

Policy and Sustainability Committee

10:00am, Tuesday, 30 November 2021

Chief Social Work Officer Annual Report 2020-2021

Executive/routine
Wards
Council Commitments

1. Recommendations

It is recommended that Policy and Sustainability Committee:

- 1.1 Notes the Chief Social Work Officer's (CSWO) Annual Report for 2020/21 attached at Appendix 1.

Jackie Irvine

Chief Social Work Officer and Service Director for Children's and Criminal Justice Services

E-mail: Jackie.Irvine@edinburgh.gov.uk | Tel: 0131 553 8250

Chief Social Work Officer Annual Report 2020-2021

2. Executive Summary

- 2.1 The CSWO is required to produce an annual report. The format changed some years ago, when local authorities were asked to use a template devised by the Chief Social Work Adviser to the Scottish Government to ensure consistency across Scotland in annual report submissions. Due to the Covid-19 pandemic, this format has once more been altered to reflect the challenges that the pandemic has brought to social work services across Scotland.

3. Background

- 3.1 This is the third report written by the Chief Social Work Officer, Jackie Irvine, since coming into post in July 2018.

4. Main report

- 4.1 The CSWO annual report provides a broad outline of some of the key issues facing social work and social care in Edinburgh. It includes data on statutory services, areas of decision making and sets out the main developments and challenges.
- 4.2 The report includes an update on finance, service quality, delivery of statutory functions, workforce planning and development.
- 4.3 Included in the report is a range of performance data and some of the key social work indicators are set out. This information complements, rather than replicates the detailed performance and budget information on all social work and social care services most of which has already been presented to Committee, Council, and the Integrated Joint Board (IJB).
- 4.4 Appendix 2 of the report acts as the required annual report to elected members on the operation of the statutory social work complaints process.
- 4.5 The report highlights the impact that Covid-19 has had upon Edinburgh's population and its social work, social care, and public protection services, as well as indicating

how the pandemic will continue to affect and contribute to even greater levels of need and vulnerability for people living in the city.

5. Next Steps

- 5.1 Once ratified by the Committee, this report's submission to the Scottish Government is required.

6. Financial impact

- 6.1 This report is an overview of strategic and operational social work matters covering the areas of Children's, Adult's and Community Justice based social work. There is no financial impact from this report, which will not have already been considered through existing Council Committees or the Integrated Joint Board.

7. Stakeholder/Community Impact

- 7.1 All social work services have the expectation to engage the participation of those citizens who require the support and assistance of those services. Each Departmental area has existing mechanisms in place to address stakeholder and community impact.

8. Background reading/external references

- 8.1 There are no required background papers.

9. Appendices

- 9.1 Appendix 1 - Chief Social Worker Officer's Report 2020-2021.



**THE CITY OF EDINBURGH COUNCIL
CHIEF SOCIAL WORKER OFFICER'S
ANNUAL REPORT**

APRIL 2020 – MARCH 2021

Glossary

AWIA	Adults with Incapacity Act
CJOIP	Community Justice Outcomes Improvement Plan
CJSW	Criminal Justice Social Work
CPO	Community Payback Order
CSWO	Chief Social Work Officer
CTO	Compulsory Treatment Order
DALAG	Domestic Abuse Local Action Group
DTTO	Drug Testing and Treatment Order
EADP	Edinburgh Alcohol and Drugs Partnership
EDO	Emergency Detention Order
EHSCP	Edinburgh Health and Social Care Partnership
EIJB	Edinburgh Integrated Joint Board
ELPF	Edinburgh Local Practitioner Forum
EMORS	Edinburgh and Midlothian Offender Recovery Service
ESEC	Equally Safe Edinburgh Committee
FGDM	Family Group Decision Making
GIRFEC	Getting It Right for Every Child
IRD	Inter-Agency Referral Discussion
LOG	Locality Operational Group
LSI	Large Scale Investigation
MAPE	Multi-Agency Practice Evaluations
MAPPA	Multi-Agency Public Protection Arrangements
MHA	Mental Health Act
MHO	Mental Health Officer
QAO	Quality Assurance Officer
SSSC	Scottish Social Services Council
STDO	Short-term Detention Order
TCAC	Through Care and After Care
TIC	Trauma Informed Care

Contents	Page Numbers
----------	--------------

Introduction and acknowledgments 4

Governance and accountability 5

Service Quality and Performance 6

Edinburgh Health and Social Care Partnership

Children’s services

Criminal Justice

Quality Assurance

Complaints

Regulation of Care

Public Protection Committees 34

Chief Officer’s Group

Child Protection Committee

Adult Protection Committee

Violence Against Women Partnership

Offender Management Committee

Drugs and Alcohol Partnership

Resources 41

Workforce 42

COVID-19 51

Appendices 52

Appendix 1 – Public Protection Strategic Partnerships and Monitoring Arrangements (page 52)

Appendix 2 – Statutory Complaints Analysis (page 54)

Appendix 3 – Care Inspectorate Inspections 2020/21 (page 59)

Appendix 4 - City of Edinburgh Council - Workforce Registered with the Scottish Social Services Council as at 13/07/2021 (page 61)

Introduction and Acknowledgement

It is my pleasure to provide my third Chief Social Work Officer's Annual Report in respect of the City of Edinburgh Council since coming into post in July 2018. I would like to acknowledge all the colleagues who have supported the production of this report and the associated relevant material for inclusion. It should be noted that a lot of the performance and service development information included within this report has been reported elsewhere and that my report is intended to draw together already existing information to form an overview of the quality of social work practice in the City. It also contains new and emerging information and concludes with a look to the future of Social Work and potential challenges going forward.

The requirement for each Council to have a Chief Social Work Officer (CSWO) was initially set out in the Social Work (Scotland) Act 1968 and further supported by Section 45 of the Local Government etc (Scotland) Act 1994. The role of the CSWO is to provide professional governance, leadership, and accountability for the delivery of social work services, not only those provided directly by the Council or from within the integrated Health and Social Care Partnership (HSCP), but also those commissioned or purchased from the voluntary and private sector. Social work services are delivered within a framework of statutory duties and powers and are required to meet national standards and provide best value.

The purpose of this report is to provide Council with information on the statutory work delivered through the various social work services of the Council during the period 1 April 2020 to 31 March 2021 as well as the associated challenges within the context of the current climate within public services. This report will be posted on the Council website and will be shared with the Chief Social Work Advisor to the Scottish Government.

Jackie Irvine
Chief Social Work Officer
Service Director of Children and Families and Criminal Justice Services.
September 2021

Governance and Accountability

Edinburgh has in place a range of governance arrangements to provide scrutiny and assurance to all areas of social work. (**Appendix 1**).

For all areas of Public Protection, the Chief Officers Group provides oversight, assurance, and governance to the range of committees and partnerships addressing public protection issues.

The Chief Officers Group meets quarterly, there are three Chief Officers - Chief Executive, The City of Edinburgh Council, Chief Superintendent Divisional Commander, Police Scotland and Executive Director Nursing, Midwifery, and Allied Health Professionals, NHS Lothian. Membership also includes the chairs of the public protection groups; Child Protection Committee, Adult Protection Committee, Offender Management Group, Equally Safe Edinburgh Committee and the Alcohol and Drug Partnership.

In addition, the Chief Social Work Officer is the chair of the Multi-Agency Public Protection Arrangements (MAPPA) Strategic Oversight Group (SOG), for Edinburgh, the Lothians and Borders Local Authority areas and reports to the National Strategic Group for Public Protection for high risk offenders, chaired by the Scottish Government. The MAPPA SOG provides governance and oversight for the management of high-risk offenders across the five Local Authority areas.

Adult social work services are provided as part of the integrated Edinburgh Health and Social Care Partnership (EHSCP) which is governed through the Integrated Joint Board (IJB). The IJB in Edinburgh has re-organised its reporting structure, and now has five sub-committees also providing governance. The CSWO in Edinburgh sits as a non-voting member and professional advisor to the IJB, as well as a member of the Clinical and Care Governance Committee.

The EHSCP reports to the two parent bodies of the Council and NHS Lothian, and as such there are reporting lines into each of these bodies for the purpose of reporting and seeking approval for certain features of its business. This includes the NHS Lothian Healthcare Governance committee and to several the Committee's within the Council. This provides good visibility across the Council of the progress being made by the EHSCP in delivering on its key objectives.

Children's social work services are not integrated in Edinburgh, with no formalised inclusion into the EHSCP. The governance and reporting arrangements for children's services is through the Children's Services Partnership, through the Community Planning Partnership as well as the Education, Children and Families Committee. Edinburgh Children's Partnership is a governance arrangement linking; Council, NHS, Police and third sector agencies.

The Children's Partnership has three clear plans in place that support service delivery and improvement for children:

- Edinburgh Children's Partnership Children's Services Plan
- Edinburgh Child Protection Improvement Plan
- Edinburgh's Corporate Parenting Plan

Complementing this, each Locality has a Locality Improvement Plan, which is collaboratively created and led by partner agencies responding to local need and linked to the overall Children's Service Plan and the Health and Social Care priorities. This allows local variance in need and service provision to be reflected within each locality plan.

Edinburgh Health & Social Care Partnership

Social Services Delivery Landscape

Joint Strategic Needs Assessment

As part of the development of their new Strategic Plan for 2022-25, EHSCP has refreshed their Joint Strategic Needs Assessment. This can be found on their website [here](#). Analysis of the latest population figures shows that the overall population of Edinburgh is projected to grow by 7.7% between 2018 and 2030, with each of the older population age groups expected to grow by at least a fifth. Work ongoing through the Transformation Programme aims to ensure service delivery, including social work, is well placed to respond to this increased demand in the future.

Social Care Direct

In total there were 56,632 contacts received during 2020/21. This reflects a 4% reduction on last year when 58,934 contacts were received. Social Care Direct continued with staff working from home to be the first point of contact for access to our services. This service has supported our wider services to ensure that families are able to receive advice support and assistance in a timely fashion.

Practice Team, Sector Based Social Work Services

4,912 assessments were carried out by practice teams (Locality Teams, Residential Review Team) in 2020/21, lower than the 5,013 carried out the previous year, however, this excludes any conversations carried out in the Three Conversations pilot sites which saw 260 conversations completed. There were 7,174 reviews completed by these teams in the same period, over two and half times as many as the year before when 2,761 reviews were completed.

Home Care Service

5,235 people received 116,768 hours home care service in March 2021, either from the Council's Home Care and Support Service or purchased by the Council from the independent sector, however, this is reduced by restrictions placed on the service due to coronavirus. This compares with provision in February 2020 (prior to the impact of COVID-19 when fewer visits were made) when 5,175 people received 104,340 hours. It should be kept in mind that there are also increasing numbers of people opting to arrange their support via a direct payment or individual service fund.

Residential Care Homes

- 206 adults aged under 65 years were supported in permanent care home places at the end of March 2021 (all service user groups), a decrease of 35 on the number supported at the end of March 2020.
- 2,219 adults aged 65 and over were supported in long term care home placements at the end of March 2021, 411 fewer than the 2,630 supported at the end of March 2020, a

decrease of 16%. Of the 2,219 adults supported at March 2021, 219 were supported in Council owned care homes

Direct Payments & Individual Service Funds

In March 2021 16.9% of adults chose to receive their support with a direct payment or individual service fund providing greater opportunity to specifically tailor their support to meet their outcomes in a way they want.

Older People's Joint Inspection

During 2020/21, EHSCP continued to engage with the Care Inspectorate and Healthcare Improvement Scotland (HIS) (known as the Joint Inspectors) on improvement to the Older People's Service following the Older People's Services Joint Inspection (May 2017) and Progress review (June 2018).

The remaining actions on the revised improvement plan, agreed in May 2019, are largely being delivered through the transformation programme. In particular, the Three Conversation, Home Based Care, Home First and Workforce Strategy projects outlined in this report will allow EHSCP to robustly respond to the recommendations of the Joint Inspection and continue to provide quality services for older people. A formal response from the Joint Inspectors on the improvement activity is expected in August 2021. It should be noted however that inevitably the impact of the pandemic, since March 2020 and more acutely in the current period, is having a significant impact on the delivery of assessments as well as supported care package hours. This is ultimately due to both increased demands coming out of the pandemic and the reduction in staff in key support areas.

Quality Improvement and Assurance in Care Homes

A Care Home Transformation Group, chaired by EHSCP's Chief Nurse, was established in June 2020 to oversee a programme of transformation and improvement across care homes.

In 2020/21 improvement work focused on Royston Court Care Home, a 60 bedded purpose-built Local Authority Care Home in North West Edinburgh providing care for frail elderly and people with a dementia. This care home had outstanding requirements and areas of improvement from previous inspections, which the Care Inspectorate condensed into seven requirements and seven areas for improvement in September 2020.

The EHSCP quality team worked with the care home to implement the Quality Management System approach to improvements. This included understanding the challenges and issues, getting to know the residents and their needs, and reviewing current processes, systems, documentation and reporting. The team also measured quality of care against the health and social care standards to identify areas for improvement. All staff groups were engaged in the plans for improvement and encouraged to develop and act upon change ideas.

An unannounced inspection in December 2020 showed an overall marked improvement across all areas with an indication that improvement is moving in the right direction, with grades expected to be higher at future inspections if there is evidence of sustained improvement. Since the inspection in December there was another unannounced inspection on March 2021 and all seven requirements and five of the areas for improvement were met. Further progress has been made around the requirements and areas for improvement and a sustainability plan has been developed to ensure the progress made will be maintained and built on.

Commissioning activity

Some key pieces of commissioning activity have been ongoing throughout 2020/21. EHSCP commissioned a new suite of sensory impairment community-based services. This included commissioning of specialist deaf social work services, deaf equipment service, eye clinic support service, rehabilitation and mobility service for people with sight loss, and administration and management of the Certificate of Vision Impairment register. Delivery of social work for people with vision impairment was brought inhouse to our locality teams, supported by interactive visual impairment awareness training delivered to 150 locality staff.

