NA	NA	5
17	Hunters Crescent	17/05/2019	5	5	NA	NA	NA
18	Station Road	12/02/2020	5	NA	NA	NA	5

Grades guide:

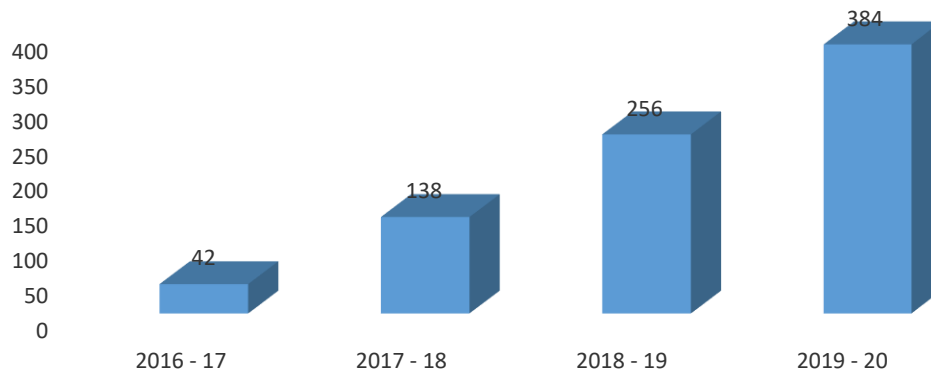
1 Unsatisfactory
2 Weak
3 Adequate
4 Good
5 Very Good
6 Excellent

Appendix 2 Performance Data and Trends

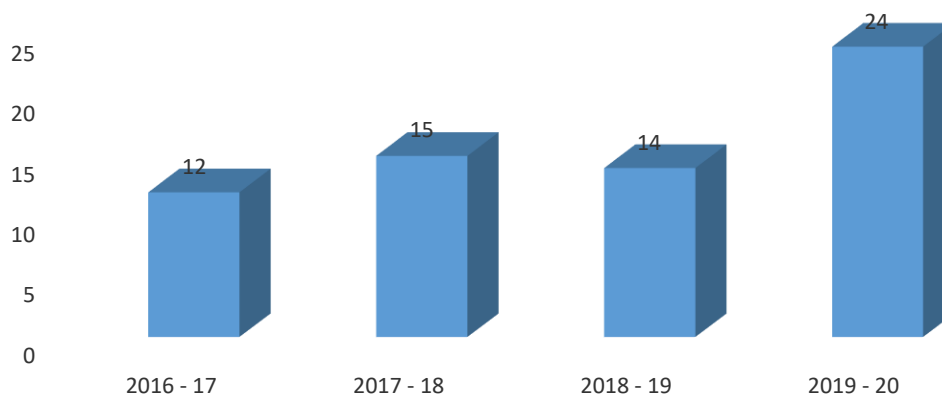
Adult support & protection enquiries for adults under 65