Contracts for deaf services were awarded to local provider Deaf Action commencing October 2020 to run for 3-5 years. The existing sight loss services were extended by six months to take account of COVID-19, with new sight loss services commencing in April 2021 with our new community partners, also for 3-5 years. Sight Scotland (formerly Royal Blind) won the contract to deliver both rehabilitation and mobility training for people with a vision impairment, and the management of the Certificate of Vision Impairment database on behalf of the City of Edinburgh Council, while Visibility Scotland will deliver the Patient Support Service at the Princess Alexandra Eye Pavilion. Both organisations have great commitment to working in partnership both with each other and with EHSCP colleagues to deliver high quality and seamless services to the person with sight loss.

During 2020/21 EHSCP also undertook a comprehensive commissioning exercise to establish new carer support contracts, which commenced in January 2021. These have been designed to expand supports that were already valued and deliver outcomes for carers around information and advice, and health and wellbeing. They include additional supports for carers to have a break from caring.

Contracts were awarded to four lead providers, over eight years, with a value over £17 million. Specifications associated with these were developed with providers, to ensure continuity, and meet gaps identified from the previous strategy. Through encouraging providers to consider a collegiate approach, the contract award has supported the development of a Carewell Partnership, with a lead provider and four other providers to deliver carer health and wellbeing support. The Edinburgh Carers Strategic Partnership Group also continues to work together to implement the Edinburgh Joint Carers' Strategy 2019-22, with a strategic performance framework agreed in November 2020.

Workforce planning

Through the EIJB transformation programme, EHSCP have been developing an inaugural workforce strategy, to help ensure a skilled and capable workforce that can deliver their vision of 'a caring, healthier and safer Edinburgh'. The strategy focuses on the EHSCP workforce across the City of Edinburgh Council and NHS Lothian as well as the implications for those the Partnership works with such as third and independent sectors, volunteers and the role of carers. At the end of 2020-21, engagement began with staff on the proposed strategy.

Mental Health

Table 1 – 3 below sets out the use of compulsory measures of care and treatment and the use of welfare guardianship

Table 1 – This table shows the number of assessments carried out by MHOs under the Mental Health (Care & Treatment)(Scotland) Act 2003 (MHA) and the Adults with Incapacity (Scotland) Act 2000 (AWIA). It is recorded that in 2019/2020 of 1275 assessments, 803 individuals became

subject to compulsory measures, of these some 472 individuals were assessed at least twice in terms of the appropriateness of compulsory measures under MHA and/or AWIA. The table shows that 144 more assessments were carried out in 2019/2020 than in the preceding year. This represents an increase of 12.7%, although there is a decrease in the number of assessments carried out from 2016/17.

Table 1										
	2015/16		2016/17		2017/18		2018/19		2019/20	
	No.	People	No.	People	No.	People	No.	People	No.	People
Contacts	590	506	471	424	NA	NA	NA	NA	NA	NA
Assessments completed	1380	845	1380	835	1213	757	1131	706	1275	803

Table 2 - This table shows an increase in the use of Emergency Detention Orders (EDOs) – there are 30 more EDOs in the period 2019-20 than in the preceding year which is an increase of 11.2%. Comparison of the number of EDOs granted in 2016-17 with those granted in 2019-20 shows a marked increase in use of this type of compulsory order of 52.9%. This is concerning as the use of EDOs should be the exception with the correct gateway to hospital on a compulsory basis being the Short-Term Detention Order (STDO) which affords the individual more rights. It is noted that there is an increase in all types of detention covered within the table, however EDOs have become a significantly increased proportion of all types of detention since 2016-17.

Table 2					
	Commenced Apr - Mar 16	Commenced Apr - Mar 17	Commenced Apr- Mar 18	Commenced Apr- Mar 19	Commenced Apr- Mar 20
Emergency detention in hospital (72 Hrs)	208	195	241	268	298
Short term detention in hospital (28 days)	411	484	472	478	515
Compulsory Treatment orders (indefinite with 6 monthly review in first year and then	125	107	151	147	151

annual review)					
Interim compulsory treatment orders (28 days)	61	47	72	65	66

Table 3 shows significantly revised figures for EDOs and STDOS than those published in this report last year following correction of the method used to collect these figures. The figures represent a snapshot of MHA orders active on one particular day; 31 March and may become more meaningful in respect of EDOs and STDOS if compared to additional days through the year such as mid-summer or a date around the Christmas period. Year to year comparison identifies there was a reduction in the number of Compulsory Treatment Orders (CTOs) in operation in 2019 from the previous year, there is a significant increase from 2019 to the same point in 2020; 52 more CTOs in operation representing an increase of 12.9%. In comparing this day in 2016 with 2020, the figures indicate that there were 149 more CTOs in operation in 2020, representing a considerable increase of 48.7%.

Table 3					
	As at 31 March 2016	As at 31 March 2017	As at 31 March 2018	As at 31 March 2019	As at 31 March 2020
Emergency detention in hospital	0	1	1	1	3
Short term detention in hospital	28	51	37	27	37
Compulsory treatment orders	306	343	416	403	455

Table 4 shows the total number of orders under the Criminal Procedures (Scotland) Act open to the MHO service. The table shows that the number of these types of orders made by the court through 2019-20 was the same as in the previous year; 36. The number of orders being made exceeds the number being closed and that there are 45 more open at the end of the reporting period in 2020 than in 2016, representing an increase of 63.4%.

It is notable that there has been an increase of eight Compulsion Orders with Restriction Orders (CORO) which are the orders related to the highest perceived level of risk and requiring the greatest level Mental Health Officer supervision. In comparing 2015/16 to 2019/20 an increase of 16 COROs in operation, representing an increase of 66.7%.

Table 4					
	2015/16	2016/17	2017/18	2018/19	2019/20
Total legal orders started	25	20	41	36	36
Total legal orders open at period end	71	80	94	101	116
Compulsion orders with Restriction order open at end of period	24	27	27	32	40

Table 5 shows a substantial increase; 159 (18.6%) in the total number of guardianships in operation in 2020 compared with the previous year and a significant increase of 39.5% from 2016. Of the 159 more guardianships in operation, private guardianships of all types account for 73% (although it should be noted that the vast majority of these orders include welfare powers with only one being solely financial).

The total number of local authority guardianships with welfare powers has increased significantly from 186 in 2019 to 229 in 2020 which is an increase of some 18.6%.

	2016	2017	2018	2019	2020
Welfare Guardianship					
CSWO welfare guardianships	116	146	148	153	181
Private Welfare guardianships	167	203	205	214	265
Financial guardianship (private only)	92	100	97	73	74
Welfare and Financial guardianship					
CSWO welfare and financial guardianships (guardian for financial element must be non-Council)	32	39	29	33	48

Private welfare and financial guardianships	319	366	385	381	445
Total	726	854	864	854	1013

CHILDREN'S SERVICES

Children's social work services have continued to operate throughout the pandemic, working both from home, as well as using office locations to manage duty arrangements.

Social Care Direct have continued with staff working from home to be the first point of contact for access to our services. This service has supported our wider services to ensure that families are able to receive advice support and assistance in a timely fashion.

Our out of hours service have likewise adapted to new ways of working ensuring that families in crisis are supported out of hours.

Table 1: Child Protection and Looked After Children			
Item	Figures for period April to March		
	2018/19	2019/20	2020/21
Child protection Interagency Referral Discussions (IRDs)	1,210	1,205	1,086
Item	Figures for period April to March		
	2018/19	2019/20	2020/21
Child protection case conferences	787	598	568
Item	Figures as at 31 March		
	2019	2020	2021
Children on Child Protection Register	132	115	101
Children looked after at home	356	290	236
Children looked after away from home	900	899	856

There has only been a slight drop in IRD's this year and that may be as a result of the pandemic's lockdowns. The drop is not of a level to raise concerns and overall the level of child Protection actions has been high considering the adjustments that all agencies have had to make in response to Covid.

Early on a rights-based approach was taken to all activity, which balanced the need to investigate and protect children whilst also ensuring that our actions respected families wider health circumstances.

Practice Team Staff have continued to ensure that children are seen both directly and with the use of virtual tools. The level of creativity by staff to build new forms of practice has been a significant feature of the last year.

The Children and Young People's Review team have been able to hold case conferences using digital platforms and where families have struggled with this, they have held face to face meetings in safe environments with appropriate social distancing and risk assessments in place.

The service has ensured that key child protection activities have continued. Some families have fed back that they have felt more in control with virtual means and the fact that everybody has had to learn together facing the same challenges leading to a different sense of partnership.

Social work staff have managed complex and demanding work while predominantly working from home and teams have continually looked at how best to creatively support each other in what has proved to be very challenging times both personally and professionally.

Table 2: Child Protection Case Conferences			
Item	Figures for period April to March		
	2018/19	2019/20	2020/21
Initial	172	136	145
Pre-birth	57	58	60
Review	547	396	355
Transfer	11	8	8
Total	787	598	568

There has not been any significant drop in case conferences this year. The Young People's Review Team have continued to develop their practice in supporting families to engage in key meetings.

Table 3: Looked After Children			
Item	Figures as at 31 March		
	2019	2020	2021
Total number of children and young people Looked After	1,256	1,189	1,092
At home with parents	356	290	236
In Foster Care	520	519	466
In Residential	88	101	98
With Kinship Carers, Friends/Relatives	249	248	244
With Prospective Adopters	27	14	24
In Secure Accommodation	7	6	7
Other	9	11	17

The drop in looked after numbers reflects the continuing trend in recent years. There has also been an increase in the number of children placed with adopters. There have been some changes

with court work because of Covid but over all this has not impacted upon the progress of care plans including permanence cases, this has been a continuation of the Permanence and Care Excellence agenda and work undertaken in the last three years.

The Children and Young People's Review Team has continued further developing support to young people to engage in Looked After reviews and are developing more creative ways of writing outcomes and plans in a more child friendly format, in keeping with the language requirements in [The Promise](#).

Table 4: Children with Additional Support Needs and their Families			
Item	Figures for period April to March		
Residential respite nights	No longer collected		
Day respite hours	No longer collected		

Table 5: Secure accommodation			
Item	Figures for period April to March		
	2018/19	2019/20	2020/21
Total number of admissions	17	20	27
Admissions to out of Edinburgh provision	7	9	15
Average length of time in secure for young people discharged (in days)	152	132	229

There has been an increase in secure admissions which reflects increased pressure on more vulnerable young people and likewise pressures on the resilience of Edinburgh's residential estate.

Table 6: Adoption and Permanence			
Item	Figures for period April to March		
	2018/19	2019/20	2020/21
Adopters approved	11	11	14
Children registered for Adoption (Permanence Order with Authority to Adopt)	24	22	23
Children registered for Permanence (Permanence Order)	47	59	24
Children placed for adoption	23	18	19

Children adopted	29	27	11
% of Permanence panels within timescale	33%	43%	32%

Table 7: Other context information

Item	Figures as at 31 March		
	2019	2020	2021
Approximate number children allocated within Children & Families teams	3,200	3,300	3,300
Item	Figures for period April to March		
	2018/19	2019/20	2020/21
Monthly number of reports submitted to the Children's reporter	175	165	50

Table 8: Domestic Abuse - Child Welfare Concerns and Child Protection Registrations

Item	Figures for period April to March		
	2018/19	2019/20	2020/21
Total number of child welfare concern forms sent to Social Care Direct	10,754	10,139	10,959
Number of child welfare concern forms with domestic abuse as a concern	3,387	3,010	3,216
Item	Figures as at 31 March		
	2019	2020	2021
Children on Child Protection Register	132	115	101
Percentage of children on the Register who had a domestic abuse concern identified	42%	47%	33%

There had been significant worries that children at risk may not be identified in lockdown as there were less contacts with schools and other agencies. This is not reflected in Child Welfare Concern forms received.

Work is ongoing to achieve an increase in the percentage of permanence panels being held within timescales.

The pattern of a number of IRDs being concluded with single agency responses or child planning meetings has continued and this is seen to be a reflection of a strong GIRFEC culture and robust interagency work in Edinburgh. The development of the Locality Operational Groups (LOGS) and the Taskforce, at the onset of the pandemic, has meant that there are strengthening partnerships in the City and the Children's Practice Team Managers as co-chairs of the LOGs have taken a

lead role in this innovative culture shift. The objectives were set out clearly and that was to improve opportunities to share information regarding vulnerable families and collectively find solutions and provide support.

There has been no drop in the number of children and young people open to the social work teams and this is a clear indication that despite the challenges of Covid it has been very much business as usual. The Four Locality Practice Teams and Disability Team have overcome the limitations set by operating and navigating in a Covid affected world. Social Work Assistants supported families to maintain contact with looked after and accommodated children. This has at times involved outdoor contacts or along with social workers having to creatively find space in an environment when most indoor venues have been closed. The challenges overcome and the commitment of staff to fulfil statutory duties and to do the best for Edinburgh's looked after children cannot be overstated.

Edinburgh's Disability Team have continued to develop their practice and are currently working with the Scottish Government in an innovative project on Self Directed Support and worker autonomy. This team has experienced a rise in demand, and this has increased both the workload and costs associated.

There have been significant changes in Edinburgh's Communities and Families Senior Management arrangements in the last year as well as other challenges for the service. Nevertheless, the managers of all teams and their Team Leaders have with their colleagues continued to provide support to Edinburgh's most vulnerable children and their families. Practice has developed, and supported innovations underpinned by a strong restorative culture. The service is now routinely exploring with families what would make a difference and developing a clearer focus on strengthening families, further developing relationship based social work practice.

This will equip the service to engage in the Balance of Care 2 (an exploration of how services improve for our looked after and accommodated children and move towards a more preventative approach). Likewise, the willingness to learn, and to change and adapt will support Edinburgh engage and fully support The Promise.

Throughcare Aftercare Service

The Throughcare Aftercare service provides support and guidance to young people who have left care and are entitled to support until their 26th birthday. The service is available to our young people on a voluntary basis.

Covid-19 and the required restrictions has created challenges to engaging with children, young people and families. Services have adapted to ensure support remains available.

- Over 300 young people eligible for our service have been contacted on a fortnightly basis as a minimum throughout the pandemic.
- The Throughcare and Aftercare (TCAC) job club which supports young people in seeking employment and operates in partnership with Skills Development Scotland has been meeting weekly online since June 2020.
- A virtual study group has also been developed to provide online support to care experienced students in further and higher education. The group provides a sense of community and ensures they stay connected, particularly to support and encourage those struggling to continue their studies online. All students are sent a weekly email inviting them to groups and one-one sessions, reminding them of the support and offering encouragement.

- An online support group has been created for young people socially isolated. With restrictions easing the plan is to deliver this support in person.
- The TCAC team have developed their online presence via social media apps such as Facebook and Twitter so that up to date information and ready communication channels are available for our young people.
- In 2020 the Exceptional Housing Need Award for Care Leavers was approved by the Council and we have been working with our housing colleagues to identify young people entitled to the Award apply for housing.
- Continue our work with Unaccompanied Asylum Seeking Children (UASC). On an allocated and duty basis. A drop in service is provided where advice is given for a range of issues. Funding recently received from **New Scots Refugee Integration Delivery Project** to facilitate and deliver mental health services.
- Continue our work with our core partners Barnardo's 16+ they provide a range of services to individual young people developing skills for independent living, identity work, self-esteem, and practical and emotional support. The service introduces young people to social and educational experiences and helps them access activities, training, and employment.

Young Peoples Service

The Young People's Service works with 12-18 year olds in conflict with the law. Support is offered both voluntarily and through legal orders made by either a Children's Hearing or the Court.

The service has adopted a varied approach to engaging with young people and their families over the last year using a blend of office-based, community-based and virtual contacts. Feedback from staff and young people has been positive about the benefits of some of these changes and we are considering how we take forward some of this learning.

Our statutory Children and Families/Criminal Justice work has been reflected in the statistics provided by our respective colleagues elsewhere in this report. Likewise, our continued involvement in the practice evaluation model across both areas has also been documented.

There has been an increase in Child Criminal Exploitation both nationally and locally. In 2020 we launched the Serious and Organised Crime Early Intervention Service to support children and young people at risk of criminal exploitation. Funded by the UK Lottery, this partnership approach between Action for Children, Police Scotland and City of Edinburgh Council aims to support children and young people aged 11-18 years who may be at risk of or coerced into, involvement with serious offending and criminal activity. This work has introduced us to the concept of Contextual Safeguarding to understand the risks to them and others, engage with our children and young people, and help to keep them and others safe.

Our Early and Effective Intervention multi-agency partnership approach (Pre-Referral Screening) has moved online which has proved successful owing to the strong relationships already in place with partner agencies such as Police Scotland, NHS Lothian, Education, Social Work and Family and Household Support.

As part of our work to protect the public, Edinburgh's Young Person's Risk Management Case Conference (YPRMCC) processes have also moved online and have operated as normal. Anecdotally we are seeing patterns of increasing concerns about young people's behaviour in digital spaces, and the link to Child Criminal Exploitation.

There was a discrete period where there were increased numbers of unaccompanied minors/trafficked young people who were being exploited to work in the drug industry. This required partnership working some creative approaches to practice to achieve good outcomes.

Our colleagues in social work and housing are working together to capture the unmet needs of our 16 and 17 year olds who require suitable placements/accommodation, yet their behaviour is challenging and their needs complex.

Work to extend a Trauma Informed approach to our work is also ongoing with Trauma Skilled (Level 2) training already delivered to Action for Children colleagues and plans being developed to roll out this training to YPS colleagues in the final quarter of 2021.

In October 2021 the Age of Criminal Responsibility in Scotland will change from eight to twelve years. We have been working with our partners Police Scotland, NHS Lothian and Education colleagues to prepare for this.

Family Based Care

All Family Based Care services operated remotely during 2020/21 as a result of the restrictions imposed by the Covid-19 pandemic. Support to carers was primarily delivered virtually but also via direct contact when necessary and underpinned by comprehensive risk assessments.

The Foster Care service has continued to recruit foster carers albeit they have seen a significant reduction in new approvals compared to the previous year. In 2020/21, 13 new foster carers families were approved compared to 28 the previous year. Key factors that contributed to reduced recruitment numbers were the initial impact of Covid-19 on interest levels of prospective applicants, the reduced impact of our previously successful marketing campaigns in prominent public places, the suspension of previously successful Waverley Court monthly drop in events and challenges and delays in putting in place digital solutions to process statutory checks with external agencies. Following the initial drop in interest from potential applicants, the second half of 2020/21 saw an increase in interest resulting in a projection that foster carer approvals will return to previous levels in 2021/22.

After an initial period of adjustment to virtual delivery of services, the fostering preparation, support and training groups were re-established virtually and continued throughout the year. The annual survey of foster carers indicated that 96% of respondents were satisfied with the support they received from the service during 2020/21 with 72% responding as being very satisfied.

In 2020/21, the Council agreed to implement the Framework for Fostering and Continuing Care. This Framework is designed to ensure that independent fostering agencies provide the quality, range and volume of fostering and continuing care placement required to meet the needs of children who cannot be placed with the Council's own foster carers.

The Adoption service continued to recruit, source adoptive placements and provide adoption support during 2020/21. In terms of recruitment, 13 adoptive families were approved compared to 7 the previous year. It should be noted that recruitment was intentionally scaled back the previous year to avoid a surplus of prospective adoptive families accruing. In total 22 children were linked and matched with prospective adopters, 10 with adopters approved by this Council and 12 with adopters approved by independent adoption agencies.

The Adoption Team continued to provide post adoption support through a range of group and individual activity to adoptive families residing in Edinburgh. Additional support was provided in partnership with Scottish Adoption.

The Kinship Support and Assessment Service continued to assess new prospective kinship carers alongside supporting existing carers. The assessment of kinship carers is undertaken by a pool of experienced independent assessors. A total of 72 kinship assessments both viability (to see whether a kinship placement could be created) and full were completed in 2020/21. This resulted in 29 kinship families being approved by the Council's Agency Decision Makers.

A total of 179 kinship families were supported by the Kinship Team on an individual basis. The Kinship Involvement Group and The Kinship Youth Group moved to meet virtually. However, this did not meet the support needs of the service users as effectively as virtual training and development supports proved to be.

The Kinship Team undertook 233 Kinship Wellbeing Reviews. These reviews ensure that kinship carers for non or previously looked after children have access to practical and financial support to sustain placements and in many cases reduce the risk of children becoming looked after.

Family Group Decision Making

From April 2020 to March 2021, 398 referrals for a family meeting were received, and this led to 188 meetings and many more significant pieces of work.

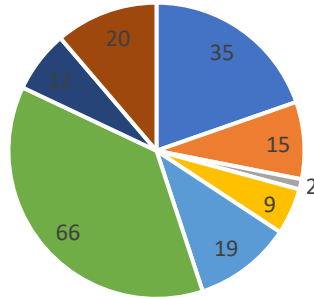
There have been more pieces of work that did not go to a full family meeting because of the restrictions and some families lack of IT however this contact was then undertaken by a series of phone calls to families.

The team have counted family meetings held on Microsoft Teams, skype or Google Duo as full family meetings for the purposes of our statistics. The team have had a small number of face to face family meetings held outside, but the vast majority have been virtual. This has been hard for some families and makes the initial engagement with children and family members more difficult to achieve or more superficial. We held a number of meetings with family members in their homes or outside to assist with this.

Last year the team received 543 referrals, so this is the first decrease (a decrease of 26%) in referral rate since the team started. The referral rate was low for the months from the start of lockdown until it started picking up again in Sept 2020 and then it dipped again in Jan and Feb with the second lockdown. As services have recovered so too has the referral rate to FGDM, it is interesting, but perhaps not unexpected, to see the correlation between lockdowns and the referral rates to FGDM.

The pie chart below gives the outcomes of our family meetings within the Children and Families service.

Outcomes of family meetings/plans



- Contact plan 35
- Child protection plan
- Plan to accommodate
- Education plan
- Kinship placement supported
- Prevent accom. Family supports identified
- Prevent accom. Kinship found
- Rehabilitation home from care

There were 66 plans made to support children at risk of accommodation and keep them at home by pulling in the wider supports of the family and friends, 20 children who had plans to rehabilitate them home from care placements, 19 kinship placements supported, and a further 12 kinship placements identified for children at risk of accommodation. Not all of the children at risk of becoming accommodated would have come into care, however, they had been referred for accommodation to Family Based Care by their workers or this was in consideration. If only a quarter of these were actually diverted from care placements the savings are substantial (average time in placement is 18 months at a conservative cost of £52,000 for 18 months). One quarter of this number would cost £858,000 for 18 months.

Similarly, 20 children were rehabilitated from care following FGDM, obviously many of these would have come home regardless or not of whether they have the FGDM service, but even if a small percentage were due to the FGDM process this again represents a large saving

Lifelong links

Our Lifelong Links work continues with most Lifelong Links plans and meetings resulting in connecting children in care with their wider networks and family members. The team have successfully reconnected four young people to the relevant people during lockdown, virtually and using letters/photos. The team are now beginning to plan initial face to face meetings. There were 10 Referrals to Lifelong Links between April 20 and March 21, however our Lifelong Links work was suspended at the start of lockdown and did not resume until August 2020, so numbers are lower for this year compared to previous years. During the first 4/5 months of lockdown, there was uncertainty over the ability to continue. FGDM baby work and edge of care families were prioritised and FGDM staff capacity was reduced by childcare/home schooling pressures for colleagues.

Increasingly the team are recognising that Lifelong Links is a process that should and needs to be available to children and young people as and when the time is right for them to ask questions and

explore. For example; when they need more information about their lives and circumstances, or they identify an individual they want to reconnect with. As such there are several children and young people still receiving Lifelong Links from 2018/19. The team are currently working with a total of 30 young people/children.

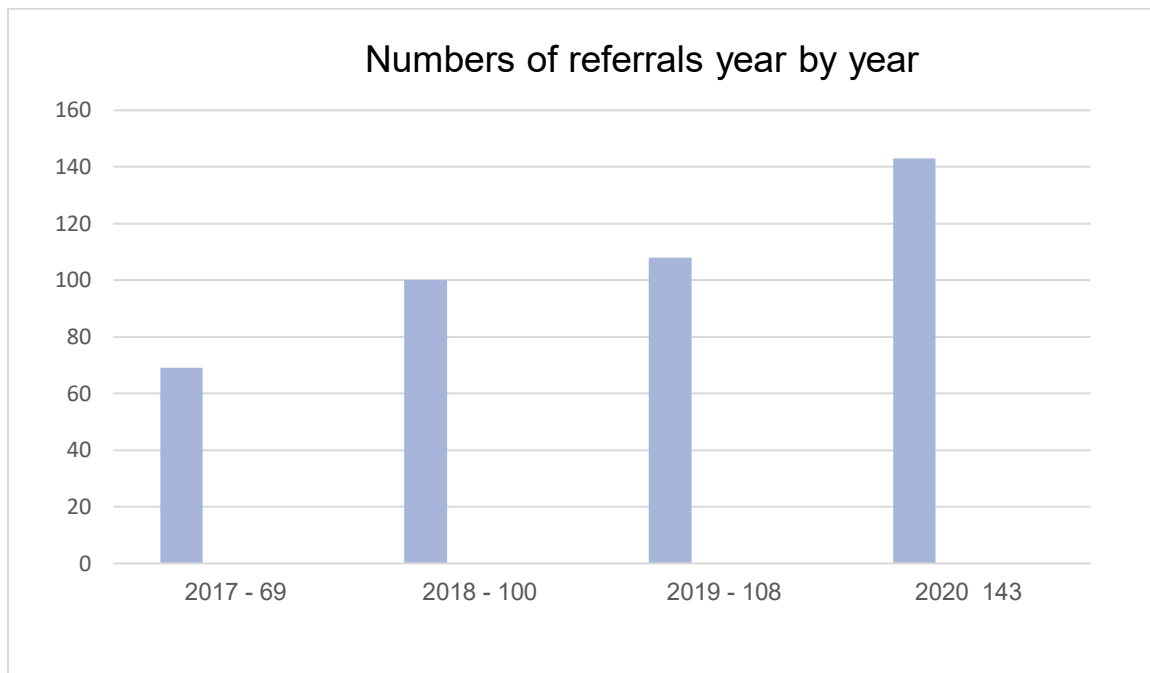
Register House closed its doors in March 2020 and has not yet re-opened for people to be able to research family trees. The team have been fortunate enough to have the offer of assistance from Register House to do some searches to create full family trees for some of children in care placements. Over the last year they have done 12 searches on our behalf. The service has also purchased a one-line ancestry tracing programme to assist with searching and to use alongside other tracing tools

The Lifelong Links evaluation continues at CELCIS including Edinburgh data and outcomes. The evaluation for Scotland will complete in 2023 and a report will be published at this time.

Work with babies

Many referrals (36%) are for unborn babies or babies under one year.

Work with babies has increased year on year as the process becomes more embedded in Edinburgh and the automatic offer is made more regularly.



The team have also tracked babies that were referred to the service in 2018 to see where they are now. Out of the 100 referrals this is the breakdown of outcomes:

- 25 did not progress (this will be families that did not want the service, or that we were unable to contact/engage with, or the pregnancies did not continue)
- 45 Went home and two years later are still at home with their parent/s
- 17% Are in kinship placements
- 13% Are in foster care – four were at home at the end of our involvement but came into care before six months old, however for some there would have been plans for them to come into care at the end of our involvement.

The team track all baby work until the child is 16 years old – this is in order to make sure that the team are not diverting babies from care at birth only for them to come into the care system later in life where the potential for adoption would be less straightforward.

Looking at the figures for 2013, 7/8 years later tracking their progress is still in place. The table below gives an outline of where these babies are now.

At end of FGDM work in 2013	Where they are in 2020/21
At home 14	12 at home and 2 in foster care
Foster care 5	2 in foster care and 3 returned home
Kinship placements 5	2 in kinship care, 2 returned home and 1 went in to foster care

In conclusion three babies that were either at home or in kinship were moved into foster care by 2021. However, looking at the data, two of them moved into placements before they were two-year old and another came in at age three. There has not been a movement into care for children since then.

CRIMINAL JUSTICE

Criminal Justice Social Work is provided by the Scottish Government through a ring- fenced grant under Section 27 of the Social Work (Scotland) Act 1968. The funding is provided to allow the Council to discharge its statutory duties and to work towards preventing and reducing further offending in line with the Community Justice Outcomes Improvement Plan (CJOIP).