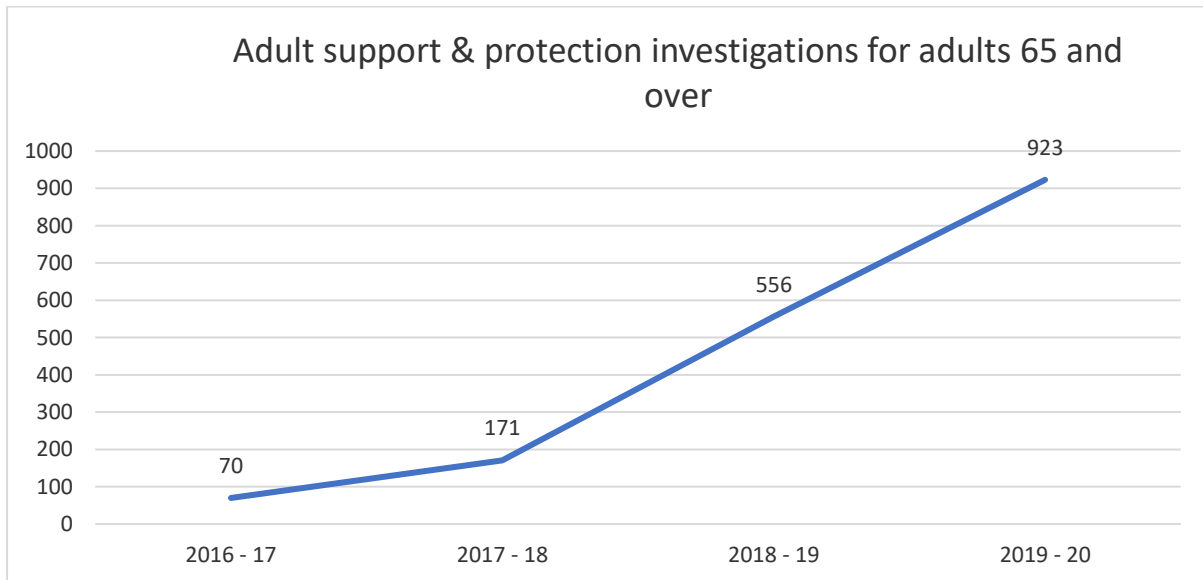
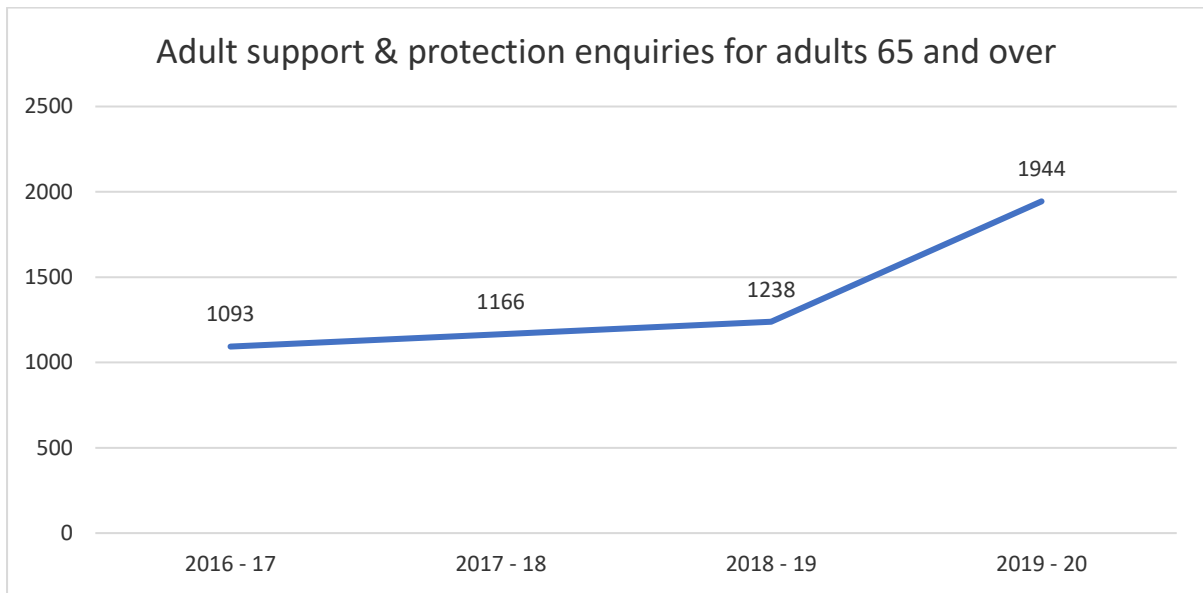