The City of Edinburgh Council received Section 27 funding of £9,921,304 for the year 2020/21. This figure was an increase of £300,872 on the grant allocation for the previous year, however, this included a specific additional allocation of £416,739 for bail supervision and MAPPA which required the Council to incur additional corresponding commitments whilst core funding reduced by £115,867. During the year a further specific grant of £75,000 was provided to address the backlog in Unpaid Work as caused by the pandemic.

In addition to the impact of the reduction in core funding, financial pressures increased in 2020/21, and will continue into 2021/22, due to the unfunded pay award for public service staff. In Edinburgh, this equates to approximately £150,000 per annum. To address the unfunded pay award a service review commenced but was suspended when Covid restrictions were imposed. This will be resumed when appropriate, allowing full consultation with staff. This may also have an impact on our ability to manage workload demands when Covid restrictions are reduced, and the backlog of work continues to have an impact on capacity. This includes work from the Scottish Courts and Tribunal Service, Unpaid work, and Parole Board Scotland backlog, leading to increased numbers of Criminal Justice Social Work Reports and community-based disposals.

Summary of Performance – key challenges, developments, and improvements

Edinburgh’s Community Safety and Justice Partnership, on behalf of the Edinburgh Community Planning Partnership, is responsible for the development and implementation of Edinburgh’s

Community Justice Outcomes Improvement Plan (CJOIP). An annual report for 2019/20 was submitted to Community Justice Scotland in September 2020. The [Community Justice Outcome Improvement Plan for 2019–22](#) sets out the priority areas for community justice work in Edinburgh, complementing the Community Safety Strategy 2020-23 and the Edinburgh Partnership's Community Plan 2018-28.

Covid-19 restrictions during 2020/21 significantly impacted on how criminal justice social work services were delivered, with all services (excluding our high-risk accommodation and DTTO clinical prescribing services), being delivered remotely. During this period, the service worked closely with other justice services, including Scottish Courts and the Tribunal Services, Parole Board Scotland, Scottish Prison Service and Social Work Scotland, in order to restart services in line with the Scottish Government's Route Map, moving to a Hub and Home model of service delivery, to undertake tasks which were not considered suitable to be delivered from people's homes and to have face-to-face contact with those people who were considered vulnerable, in need or at increased risk of causing serious harm.

While Covid-19 presented substantial challenges for criminal justice social work services, it presented many opportunities. During this period, the service has implemented new ways of working, supporting people to work better together and across our different services.

The Coronavirus Act (Scotland) 2020 was enacted and had two provisions which impacted on criminal justice social work services:

- a. Firstly, it allowed for the early release of certain prisoners sentenced to 18 months or less who had 90 days or less left of their time in custody. This provision was enacted to protect the security and good order of prisons, as well as protect the health, safety, and welfare of those accommodated or working in a prison. The first of three tranches were released on 30 April 2020. In preparation of this provision being enacted, City of Edinburgh Criminal Justice Social Work worked in conjunction with Social Work Scotland, Scottish Government, Scottish Prison Service (SPS), Housing and Homelessness services, Adult Services, Mental Health & Substance Misuse services, Public Health, Edinburgh and Midlothian Offender Recovery Service and Edinburgh Drug and Alcohol Partnership. This enabled us to:
 - Consider and plan with partners what impact these releases might have on services and the community;
 - Work with partners to develop early release packs for people, so they could access services on release including throughcare support from EMORS;
 - Seek guidance from Public Health on how the service could manage those being released who had to self-isolate, including what accommodation might be required.

The work undertaken by Community Justice Social Work and partners in advance of provision being enacted, enabled us to effectively manage resources to support these early releases.

- b. Secondly, the Act automatically extended the time period by 12 months for Community Payback Order, Unpaid Work and Other Activity Requirements to be completed. While this was necessary, the suspension of Unpaid Work Services delivery due to Covid-19 restrictions, resulted in a huge backlog of hours. There was a brief opportunity when some face-to-face service delivery was resumed, for small socially distanced groups, however, this was suspended, following advice from the Chief Medical Officer, so the backlog remained.

The Community Orders (Coronavirus) (Scotland) Regulations 2021, was given approval by the Scottish Parliament with the purpose of reducing pressure on justice social work (JSW) services arising from the COVID-19 pandemic. These regulations reduced the number of hours imposed in each order by 35% (with some exceptions). In addition, justice services were given additional S27 funding to commission a Third Sector Provider to assist with this backlog. Apex was successful in the tendering process. As a result of the additional S27 funding, the number of outstanding hours was reduced by 1174.75 hours, with Apex engaging with 85 people. This was achieved by Apex providing specialist tablets and supported service users to complete on-line modules regarding health, well-being, and employability.

Apex also delivered on-line evening sessions for those who worked full time, as well as developing a tutored self-employment session when there was increased interest on this topic.

Work has continued throughout 2020/21 to further develop **Restorative Justice** and to offer the service to those who are subject to statutory supervision, having been convicted of a hate crime and the victim of that offence (or a representative), and to deliver training in Restorative Justice approaches.

Edinburgh Community Justice Services sought to build on their experience of developing **trauma informed services**, through 2020 into 2021. This involved developing, implementing, and evaluating a Trauma Informed Care (TIC) model of service delivery across Group Work Services (GWS). In keeping with the Scottish Psychological Trauma Training Plan (NES, 2019), the service sought to develop Criminal Justice Social Work practice, to operate at a 'trauma enhanced practice' level, due to their specific remit to provide long term interventions with people known to be affected by trauma

Supporting Staff Working from Home

In response to Covid, managers began working with our Clinical Psychologists in Criminal Justice to support staff transition to home working in March 2020 as lockdown measures were implemented. The Staying Psychologically Well - A Guide for Staff Whilst Home Working was produced in the early weeks to help employees adapt from office based, face to face client work to providing telephone-based support from home. It supported staff to devise an individual Home Working Management Plan and this was shared widely with other service areas. Additional Resources for managers, staff and service users' psychological wellbeing have been provided to promote wellbeing.

Training

During Covid, much of the face-to-face delivery of training has been suspended and has been delivered virtually during 2020/21. The 'Edinburgh Criminal Justice Trainers group' continues to assist with coordinating local and national training. The group comprises managers from across all teams and meets on a three-monthly basis; promoting access to, and development of, service specific training for all staff. General feedback is that this group has worked well to ensure that teams and staff are aware of what training is available and how to access learning events.

The Peer Mentoring Service established in 2017 in conjunction with Sacro continued to work with people who were involved in the community justice system throughout 20/21. During Covid-19 restrictions, this service was delivered remotely. The Service has now become embedded into mainstream services ensuring that those in the justice system have access to mentoring support when making decisions about their lives and seeking to access the services they need

The Edinburgh Alcohol Problem Solving Court has been in place since February 2016 and utilises community payback legislation, with frequent court reviews. Covid-19 impacted on court report requests and subsequent orders being made through this Court.

Encompass, is an education, training and employability service for people in Edinburgh in recovery from substance misuse, those moving on from past offending behaviours and those affected by homelessness. During Covid-19 the service was delivered remotely, however restrictions limited learning, volunteering and employment opportunities and work placements.

Following approval of the [Domestic Abuse Housing Policy](#) at Housing, Homelessness and Fair Work Committee in May 2020, the Council and social landlords have been empowered to formally request management transfers for victims of domestic abuse who have been assessed as being at high risk of harm. The aim of this approach is to support people to move quickly where there is an assessed risk, without having to go through the homeless route.

Performance - Community Justice

Despite Covid-19 restrictions, Edinburgh Criminal Justice Social Work Service has continued with its long-standing commitment to preventative work and to a service model that offers a continuity of service regardless of where the person is in the community justice pathway.

Covid-19 had a significant impact in 2020/21 on Criminal Justice workload, with Scottish Courts and Tribunal Service business effectively ceasing during the first six months of the pandemic, followed by a gradual restart. The number of Criminal Justice Social Work Reports completed during this period therefore reduced, having an impact on the number of community-based disposals being imposed.

- 1,871 people were supported through open community orders by Criminal Justice Social Work Service. This represents a 30.2% decrease from support given during 2019-20.
- Criminal Justice staff completed 1,041 social work reports to support decision making by the courts, representing a 59.1% decrease in comparison to 2019-20.

Table 13 - People in the community subject to statutory supervision					
<i>*Many people being managed in the community have their risk levels reduced to medium, reflecting successful risk management strategies.</i>	31-Mar-17	31-Mar-18	31-Mar-19	31-Mar-20	31-Mar-21
Assessed as very high risk or high risk (sexual violence)	17	7*	*10	12	11
Assessed as very high or high risk (violence)	46	37	*37	34	32
Probation orders	9	8	6	3	1
Community service orders	7	5	5	6	5

Community payback orders	1121	1069	940	900	838
Drug treatment and testing orders	121	145	168	144	99
Drug treatment and testing orders (II)	33	34	38	18	6
Bail supervision	16	23	24	34	20
Statutory supervision of released prisoners (e.g. life licence parole, extended sentence, supervised release orders)	128	127	121	117	134

Table 14 - People in prison who will be subject to statutory supervision on release					
	31 March 2017	31 March 2018	31 March 2019	31 March 2020	31 March 2021
People currently in prison who will be subject to statutory supervision on release assessed as very high or high risk (sexual violence)	66	69	81	69	68
People currently in prison who will be subject to statutory supervision on release assessed as very high risk and high risk (violence)	113	110	146	140	135

Partnership Working / Engagement

As part of our Community Payback Order (CPO) annual report consultation, the service consulted with the wider community, including elected members, statutory agencies and Third Sector partners to obtain their views on community payback and reducing reoffending. This annual exercise helps to gauge public opinion and support for Community Payback going forward and positive feedback received may be used to promote the benefits of community payback more widely. An online public consultation took place in July/August 2020.

Prior to formal consultation on the CPO annual report in August 2020, a communications plan was developed which utilised email, Twitter, local media and the City of Edinburgh Council's website to raise awareness of Community Payback. The communication plan incorporates stakeholder and service user feedback which includes both an online questionnaire and exit questionnaires for service users.

QUALITY GOVERNANCE AND REGULATION

Single-Agency Practice Evaluations (94 annually across the three social work areas)

Practice evaluations (PE) are part of the quality assurance programme designed to monitor and improve performance within Edinburgh's three social work service areas. Practice Evaluations are a pro-active and participatory approach to self-reflection. Research indicates that reflecting on practice can enable practitioners to be more effective, contribute to their personal development and improve outcomes for people who use services.

All three social work areas have a target number of Practice Evaluations to be achieved annually, as follows:

- Communities & Families (C&F); 24 practice evaluations per year (average 2 per month)
- Edinburgh Health & Social Care Partnership (EHSCP); 46 practice evaluations per year (average 4 per month)
- Criminal Justice Services (CJS); 24 practice evaluations per year (average 2 per month)

The COVID-19 pandemic resulted in a temporary suspension of practice evaluations with EHSCP and C&F (EHSCP suspension April 2020 to September 2020; C&F suspension April 2020 to July 2020). Practice evaluations within CJS continued throughout.

The actual number of practice evaluations achieved across 2020-21:

- C&F – 16
- EHSCP – 18
- CJS – 21

As part of the Involving People Strategy, Criminal Justice Services is considering how the people who use services can be involved in the Practice Evaluation process.

People's Stories (36 annually across the three social work areas)

The aim of People's Stories is to embed a culture of qualitative engagement with the people who use social work services and to recognise the impact that a social work intervention can have on individuals. The model promotes a culture of quality assurance and improvement in service provision, including social work practice. By gaining direct, qualitative feedback, the quality assurance of service provision can be triangulated using the experience and views of people supported by services, staff, and management.

The Quality Assurance service carried out a successful pilot of People's Stories in Spring 2019. The model was rolled out across the three social work areas in Summer 2019.

The COVID-19 pandemic again resulted in a temporary suspension of People's Stories activity between April and September 2020. The actual number of People's Stories achieved 2020-21:

- C&F – 2
- EHSCP – 0
- CJS - 3

People's Stories completed in 2020-21 continued to highlight the difference that relationship focused social work brings to people's outcomes, as well as highlighting areas where services can improve service delivery. The following are a sample of the feedback received via a range of People's Stories regarding the social work intervention:

“revolutionary, almost frightening in how radically it changed our lives. People would say, you don't look ill anymore”

“(My social worker) helps me in meetings and with what me and my son need. (She) knows I am a good parent... It's helped me manage my son's behaviour, helps me stand back and think when he's playing up. It has helped me leave (my partner) and the abuse and move out.”

In 2021, as part of the Involving People Strategy, Criminal Justice Services are exploring whether staff can carry on People's Stories during service interruptions, such as that caused by the COVID-19 pandemic. A group of Criminal Justice Social Workers has been carrying out People's Stories over the telephone with people who have used services and who were keen to participate. Six stories were arranged, three have been carried out and the results will be analysed on completion of all stories.

Care Service Feedback

Care Service Feedback is a mechanism for collecting, collating and reporting on concerns or positive comments made by staff and members of the public. The procedure applies to all Council colleagues in contact with care services. The purpose of Care Service Feedback is to enable identification of emerging trends.

A review of Care Service Feedback was undertaken by Quality Assurance during 2020. A low volume of Care Service Feedback's was identified, an average of three per month. The majority of Care Service Feedbacks related to commissioned EHSCP care at home providers.

Work will be undertaken during 2021/22 to review the Care Service Feedback procedure, in an effort, to increase awareness and volume.

Multi Agency Quality Assurance Meeting (Care Home and Care at Home)

Bimonthly, Multi-Agency Quality Assurance meetings, are held for both care home and care at home services. The purpose of those meetings is to:

- share information about the quality of provision in Council, independent and voluntary sector care homes and any other relevant information relating to provider organisations (including financial information);
- develop agreed actions as appropriate to address concerns and/or achieve specified improvements;
- monitor provider progress in achieving specified improvements;
- make recommendations to the Chief Social Work Officer of the Council or the Chief Officer of the Edinburgh Health and Social Care Partnership (EHSCP) where specified service standards are not met, where a provider is not progressing agreed actions or where additional concerns come to light while a service is the subject of a suspension and/or a requirement to improve;
- make recommendations to the Chief Social Work Officer of the Council or the Chief Officer of the Edinburgh Health and Social Care Partnership (EHSCP) or, in the absence of both, the Head of Operations of the EHSCP and the Council's Senior Manager for Quality, Governance and Regulation to suspend temporarily referrals to a specified care home and/or initiate the Breach and Termination procedures set out in the National Care Home Contract in respect of a specified care home;
- identify where the criteria to initiate a Large-Scale Investigation (LSI) have been met and, if so, begin an investigation;
- provide consistent and formal feedback to the Quality Assurance and Improvement Group and Edinburgh's Adult Protection Committee and independent and voluntary sector care home provider organisations about the Group's findings in respect of the quality of care and support provided to both residents of care homes in Edinburgh and those who live in care homes outside the city and for whom the Council has responsibility.

The Multi Agency Quality Assurance meetings continued during the COVID-19 pandemic with only minimal disruption at the outset of the pandemic.

Supervision Survey

An annual Social Work Supervision in Practice survey takes place across social work services to provide the Chief Social Work Officer (CSWO) with assurance in relation to policy/procedural compliance. Additional questions were included in the 2020 survey to gain an understanding of the workforce's experience of supervision during the COVID-19 pandemic.

The *Social Work Supervision in Practice* survey was launched in Communities and Families (C&F) in 2017 and extended to Edinburgh Health and Social Care Partnership (EHSCP) in 2019. 2020 saw the release of the first collective *Social Work Supervision in Practice* survey across both C&F and EHSCP. Specific reports

were prepared for EHSCP and C&F (including Community Justice) along with a report outlining the collective survey findings.

The collective findings were largely positive. 92% confirmed awareness of the policy in advance of participating in the survey; 90% confirmed supervision takes place in an environment free from interruption; 87% confirmed use of a supervision record; 87% confirmed supervision regularly includes support; 85% confirmed supervision regularly included standards of practice, accountability and workload; 80% confirmed receipt of the policy and procedure at induction; 80% confirmed supervision regularly includes personal and professional development; 78% confirmed supervision is given priority; 78% confirmed supervision regularly includes reflection opportunities and 76% understood the different types of supervision available.

Compliance with the procedure was lower in the following five areas: 73% confirmed receipt of supervision in line with the frequency and process set out within the procedure; 65% of respondents confirmed a note on each supervision session is prepared by the supervisor /supervisee, signed by the supervisor and the supervisee and retained by both; 46% confirmed a case note entry on SWIFT where a specific case has been discussed in supervision; 42% confirmed supervision contract agreement in place and 29% confirmed SWIFT accessed during supervision.

Multi-Agency Practice Evaluations

In 2019, the Child Protection Committee commissioned the Quality Assurance, Compliance and Regulation service to co-ordinate a rolling programme of Multi-Agency Practice Evaluation (MAPE) sessions within the Edinburgh Children's Partnership. Twelve sessions per year.

Multi-agency Practice Evaluation (MAPE) promote reflection and evaluation of practice and considers how effectively agencies have worked together to promote good outcomes for families. MAPE achieves this by encouraging and developing a culture of qualitative self-evaluation, whilst supporting shared communication and increased exchange of information that assists the support of children and their families. The MAPE programme for 2019 also introduced the involvement of children and families in this learning exercise, to ensure that professional views on the perceived strengths and outcomes, were validated, or not, by those receiving support. Some examples of the 2020 session reflections include:

'Covid-19 Pandemic and the need to use virtual platforms, more remote working presented challenges to all professionals across agencies and organizations and their communications with family. All staff had been proactive and creative in trying to maintain good communication links with each other'

'Use of safe and together, strength-based models of care have shown some effectiveness in engaging non abusing parents on overcoming maternal vulnerabilities'

'The responsibility on social work can almost be overwhelming i.e. if [Name] is not in school this triggers communication with multiple professionals'.

Self-Evaluation

Self-awareness is the goal for all service areas to support and evidence knowledge about their strengths, areas for improvement, and to have enough planning in place to promote improvement, together with an awareness and understanding of the impact of services on individuals. The Quality Assurance service participates in work that will support and challenge service areas to develop and improve upon their own self-evaluation.

The [Self-evaluation Improvement Guidance](#) was updated in 2019 to assist services within the Council's social work provision to undertake self-evaluation activity and to ensure that all staff within services are included within the self-evaluation, improvement and change process. The guidance is based on the models of improvement used by both the Scottish Government as well as the Care Inspectorate.

Projects

Bespoke audit or quality assurance work is undertaken on an agreed and negotiable basis and depends on priority and the capacity of the Quality Assurance service.

A report was commissioned by the senior manager for Quality, Governance and Regulation and the Chief Social Work Officer for the purpose of reviewing the procedure, process and quality of Large-Scale Investigations (LSIs) undertaken since 2015. The review made seven suggestions about how the LSI process could be improved to deliver better outcomes for ensuring people are safely cared for. Recommendations included reviewing the LSI procedure, LSIs to produce final reports for Chief Officer/CSWO sign off, and that a more collaborative approach with service providers subject to LSI is introduced.

Multi Agency Risk Assessment Conference and Outcomes for Children - This report was commissioned by Edinburgh's Child Protection Committee and the Chief Social Work Officer to review the level of effectiveness of the Multi Agency Risk Assessment Conference (Marac) in reducing the risk of domestic abuse to children and improving outcomes for children and young people. SafeLives, the developers and owners of the Marac model undertake audits and reviews of the process every 2-3 years. This was Edinburgh's first review of the Marac process from a children's service perspective, since implementation in 2013. The review identified good practice in Edinburgh connected to clear governance of this public protection forum, inter-agency working, as well as the volume of cases the Marac process in Edinburgh review. However, key areas for improvement were identified in the challenges of recurring domestic abuse and the impact that this was having on all parties including children, challenges in services managing to contact and communicate with the perpetrator of the domestic abuse, as well as the overall auditability of a system that does not have a dedicated database for information.

As part of the Children's Services inspection of 2018, a pilot was initiated in South West Edinburgh in (2019) developing / testing a wellbeing wheel to capture outcomes and impact data. This pilot was put on hold during 2020 due to Covid-19 pandemic and currently remains on hold pending consultation with Adobe and inclusion of the wellbeing wheel in the Assessment of Need and Risk paperwork. A similar pilot was initiated within EHSCP in 2020, with the model adapted slightly to be relevant to adults.

Work was commissioned by EHSCP following a Care Inspectorate enforcement order served on a City of Edinburgh Council Care Home on 23 December 2019. Initial involvement included Quality Assurance Officers (2) attending the Care Home weekly and attending the care home improvement group. This support changed during the COVID-19 pandemic. One Quality Assurance Officer was based within the Care Home (fulltime) April to June, and this gradually reduced thereafter with all support ending February 2021. The care home was supported to undertake a range of improvement activity and the Care Inspectorate enforcement ended June 2020. A Learning Report was prepared following this piece of work and shared with senior management within EHSCP (Operations Manager (EHSCP); Chief Nurse; Senior Manager Care Homes; Quality Assurance Manager (EHSCP)).

Quality Assurance has been central to the Development of a Duty of Candour Policy and Procedure for the City of Edinburgh Council; for consideration at Council committee in September 2021. The Duty of Candour Policy and Procedure will provide robust processes for staff to follow in the event that an unintended or unexpected incident occurs in the provision of the health, care or social work service provided by the Council.

Quality Assurance has been part of Daily Care Home Safety Huddle initiated in 2020 due to the COVID-19 pandemic. The multi-agency group attending this meeting reviews the data submitted by inhouse and commissioned care homes and determines the appropriate supportive action.

The creation and establishment of an early intervention model for domestic abuse has been a longstanding ambition for partners in Edinburgh. The Multi-agency Domestic Abuse Local Action Group (DALAG) is the model that Quality Assurance have taken a lead role in identifying the pathways for referral, screening, and allocation for support across a multi-agency level of service provision. Testing of the pathways is underway, and a new early-intervention model across the city will come from this work. This work will continue into summer 2021.

Regulation

The Regulation team support social service and social work professionals to deliver the Care Inspectorate and Scottish Social Service Council agendas, on behalf of the Chief Social Work Officer, making a significant contribution to the Regulation of Care (Scotland) 2001 Act, within a strategic context.

Regulation influences developments at a strategic and operational level to support improvements in the quality and compliance of the regulated care services and registered workforce.

Regular activity was impacted during 2020/21 due to COVID-19. The Care Inspectorate suspended their normal inspection programme in response to COVID-19. This resulted in lower inspections across Council Care Services.

This is a summary of the work undertaken by the Regulation service in 2020/21

Care Inspectorate (Appendix 3)

- The establishment of a COVID-focussed daily support group to provide rapid responses to Care Homes during the pandemic.
- Continued advice and guidance to support Registered Managers of care services with regulatory enquiries and actions
- Advice and support to Care Services with legal requirements for registered care services; including notifications, new registrations, variations to existing registrations and service cancellations
- COVID-themed regulatory advice and guidance during the pandemic for care managers
- Provided Care Inspectorate performance analysis for the Health and Social Care Partnership Annual Performance Report
- Monthly analysis of adult and children' inspection performance for Chief Social Work Officer
- Drumbrae Care Home Operational Improvement Group established to address Care Inspectorate requirements and improvements, chaired by the North West Locality Manager
- Royston Court Care Home Operational Improvement Group established to address Care Inspectorate requirements and improvements, chaired by the North West Locality Manager, and supported by the Partnership Quality Improvement Team

Scottish Social Services Council (Appendix 4)

- Supporting the repurposing of workforce into care roles in response to COVID-19
- Ongoing analysis of workforce registration and compliance with legislation
- Advice and support to care service managers on SSSC matters, including registration, learning and practice
- Analysis and forecasting SSSC Registrations to meet qualification conditions and support the SVQ / HNC programme
- Review and development SSSC registration processes for new recruits

Public Protection

As the Pandemic and its associated lockdown restrictions came into effect, the Child, Adult and Equally Safe Committees all established monthly senior manager strategic oversight groups, to ensure that public protection arrangements – including case conferences and risk planning – all continued to take place, albeit in ways that supported public health and infection control measures. Where necessary, especially for child and adult protection, interim guidance was drafted, agreed, and circulated to support safe decision making during episodes of pandemic lockdown.

Chief Officers' Group

The Chief Officers' Group (see appendix 1) has overview and governance responsibility for public protection in the city of Edinburgh. The Chief Officers' Group had a development day in early 2020 and redrew its Terms of Reference.

Child Protection Committee

Development events were conducted virtually in 2020 due to COVID 19 restrictions. In addition to an online survey of members, several focus groups were held with agency representatives to discuss the operation of the Committee and the content of the improvement plan for 2020/21. This year's plan focusses on four key themes: Neglect, participation & engagement, structure and connections, national drivers.

These themes represent the areas of practice improvement and strategic planning which Committee members deemed most relevant in the current year when considering areas of local and national development. The Improvement Plan includes focus upon the launch of a revised interagency toolkit to support the identification and assessment of neglect, as well as the embedding of consultative and participatory approaches with both staff and families as part of the Committee's approach. In addition, the partnership working which has been so crucial throughout the last year will be incorporated into Committee structures through a revitalised relationship between the Committee and third sector partners – with a focus on collaborative work. Over the coming years, significant national developments will take place with the launch of the new National Guidance for Child Protection in Scotland. A programme of work will take place to ensure the findings of the Independent Care Review (The Promise) are responded to effectively and lead to improve outcomes for all children.

Through the interagency Public Protection Budget, funding has been committed in a range of ways to support the safety and wellbeing of children. This has included the continued funding of a public protection business support post, ensuring that crucial administrative capacity is available for key public protection activity such as the coordination of Initial and Significant Case Reviews. The budget has also been used to maintain the electronic Inter-Agency Referral Discussion (eIRD) system, ensuring the continued operation of this sector leading resource, in addition to delivering a public awareness and information campaign in partnership with NSPCC Scotland - [All Of Us](#). The aim of this campaign was to help prevent child neglect by ensuring that early help was available when required, in recognition of the fact that raising children can be hard and we all need help from time to time. The campaign plan required significant adjustment due to the pandemic, with the result that an

innovative range of virtual approaches were used to reach thousands of families and professionals.

Ongoing funding for inter-agency training has been crucial in ensuring that colleagues are skilled and knowledgeable when carrying out their roles. In addition to a full programme of child protection courses, funding has also supported the delivery of Safe and Together training in order to ensure our multiagency response to domestic abuse is informed and effective. All training has moved from face to face to virtual, online training. Adjustments were made to delivery following feedback regarding how challenging learning can be when screen based.

Data and Performance

The Committee has continued to maintain oversight of data via the National Minimum Dataset for Child Protection Committees in Scotland, which is now fully embedded in Edinburgh. This provides trend data over a three-year period and supports focussed analysis and assurance activity. In addition, weekly data captured for the purposes of SOLACE/Scottish Government COVID 19 tracking has been a useful source of real-time information as to the operation of key processes during the pandemic.

Edinburgh has continued to have a lower rate of children subject to child protection registration throughout the last year, with minor increases in the number of children subject to Child Protection Registration at several points in the year being a result of registration being continued for slightly longer periods rather than any rise in the number of children deemed at risk of significant harm. The Quality Assurance Subcommittee has also carried out assurance activity in relation to the operation of child protection processes within education and early years setting, following a reduction in the number of secondary school age pupils whose names were on the child protection register. This highlighted several examples of good joint working as well as the need to support ongoing opportunities for constructive dialogue and shared learning between services.

The Committee has also provided feedback to the Scottish Government on the use of the minimum dataset and is committed to working in partnership during the development and revision of this tool, currently being ongoing between CELCIS and Scottish Government.

Adult Protection Committee

Throughout the reporting period there were extraordinary challenges for the work undertaken across all partner agencies which required the need to adapt quickly to changing events. This section will reflect our wider achievements and aims, as well as what was achieved in response to the unusually testing circumstances of the Covid-19 pandemic.