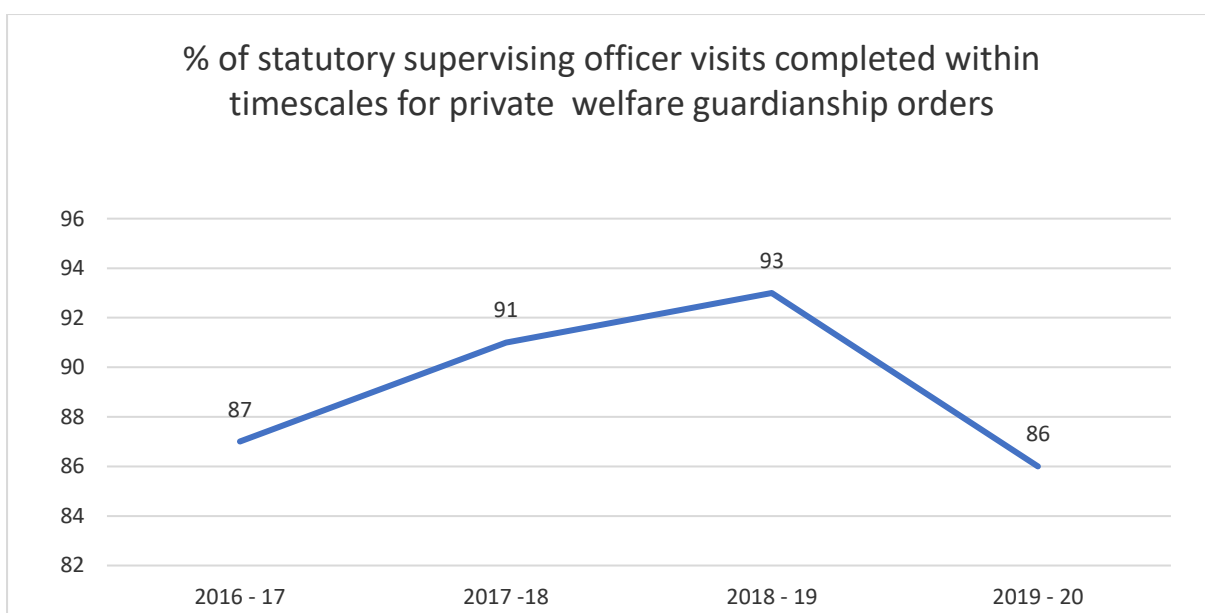
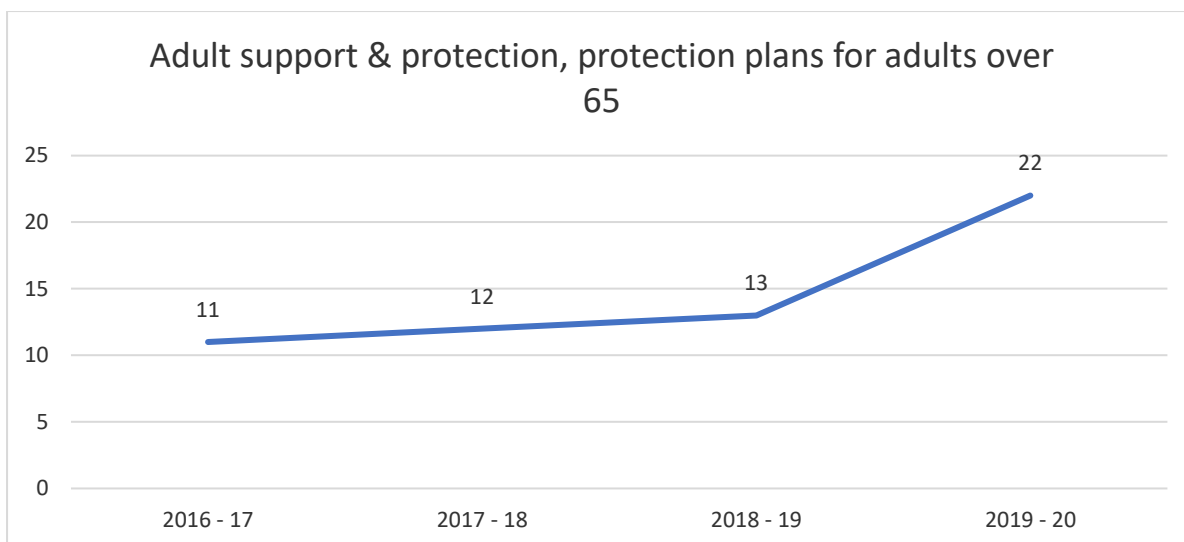
Adult support & protection investigations for adults under 65

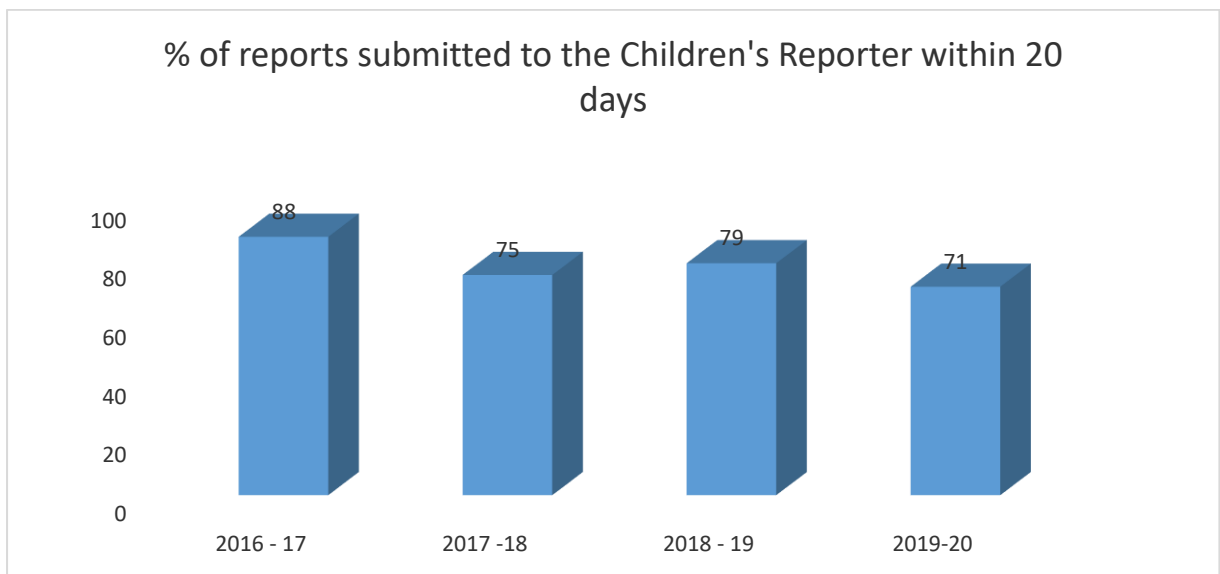
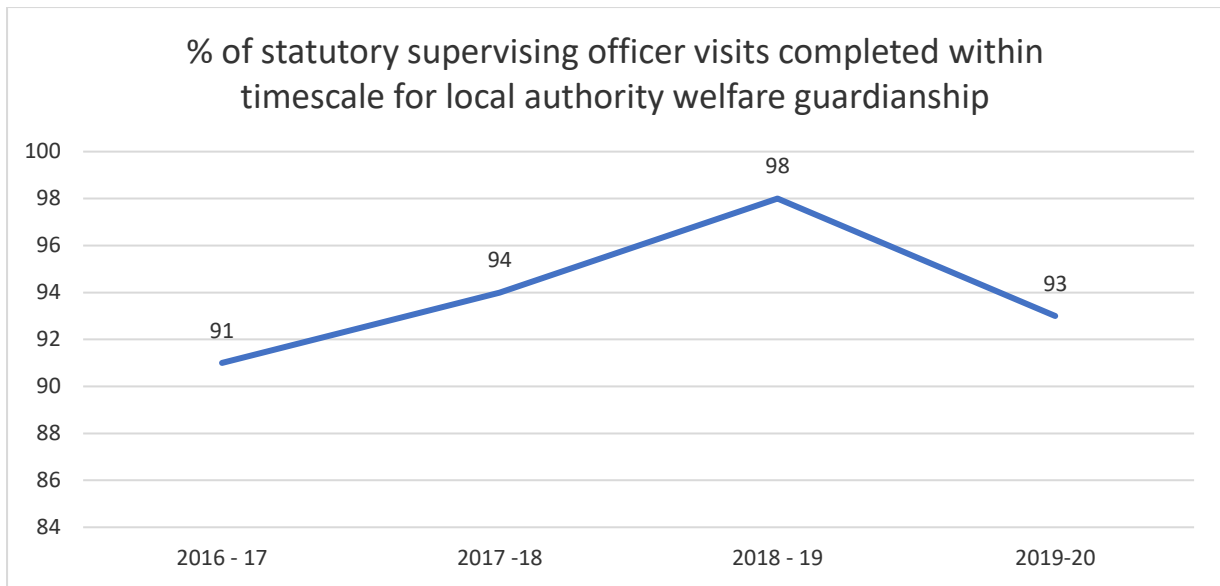