The Adult Protection Committee continue to build on a more simplified and focussed improvement plan which includes the recognition that although Adult Protection has a core function, there are cross-cutting issues with other aspects of public protection, and a multi-agency approach is crucial.

Our vision for the protection of adults at risk has been informed by national priorities, including the Scottish Government's Adult Support and Protection Plan which was published in October 2019. The committee have also identified areas for improvement locally through initial and significant case reviews as well as audit and review of our services.

For the coming year the committee plan to continue to implement the actions in our improvement plan and outline our priorities for the future.

The Covid-19 pandemic has continued to have significant implications for all areas of Adult Protection activity since the social and physical distancing restrictions were put in place by the Scottish Government on 23 March 2020. The committee recognised the need for leadership and an immediate response. A Senior Manager's Strategic Oversight Group was put in place and initially met weekly to consider priorities in the face of a rapidly changing situation. This group continues to meet fortnightly and includes the Chair of the Committee, the Chief Social Work Officer, the Detective Chief Inspector of the Public Protection Unit, and the Chair of the Quality Assurance Subgroup supported by the Lead Officer.

Interim guidance was produced in relation to face to face adult protection work and for the organisation of Adult Protection Case Conferences. The interim guidance has been regularly reviewed and was found to be coherent with guidance produced by the Scottish Government. A significant effort was made to secure fast track access to Microsoft Teams for 54 staff across the EH&SCP and Community Justice services who were likely to be responsible for chairing Adult Protection Case Conferences. This has been successful and allowed for the continuation of robust safety planning for adults at risk of harm using the videoconferencing platform.

Performance

The number of ASP referrals received by the City of Edinburgh Council during the reporting period was 1868. Of these, 43% were received from Police Scotland, 19% from social work services (significantly reduced from 47% last year), and 6% from NHS Lothian. The remaining 32% of referrals were from a variety of sources, although worthy of noting 13% of all referrals were received from the person themselves, family members or members of the public.

During the reporting period 505 'ASP duty to inquire' investigations were undertaken. Investigations were undertaken where the person was male were held slightly more than for female, with men accounting for 53% of investigations. Most investigations were for people aged 65+ (37%) with those aged between 40-64 (30%), with younger adults accounting for 31% of investigations.

Of this, 209 people's circumstances were discussed at an Adult Protection Case Conference.

The percentage of adult protection case conference reviews completed within the deadline of 28 days from the IRD has continued to range from 65% - 78% across the 12-month reporting period. Reinforced arrangements regarding sign off and approval

for exceeding 28 days have been republished with colleagues involved in IRD decision making.

During the reporting period 1 April 2020 to 30 March 2021, 7 Initial Case Reviews were initiated and overseen by the APC.

During the reporting period 1 April 2020 to 30 March 2021, no Significant Case Reviews were commissioned.

During the reporting period 1 April 2020 to 30 March 2021, 6 Large Scale Investigations were started, one service was considered under LSI, but not deemed to meet the criteria and did not progress.

Equally Safe Edinburgh Committee

The Violence Against Women Partnership changed its name in October 2020 to become the Equally Safe Edinburgh Committee. The change in name and status reflects the national ambition of Equally Safe, and ensures that each of the four main themes of Equally Safe are reflected in the committee's name:

- Edinburgh embraces equality and mutual respect, and rejects all forms of violence against women and girls
- Women and girls in Edinburgh thrive as equal citizens: socially, culturally, economically, and politically
- Interventions in Edinburgh are early and effective, preventing violence and maximising the safety and wellbeing of women, children, and young people
- Men in Edinburgh desist from all forms of violence against women and girls and perpetrators of such violence receive a robust and effective response.

The Equally Safe Edinburgh Committee (ESEC) has continued to focus on establishing a representative membership, fully reflecting the partnership of agencies as well as the communities that Edinburgh is made up of.

ESEC improvement plan is a 3-year plan. This improvement plan focuses on the key themes which the Equally Safe Edinburgh Committee has agreed as being priority areas in the coming three years:

- The ESEC seeks to improve its understanding and data measures connected to violence against woman and girls
- The ESEC seek to build and improve the infrastructure to ensure women and girls thrive.
- The ESEC seeks to better understand what works in effective violence prevention
- The ESEC seeks to strengthen its governance relating to male violence as well as create opportunities to learn what works

These themes were chosen following the Committee development day, as they are cross-cutting areas which are of relevance across the multi-agency partnership.

This plan will ensure that the committee continue to build strong multi-agency partnership working in Edinburgh and focus upon continuous improvement across the partnership in the delivery of an integrated, high quality response to violence against women, children, and young people.

Alcohol and Drugs Partnership

In 2020/21, the ADP developed a strategic plan in response to the new national strategy, "Rights, Respect and Recovery". In line with that document, the plan is structured across five areas of work:

- 1) Prevention and Early Intervention
- 2) Developing Recovery Orientated Systems of Care
- 3) Getting it right for Children, YP and Families
- 4) A Public Health Approach to Justice
- 5) Alcohol Framework

Consultation and coproduction of the document included involvement of:

- Staff in drug and alcohol services and wider organisations
- Service users and carers
- EADP Collaborative Managers of services
- EADP Core Group
- EADP Executive
- Young people's services
- Offender Management Group
- Inclusive Edinburgh
- Community Safety Partnership

Ongoing work includes the development of a performance framework and an Integrated impact assessment.

EADP recognised the need to develop better planning and commissioning arrangements across different sectors, including children and families, health, education, criminal justice and drugs and alcohol services to link strategic approaches to substance use, children and families and develop commissioning plans which target resources where most required. An officer was employed to address this work in September 2020.

In 2019/20, EADP initiated and participated in a NHSL-led Review of Resources & The Addiction Pathway for Drug & Alcohol Treatment in HMP Edinburgh, which reported in November 2019. This report makes a number of recommendations for consideration by NHS Lothian and Edinburgh Alcohol & Drug Partnership. It also

highlights other areas where improvements could be made that might have a beneficial effect on the prison environment, prisoners and staff in relation to coping with and addressing substance use and mental health issues. The recommendations cover the following areas:

- Remand Prisoners
- Safe discharge for all prisoners
- Equitable access for all prisoners to addiction treatment and care services
- Workforce development
- Communication
- Resources

The metric used to monitor treatment access in 2020/21 remained the HEAT target A11 (90% of people start treatment within three weeks of referral). This target was not consistently met in 20/21, with challenges particularly in clinical and social work services. New targets for treatment access have been set from 2021/22 (requiring same day initiation for some treatments and a target to provide treatment to defined numbers of people).

Mutual Aid activity (organised and informal support of one person in recovery to another) remains the largest source of support for those in recovery from addiction in Edinburgh. Professional services continue to engage people with this unique source of experience, strength, and hope where possible.

There are now peer workers (individuals who are openly in recovery) working as volunteers or paid staff in each of the Hub teams as well as the rehab, DTTO and harm reduction teams and they are having a significant impact on the work of the teams. The peers are currently much less visible to those who receive their treatment and support in Primary Care, but the Partnership hope that this can be developed in the future.

The ADP are also supporting peer interventions for the most vulnerable people in crisis by funding the inspirational police-led initiative “Operation Threshold” which pro-actively seeks out those who have had a recent non-fatal overdose and offers them peer support and engagement with services.

Offender Management Committee

A proactive multi-agency approach to Public Protection still remains a key focus for the agencies involved in the management of offenders. This is instigated by use of appropriate intervention measures by social work and Police regarding compliance concerns with statutory orders which are linked to child and/or adult protection matters. This is evidenced via the various performance Indicators which continue to show a relatively consistent 3-year re-offending rate across the various criteria of sexual, violent, and general offences.

Actual numbers of Registered Sex Offenders (Category 1, MAPPA Offenders) remain consistent over a 3-year period averaging at approximately 360 offenders with community access every year.

The number of Registered Sex Offenders (RSOs) assessed as posing a High Risk of Serious Harm continues to increase as seen in the 2018-2019 increase of 20% and the 2020-2021 increase of 8%. This means an actual increase of approximately 25 offenders in 2018 to 40 offenders in 2021.

Actual numbers of Violent Offenders (Category 3, MAPPA Offenders, colloquial known as "MAPPA Extension") with community access has seen a 50% reduction from the 2019-2020 period and 25% from the 2018-2019 period.

Actual numbers of offenders under the scheme over the last 3-year average has been; 9 offenders for the 2020-21 period; 18 offenders for 2019-20 period; 12 offenders for 2018-19 period.

Current reduction is assessed as being linked to the COVID-19 outbreak as progression to community access for these offenders, through Scottish Prison Service and Community Justice Protocols, have been hampered due to the obvious restrictions the pandemic implemented regarding free movement. It is anticipated the numbers will return to similar figures as before once COVID-19 restrictions are removed.

Complex workload and review of cases at Level 2, under the terms of MAPPA, have remained consistent with the 2019-2020 period. It is notable that the 25% workload increase from the 2018-2019 to 2019-2020 remains in place thus becoming the new norm as anticipated in last year's Annual Report. In actual terms this means approximately 125 cases are reviewed and approved yearly via the Level 2 MAPPA forum compared to the approximate 100 from 2018

During Covid restrictions practice evaluations continued, alongside people's stories, including cases managed under MAPPA. A range of managers from across the services are now involved with practitioners, line managers and people using services. Both methods not only demonstrate high standards of practice and service, but identify areas for development, which are monitored through an improvement plan.

Resources

While the initial financial impacts of the pandemic were felt in 2019/20, the extent of this additional expenditure, and in particular loss of income, increased greatly in 2020/21. By the end of the year, the net cost to the Council, including exposure through its Arm's-Length External Organisations (ALEOs), had reached nearly £80m, with some £70m of this relating to 2020/21. The largest single contributors during the year were loss of parking income, net of reduced enforcement costs, of £13.4m, additional homelessness expenditure of £8.8m, loss of commercial rental income of £7.1m, loss of £6m of dividend income from Lothian Buses and reduced income from cultural venues of £3.9m.

Given the unprecedented scale of these impacts, elected members considered detailed financial reports on a monthly basis during 2020/21 and through a combination of savings identified in corporate budgets and significant additional grant funding received late in the financial year, expenditure and income were brought back into balance, with an overall underspend of £8.1m recorded.

Looking forward, in order to provide resilience against the longer-lasting financial impacts of the pandemic and other budget framework risks, the 2021/22 budget set aside further monies for these impacts and almost doubled the size of the Council's unallocated reserves. Significant additional service investment was also approved across a number of priority areas in February 2021, with these sums supplemented by further targeted service funding following approval by Council in May 2021.

Although the above position reflects a number of positive aspects, it has been impressed upon elected members that there is a need for additional savings proposals to be brought forward if the Council's financial sustainability is to be maintained. With this in mind, the revenue budget update report considered by Council on 27 May 2021 pointed to an anticipated incremental savings requirement of more than £50m in 2023/24 with, at this stage, no specific proposals as to how this gap will be bridged. The capital programme is projecting a funding shortfall of around £172m over the next ten years.

Demographic investment

In recent years, budget planning in the Council has provided significant protection to social work services, as well as for other priorities, such as schools. The Council's long-term financial plan continues to provide, through full pass-through of sums received from the Scottish Government, for additional funding to meet the growing needs for care services from the increasing number of older people in the population, particularly those over the age of 85, and increasing numbers of people with learning and physical disabilities due largely to greater longevity.

Funding is also provided for a growing number of children and young people, the level of which is adjusted, as appropriate, for preventative investment in early years activity and by actions intended to reduce the number of looked after children.

Workforce

The Chief Social Work Officer-sponsored Edinburgh Local Practitioner Forum (ELPF) was put on hold for a period due to the Covid-19 pandemic and the need to adapt to different ways of working.

The ELPF continues to offer opportunities for front line staff to reflect on their practice, discuss service developments across the city and how these will impact on their day to day work. The ELPF maintains an online presence and encourages participation from voluntary sector workers, front line workers, senior managers, and social work students. This year the interest in the ELPF has declined somewhat; however, this was to be expected given the pandemic and changes to people's working lives.

The ELPF webpage has been replaced with a group on Microsoft Teams. This can be used to maintain engagement with practitioners and professionals, and to supplement traditional email and face-to-face contact opportunities. The forum can share dates of upcoming meetings and copies of the agendas and presentations used, as well as sharing other articles and research documents. Members of the group can also use the chat function to generate further conversation. The forum is still in the early stages of using this technology and have so far held only one virtual meeting; however, there are many ways that this can be used to our advantage going forward. Currently the forum has 31 members in the ELPF Teams group.

The forum has had one event this year which took place virtually via Microsoft Teams on 04 May 2021. There was a presentation regarding The Promise and a presentation from the Scottish Association of Social Work (SASW) on the Review of Adult Social Care in Scotland. Unfortunately, the turn out to this meeting was quite low with only eight professionals attended. However, this provided time for plenty discussion following the presentations and the opportunity to share thoughts and ideas. The ELPF are going to explore other ways of advertising their meetings going forward to try and generate more interest.

The forum is always keen to hear from anyone interested in becoming more involved with the ELPF and any notes of interest can be emailed to localpractitionerforum@edinburgh.gov.uk.

The [BME Equality Workers Forum](#) is a long-established group supported by the Chief Social Work Officer. The Forum meets regularly to discuss common issues that affect all minority ethnic employees and their communities. They facilitate support between members and network with one another, work alongside managers and equality officers to promote policy and practices on equality issues, assist in challenging racism and discrimination, share information and experience, support the development of good practice on race equality and diversity matters and make a significant contribution in ensuring there are no discriminatory practices in the area of recruitment, training, and practice. Most recently the forum has produced a number of communications for colleagues across the Council around their work regarding 'Black Lives Matter'.

Through the EIJB transformation programme, EHSCP have been developing an inaugural workforce strategy, to help ensure there is a skilled and capable workforce that can deliver their vision of ‘a caring, healthier and safer Edinburgh’. The strategy focuses on the EHSCP workforce across the City of Edinburgh Council and NHS Lothian as well as the implications for those the Partnership works with such as third and independent sectors, volunteers, and the role of carers. At the end of 2020-21, engagement began with staff on the proposed strategy.

‘Working Together’ is the blueprint for delivering a caring, healthier, and safer future for the population of Edinburgh.’