Adult support & protection, protection plans for adults under 65

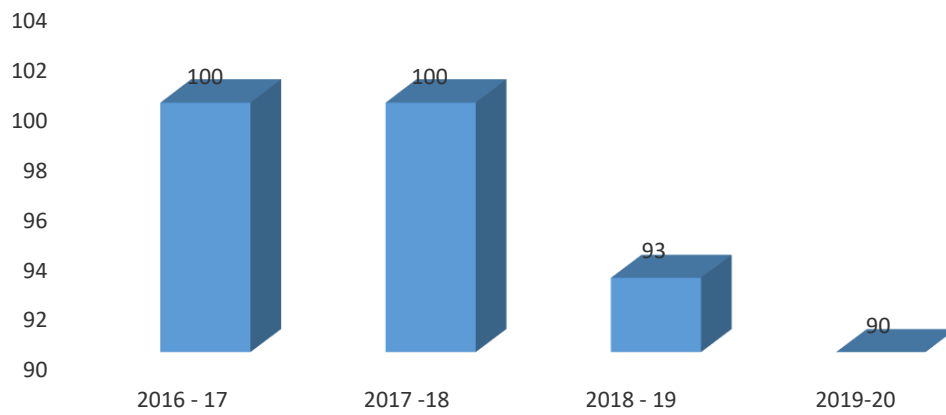




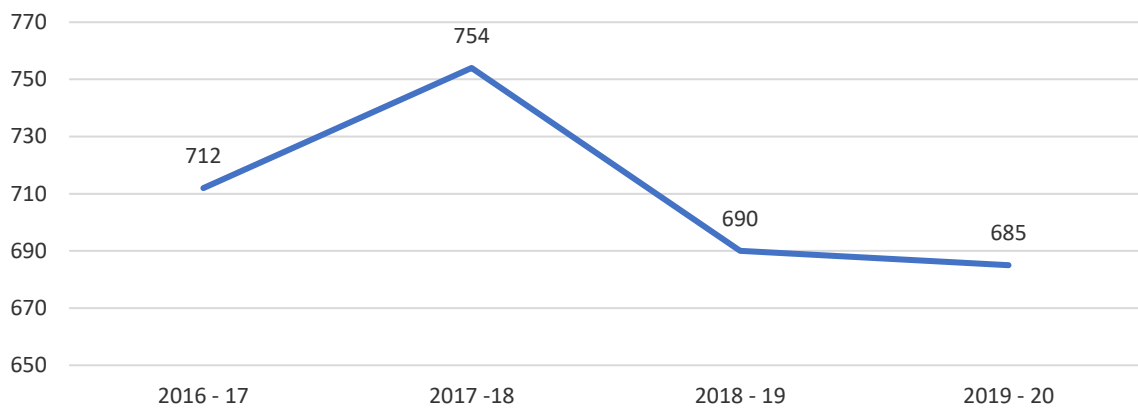




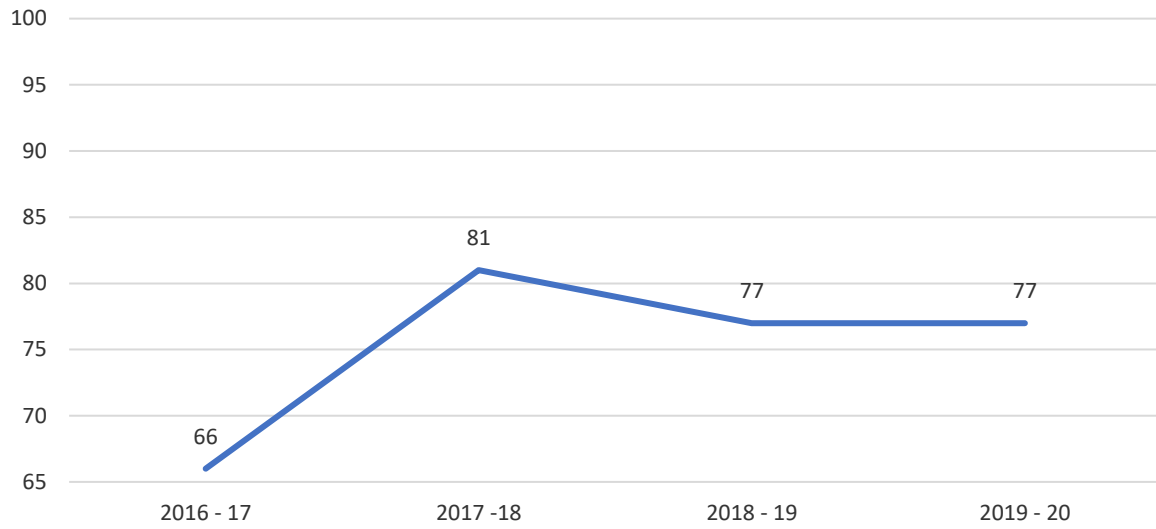
% children seen by a supervising officer within 15 days



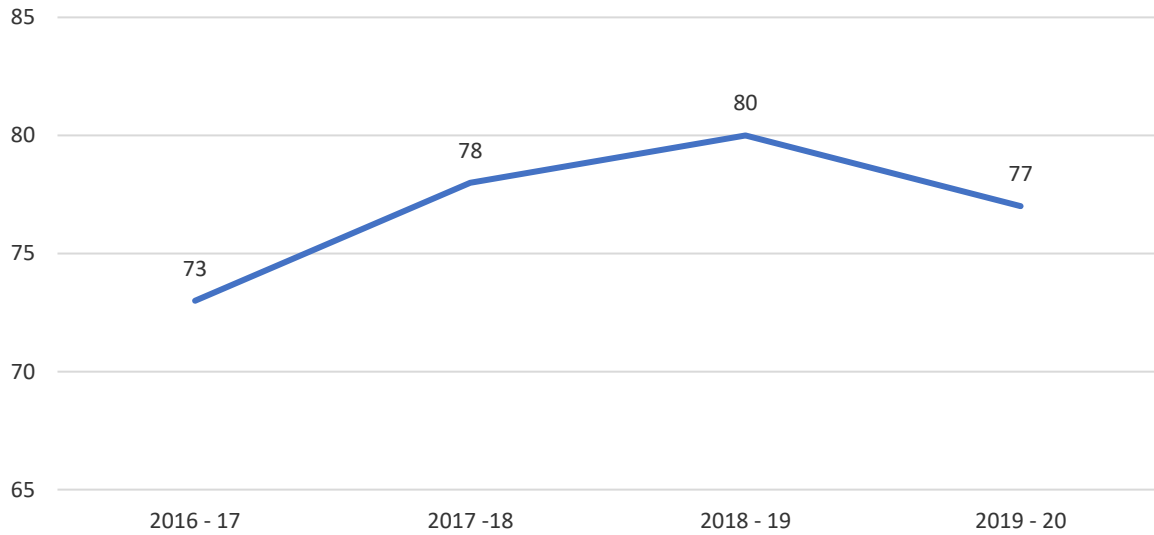
Monitor the number of investigations undertaken (level of child protection activity)