This ambitious strategy has been developed to ensure Edinburgh has a skilled and capable workforce for today and tomorrow, that can deliver on our strategic priorities, and meet the health and social care needs of the citizens of Edinburgh.

The needs of our citizens and the way services deliver health and social care across Edinburgh is shifting, and as a result services need to future proof the way they work, and way they deliver services.

Edinburgh’s workforce is its greatest asset and the key resource to successfully deliver these changes. It is therefore vital that services engage with a focus on , motivating, and supporting colleagues, to improve and sustain their knowledge, skills, and experience as collectively Edinburgh faces the challenges and opportunities ahead.

‘Working Together’ will help Edinburgh do this. It sets out Edinburgh’s vision and priorities for the workforce and how services will get to where they need to be together. The strategy will deliver against an overarching vision and aspirations, which will be underpinned by 4 strategic workforce priorities: Health & Wellbeing; Culture & Identity; Workforce Capacity & Transformation; and Leadership & Development.

The strategy focusses primarily on the short-term goals that allow more immediate improvements, as well as allowing for medium and long-term aims which will be influenced by the input from engagement sessions and collaborative working.

Edinburgh are already implementing a range of transformative initiatives to the way it delivers services in light of shifting demand. All colleagues have a key role to play in successfully delivering these changes. It is critical that services are able to plan for and invest in Edinburgh’s workforce.

Over the last 12 months, more than ever, the Edinburgh Health and Social Care Partnership (EHSCP) has proved that it is stronger and better together. There have definitely been some everyday challenges which sometimes make it difficult to truly work as one team, including working across two sets of policies, processes, and IT systems. However, these practical challenges, combined with the growing demand on our services, mean this is the time to stop and think about how our workforce

needs to adapt to meet future needs, and the shared infrastructure needed to support that change.

It had been hoped that 2020 would see the compilation of the 3-year Strategic Workforce Plan due to be submitted to Scottish Government by 31 March 2021. As the Covid Pandemic impacted all services it was clear the deadline would not be met and a short life working group was established to produce a template for a 1-year Strategic Workforce Plan that would be submitted by 31 March 2021 instead, with further work to take place during 2021 on the 3-year Plan with a new submission date of March 2022.

The impact of Brexit has been felt across the social care and support sector and it is only with continued focus on succession planning and recruitment and retention strategies that we will ensure the citizens of Edinburgh receive the right standard of care and support.

The Scottish Government's Independent Review of Adult Social Care in Scotland has recognised a national need to develop the health and social care workforce. In response to this, the Lothian Care Academy Programme Board has been set up with the aim to develop a flexible, transferable workforce to work across a number of care settings with consistent high-quality education and training to deliver safe, effective, person-centred care. The Lothian Care Academy includes NHS Lothian and the four Lothian Local Authorities and it's an exciting opportunity for our L&D Team to represent the EHSCP from the outset. The Academy Programme Board has the following ambitious objectives:

- Agree core training requirements across the Health and Social Care Partnerships
- Identify the process whereby shared learning can take place
- Standardise training and content to enable a more cost-effective approach
- Enhance career pathways for care staff across health and social care
- Stabilise the care workforce (recruitment and retention) making health and social care a positive and attractive place to be employed.

Practice Learning

COVID-19 did not deter dedicated practice educators and their teams from providing a full learning experience for students. Working remotely has not impacted adversely on the number of successful placements.

Due to restrictions and guidelines, placements have been offered in a creative way and many have been offered via long-armed practice teaching methods with practice educators venturing into other areas of social work practice that they were less experienced in. Many placements were offered with combined elements or 'add-ons' to ensure the student was offered as full and as interesting a learning experience as possible.

The total number of placements offered in the period April 2020 to March 2021 was 17, a decrease in the number from 2019- 20. However, there was a five month hold on placements due to lockdown restrictions in March 2020 and January 2021 and

this affected the numbers of placements that could be offered. Placements were offered to Edinburgh University, Napier University, Stirling University, Robert Gordon University, and the Open University students. These included both first and final students with the onus on prioritising final placements. Placements were facilitated across Edinburgh Health and Social Care Partnership, Children's Services and Criminal Justice.

Interest in practice learning has been sustained with 28 people embarking on the one-day link workers course, provided by the West Consortium. Edinburgh also continue to support practice learning and are currently exploring options and a potential partnership arrangement with surrounding local authorities is being considered.

Newly Qualified Social Work Learning and Development

Due to COVID-19 restrictions, the Newly Qualified Social Worker learning programme was facilitated online with 28 people attending from across Edinburgh Health and Social Care Partnership, Children and Families and Criminal Justice. This blended approach allowed us to support full engagement and participation by all in attendance. Through combining presentations (delivered by different speakers from various areas of specialism), allowing time for small group discussions and larger group involvement, the sessions very interactive and inclusive for all. The sessions were half days but took place over an extended period (9 weeks). There was also a recall day in March for reflections and for the group to identify how they had put some of the materials from the sessions into practice. The group completed a survey for a longitudinal study by Dundee University and Glasgow Caledonian University. A Newly Qualified Social Workers Conference, 'Shaping Our Future: Power, Partnership and Participation' took place online on 17 May 2021 and was open to all our newly qualified workers.

We have a well-established mentoring and support programme for new Social Workers, and this has meant that we have been able to establish a good reputation as a supportive employer. We have had staff return to the Council and have particularly over the last year had stability in our staffing levels with less movement than previous years.

Essential Learning for Care Programme

Essential Learning for Care Programme (ELCP) has been developed so that Edinburgh Health and Social Care Partnership colleagues can complete the essential learning requirements for their role relatively soon after their commencement in post. The opportunity to have periods of protected time for learning supports the development of a workforce which is competent, confident and valued.

The essential learning provision that was put in place in response to the pandemic is continuing. Further consultation with operational managers about required role specific learning for employees has allowed refinement of the COVID-19 Condensed Learning suites of digital learning. The outcome of the consultation identified additional learning is needed, therefore new digital modules are currently being

developed. Manual Handling Awareness and Management and Administration of Medicines are being delivered in-person to newly recruited colleagues.

Between April 2020 and March 2021 –

- 145 people attended Manual Handling Awareness. This figure includes repurposed staff.
- 88 people attended Management and Administration of Medicines
- Learning for medication champions was facilitated virtually for all the Care Homes and Disability Services.
- In addition, narrated presentations with key messages in medications were made available to Care Homes and Disability Services

As services open up, Learning and Development will plan a measured approach to resuming refresher training. This will be done in line with Government recommendations and in consultation with key stakeholders.

Moving forward the ELCP will be designed with a more blended approach applied. Some of the new digital learning that works for services will remain and fewer sessions will be delivered in a classroom setting. This will mean less time away from the workplace while still providing protected time for learning.

Preparing our front-line social care colleagues for SSSC registration:

Scottish Vocational Qualification (SVQ) in Social Services and Health Care and Children and Young People Services: The Learning and Development Team continue to monitor and respond to the qualification and professional registration needs of support workers, practitioners, supervisory managers and registered managers across all settings in the department of Health and Social Care.

2021 has seen a significant increase in the numbers of staff who have registered to undertake Modern Apprenticeships (MAs) in Social Services and Healthcare at SCQF6 and SCQF7. The SVQ and MA programmes are delivered by several FHE providers. This includes Fife College, Borders College, West Lothian College, Edinburgh College and Training for Care.

The funding for MAs comes directly from Skills Development Scotland, and this means that essential qualifications can be delivered cost-free to Edinburgh Health and Social Care Partnership colleagues who are eligible.

The MA model of delivery relies on the creation of a strong network of support being provided to the MA candidate. Each MA candidate must have the support of a workplace Mentor as well as the qualification Assessor. In our first full year of delivering MAs, we have seen some very encouraging results and strong engagement from operations.

Covid-19 restrictions have continued to encourage FHE providers to become more creative in how they deliver qualifications. They have become adept at working remotely with candidates and efficient registration, induction, assessment planning and practice observations have all been able to continue without disruption.

Qualification Completions and Qualifications ongoing May 2020-May 2021

SVQ Social Services and Healthcare (SCQF6) Fife College	
Award completions	45
Active candidates May 2021	3

SVQ Social Services and Healthcare (SCQF7) Fife College	
Award completions	1
Active candidates May 2020	1

SVQ Social Services Children and Young People (SCQF7) Edinburgh College	
Award completions	2
Active candidates	5

Modern Apprenticeship: SVQ Social Services and Healthcare (SCQF6) Fife College, Borders College, Training for Care and Edinburgh College	
Active MA Candidates	50
Award completions	21

Modern Apprenticeship: SVQ Social Services and Healthcare (SCQF7) Fife College, Borders College, Training for Care and Edinburgh College	
Active MA Candidates	48
Award completions	4

Preparing our Leaders for SSSC registration

As well as preparing front-line colleagues for their registration, Edinburgh have worked with Supervisory and Registered Managers who need to achieve an SQA accredited qualification to support their professional development and SSSC registration.

Training for Care currently deliver the Professional Development Award (PDA) Health and Social Care Supervision. In 2020/21 it was agreed that the delivery model would move online for one group of supervisory managers from Health and Social Care and from Children and Young People Residential Services. A further PDA will be delivered in Autumn 2021.

PDA Supervision in Social Services (SCQF7) Training for Care Feb 2021	
--	--

Number of Candidates	12
Completions	Await Final Results

The SVQ in Social Services and Healthcare (SCQF9), the SVQ Management (SCQF9) and the Care Services Leadership and Management Units (SCQF10) continue to be made available to our SSSC Registered Managers.

SVQ Management and 2 x CSLM Units (SCQF 9 & 10) West Lothian College	
Candidate completing SVQ SSHC (SCQF9)	2
Candidate completing SVQ Management plus 2 CSLM Units	5
Qualifications ongoing	4

Providing Continuous Professional Development opportunities to the Edinburgh Health and Social Care Partnership workforce

The Higher National Certificate (HNC) Social Care supports students to explore Social Care Theory, Health, Wellbeing and Safeguarding, Care in Contemporary Society and Lifespan Development. The 2019/21 class moved to online delivery and this has proved extremely positive and effective. This group is now on track to complete in summer 2021.

HNC Social Care (intake 2018/2020) Fife College	
Intake Sept 2018 – June 2019	18
Candidates withdrawn	2
Candidate complete HNC Units	16

HNC Social Care (intake 2019/21) Fife College	
Intake September 2019 – December 2020	24
Candidates withdrawn during 2019/20	2
Active candidates May 2020	22

Continuous Professional Learning

On 30 October 2020 the Scottish Social Services Council (SSSC) replaced Post Registration Training and Learning (PRTL) with a new Continuous Professional Learning (CPL) requirement. CPL is the learning registered social service workers do which helps them develop their knowledge, skills and professional behaviour so they can deliver their best practice. The new process offers more flexibility for how a

colleague records their CPL and provides greater links to employers' own systems for reviewing and recording learning.

The Council Learning and Development team developed a CPL workshop for Health and Social Care staff who have supervisory responsibilities. Over the past six months opportunities to attend a workshop have been extended to Care Homes and Home Care Services. Managers, deputies, team leaders and home care coordinators from services across the city participated in the online discussions. During the coming months invitations to attend a CPL workshop will be offered to the remaining Edinburgh Health and Social Care Partnership services where staff are registered with the SSSC.

Mental Health Officer Programme 2020-21

In December 2020 six colleagues undertaking the Mental Health Officer programme at Edinburgh University successfully completed their Awards to join the Mental Health Officer duty rota. This was slightly later than normal as the final placements had to be postponed due to COVID-19 restrictions. A further six colleagues, four from Edinburgh Health and Social Care Partnership and two from Communities and Families were successful in gaining places on the 2020 to 2021 Mental Health Officer Programme with places on the programme being fully funded by the Corporate Learning and Development Team. The course commenced in December 2020 with all teaching being delivered online and this model of delivery is being well received.

Digital Risk and Resilience: Empowering and Protecting Children and Young People

In December the Learning and Development Subgroup of the Child Protection Committee held an event around risk and resilience in children and young people and their online world. This was in response to the increased risk posed to children during lockdown and the reliance on connecting with the world via technology.

As the event took place virtually a range of expert speakers presented to participants and this provided an interesting opportunity to consider the current risks but also balance that with a children's rights perspective.

Over 80 colleagues from NHS, Police, Fire Brigade, voluntary services, social work services and education attended. There were opportunities to network and share experiences of how children have been supported to navigate within the virtual world.

Highlights from the event included a presentation from *Stop It Now* about their pilot project with another Local Authority, helping school-based staff to work creatively to educate and support young people displaying problematic or harmful sexual behaviour.

Internet Legends shared their expertise in giving clear and consistent messages to younger children and talked about their engagement with parents to work in

partnership with schools to address risk and promote children's digital resilience and wellbeing.

Young Scot emphasised the importance and success that peer mentoring can have. They shared some of their learning from a project where young people have been trained to help younger children navigate their digital world.

Police Scotland and Barnardo's talked about the local picture, drawing people's attention to the increased challenges of supporting neurodiversity and the unique needs of children with additional support needs.

Feedback from participants highlighted that they had found the event thought provoking. It gave them a lot of information to consider and think about in relation to their own role but also about the bigger picture and strategic response from Edinburgh as a city.

We continue to have a well-established learning culture both in children's social work service and in the wider multi agency partnership. We have continued to promote a restorative practice approach.

The Sub Committee has also worked effectively to prioritise multi agency child protection training activity and there is a clear plan in place to develop this. The last year has seen the success of the All of us Campaign which led to a multiagency training event with around 80 participants.

COVID-19 – Impact and Response

To protect staff and service users, EHSCP had to make the very difficult decision to pause some of their services, including day centres and respite care. Many other services, including community resources, were disrupted, offering reduced delivery, or changing the way they deliver support. Care provision was also reduced during this time, with supported people prioritised so that care continued to be provided to those who are the most vulnerable in our society

In May 2020, EHSCP set up a Route Map Project Board to implement the Scottish Government's (SG) Route Map through and out of the COVID-19 across their services. While this work was paused as restrictions returned later in 2020, EHSCP restarted this Project Board in early 2021 to support the remobilisation of services into 2021-22.