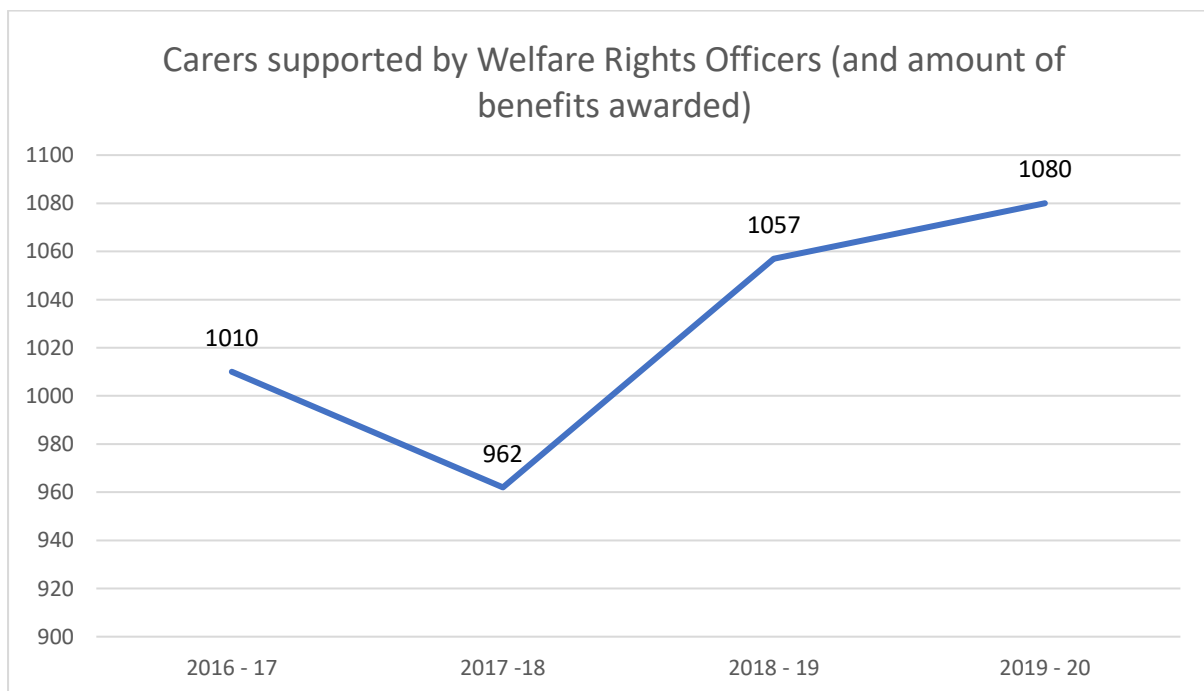
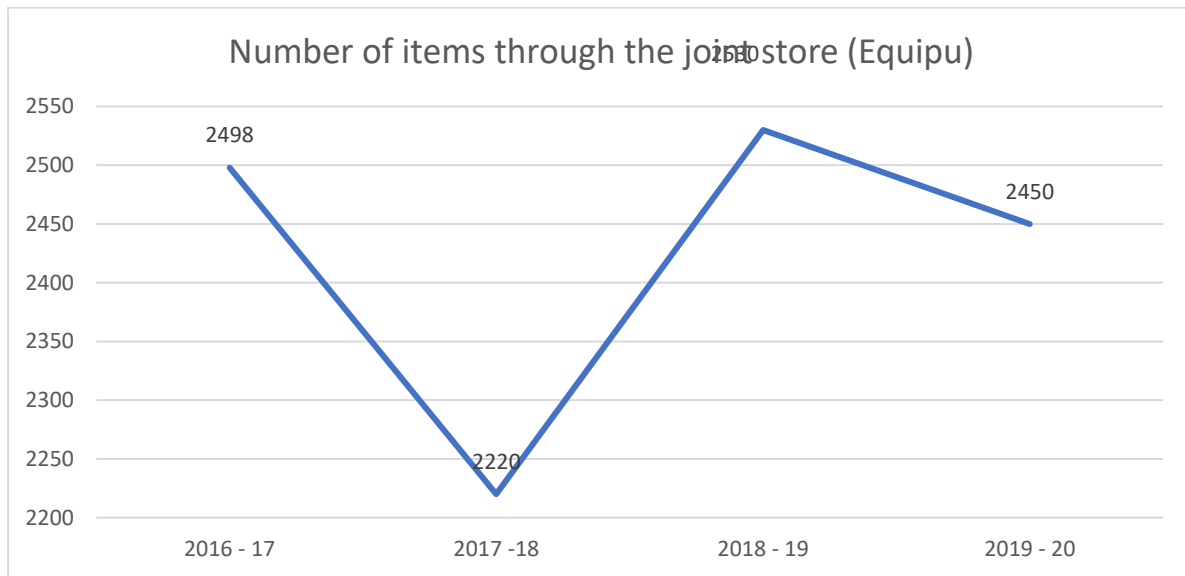


% people starting their placement within 7 days of a CPO
unpaid work



% of offenders on CPO unpaid work requirement are seen
within 5 working days





In total for 19-20, the outcomes for carers, supported by dedicated Welfare Rights officers were:

Weekly benefits: £106,837

Backdated benefits: £920,109

Annual benefits: £6,475,633