Throughout the year, EHSCP sought to innovate and improve services within the restrictions in place. While many services were disrupted by Covid-19, new and adapted ways of working allowed quality support to continue to be provided. This included making more use of telephone and online methods of connecting with people in need of support, from outbound wellbeing calls to online exercise classes. Digital technology and the redeployment of staff also allowed EHSCP to work in new ways that provided greater flexibility to service delivery.

Children's services in Edinburgh have continued to develop their partnerships with the voluntary sector with the development of Locality Operational Groups (LOGs) and the joint Voluntary sector and Council Covid Task Force. This has helped us to develop new and creative ways to problem solve together and overcome obstacles for service delivery as a result of Covid restrictions. This comprises of 48 workers, a mix of Council and voluntary staff, meeting each week, 12 in each of our four localities to share learning and to problem solve. The LOGs have been operational since April 2020 and our intention is that this strengthened partnership collaboration should continue well beyond the pandemic.

The LOG's feed real time learning to the Task Force, which then feeds into the Children's Partnership and the Child Protection Committee.

Appendix 1 - Public Protection Strategic Partnerships and Monitoring Arrangements

Diagram 1 – Strategy and planning groups

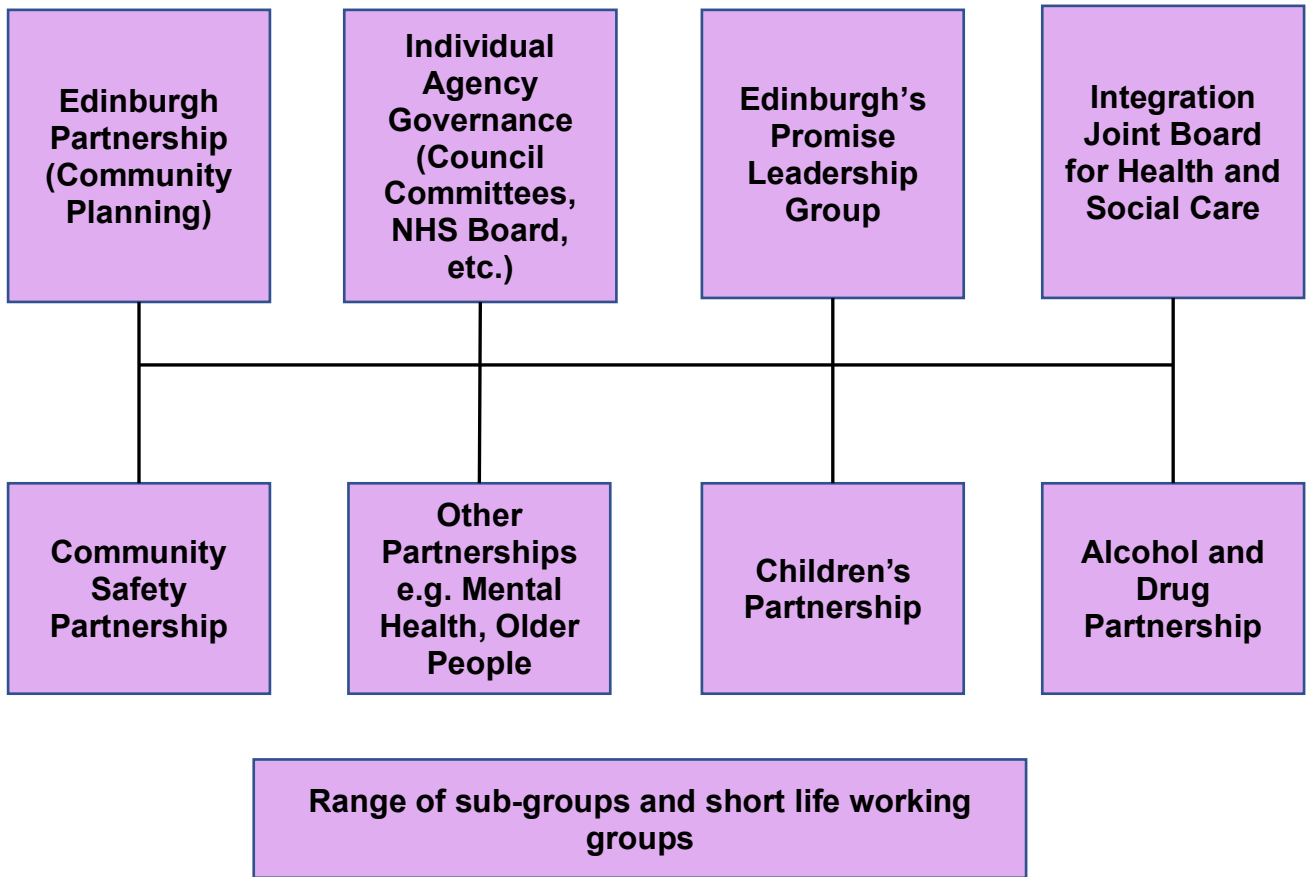
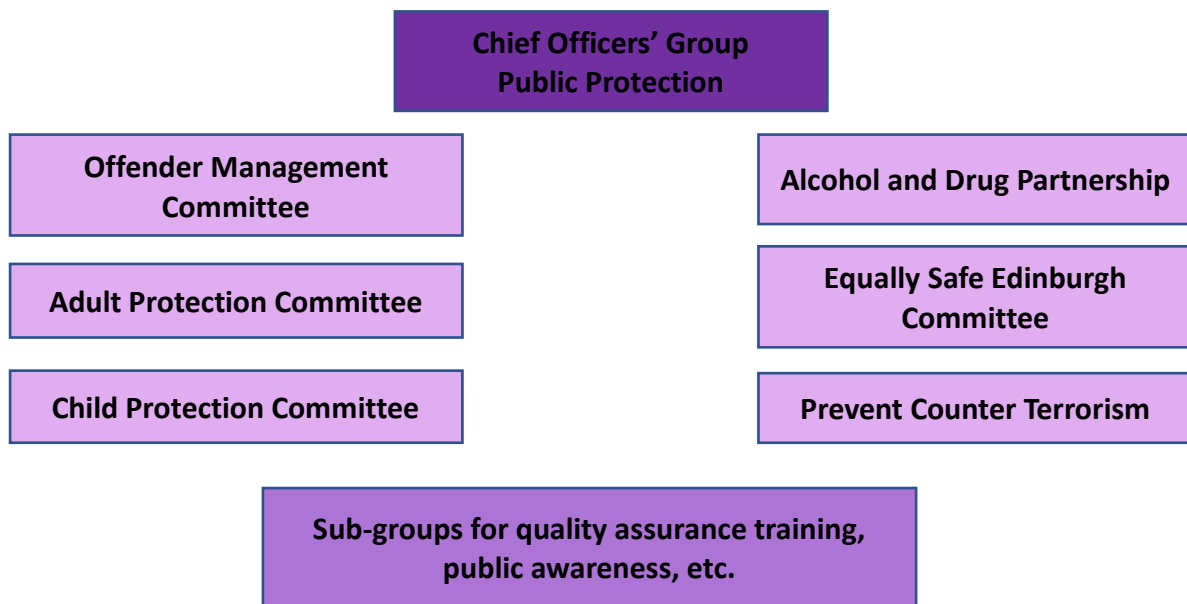


Diagram 2 – Public protection groups



Appendix 2 – Statutory Complaints Analysis

The City of Edinburgh Council is required to report annually on complaints received from anyone who receives, requests or is affected by a social work service.

SUMMARY:

The Council is committed to improving social work services for the people of Edinburgh and recognises that complaints are an important source of customer feedback. The following table sets out the number of social work complaints over the last three years dealt with as frontline resolutions (stage one); the number of complaints that required formal investigation (stage two); the number of complaints referred to a Complaints Review Committee; and the number of complaints referred to the Scottish Public Services Ombudsman (SPSO). Along with responding to complaints the Council also respond to enquiries made by the public, and by elected members (MPs, MSPs and Councillors) on behalf of their constituents.

	2018/19	2019/20	2020/21
Stage One Frontline Resolution			
• Edinburgh Health and Social Care Partnership	111	76	56
• Children’s Services	35	46	20
• Criminal Justice			
Stage Two Investigation			
• Edinburgh Health and Social Care Partnership	72	37	67
• Children’s Services	45	23	17
• Criminal Justice			
Scottish Public Service Ombudsman (SPSO)			
• Edinburgh Health and Social Care Partnership	0	1	10
• Children’s Services	2	0	0
• Criminal Justice			
Enquiries			
• Edinburgh Health and Social Care Partnership	143	95	125
• Children’s Services	34	8	2
• Criminal Justice			

Data is also recorded by Edinburgh Health and Social Care Partnership regarding positive comments made by the public.

	2018/19	2019/20	2020/21
Positive Comments			
• Edinburgh Health and Social Care Partnership	3	11	22

EDINBURGH HEALTH AND SOCIAL CARE PARTNERSHIP

Within the Edinburgh Health and Social Care Partnership there is now an established integrated complaints team. This team provides a joint approach to the management of complaints for all services within the partnership. For the purposes of this report the following information is based on social care complaints only.

During 2020/2021, the number of social care complaints managed as a Stage Two in the partnership was 67. This represents an increase of 81% on the previous year.

In addition, 56 complaints were completed at Stage One (frontline resolution); 125 enquiries were resolved; and 22 compliments were recorded.

Timescales for Stage Two Complaint Investigations:

In 2020/21, Edinburgh Health and Social Care Partnership formally responded to 67 Stage Two complaints. 14 (21%) were responded to within the 20 working day target or within an agreed extension; 52 (78%) did not meet these targets. One (1%) was received but was later withdrawn prior to the completion of the investigation.

Outcomes:

Of the complaints investigated at Stage Two, 14 (21%) were upheld; 34 (52%) were partially upheld; 18 (27%) were not upheld.

Complaint Trends:

Of the 67 Stage Two complaints, 48 were either upheld or partially upheld. 42 of these were reported in locality teams:

- North East: 3
- North West: 16
- South East: 12
- South West: 11

Six Stage Two complaint were reported across miscellaneous services.

The top three themes around upheld or partially upheld complaints were:

- Lack of/ poor communication
- Assessment and decision making
- Staff attitude/ behaviour

It should be noted however that many complaints have several themes.

Service Improvements:

All Stage Two complaints with an outcome of upheld or partially upheld continue to have an accompanying improvement plan. The improvement plans are the responsibility of the locality or service to ensure identified actions are implemented and learning from complaints is shared with the relevant teams.

For the period 2020/2021, communication remains a recurrent area for improvement across the services. An example of this was information not being made clear through the assessment process that some services are chargeable (income dependent). It was identified that workers need to have open and accurate conversations with service-users about potential financial contributions during the assessment period.

A further example was identified where there had been a lack of clarity, in particular within written communication, around the charging policy for Safe Haven beds. It

was acknowledged that as well as clear verbal communication, and clear case recording, it is important that any written communication provides an explanation of the charging policy for the different types of placement.

Complaint learning also established that more support should be offered to people attending an Adult Protection Case Conference (APCC), to ensure their views are properly captured and shared. It was recommended that referrals for advocacy should now be included as part of the APCC process, and a leaflet developed to better explain to families what the process involves.

Scottish Public Services Ombudsman:

If a complainant is not satisfied with the Stage Two response, they may request that the case be heard by the Scottish Public Services Ombudsman (SPSO), who can undertake an independent external review.

In 2020/21, we were contacted by the (SPSO) in relation to ten complaints. Two of these progressed to full investigations, but only one was upheld. This complaint spanned both EHSCP and Council Legal Services.

Communities and Families

All children's services within the Council (excluding Education who have a separate team) have a dedicated complaints section which is located within Children & Families Social Care Direct Children's Services Social Work Complaints have a duty to investigate complaints which have been raised regarding the following departments/sections:

- Central Services, including: Multi Systemic Therapy / Throughcare and Aftercare/Young People's Service
- Child and Family Centres
- Children and Young People Review Team
- Disabilities Services
- Emergency Social Work Services
- Hospital Social Work
- Family Based Care
- Kinship Care Support Team
- Practice Team Locality Based
- Residential services, including:
 - Young People's Centres / Close Support/ Residential School / Secure Services
- Social Work Centres

During the period 01 April 2020 to 31 March 2021, Communities and Families (Children's Services Social Work Complaints) completed 17 formal Stage Two complaint investigations. This represents a 26% decrease on the previous year. In addition, 20 complaints (a decrease of 43% on the previous year) were completed as Frontline Resolutions and two enquiries and elected member enquiries were

responded to prior to this duty being transferred to another department within the Council.

Timescales for Stage Two Complaint Investigations:

In 2020/21, Communities and Families formally responded to seven stage two complaints (41%) within 20 working days or within agreed extensions; eight complaints (48%) were not completed within the targeted timescale. Two complaints (11%) were withdrawn.

Outcomes:

Of the Stage Two complaint investigations completed, four (24%) were not upheld, eight (48%) were partially upheld, three (17%) were upheld, and two (11%) were withdrawn.

Timescales for Stage One Frontline Resolutions:

Ten Frontline Resolutions were responded to within timescales or agreed extensions (50%). Timescales were not met on eight occasions (40%), and two (4%) were withdrawn.

Outcomes:

Of the Frontline Resolutions completed, two (10%) were upheld, two (10%) were partially upheld, fourteen (70%) were not upheld and two (10%) were withdrawn.

Complaint Trends:

There were four Stage Two complaint investigations completed regarding social work practice teams in the year 2020/21. This is a significant (74%) decrease from 2019/20. There was a broad range of reasons for the complaints lodged about practice teams, as follows: One regarded multiple issues; one regarded communication; one regarded professional practice; and finally, one regarded an assessment delay. Family Based Care received seven Stage Two complaints which is also a significant difference from 2019/2020 when they only received one. The reasons for the complaints were as follows: three regarded decisions made; one regarded a lack of financial support; one regarded a delay. These first five all had a financial element. There was also a complaint regarding professional practice and one regarding concerns about a foster carer. The Kinship Support Team received two Stage Two complaints, and both of these had a financial element to them. No other service received more than one complaint. Another trend appears to be the reduction in complaints about practice teams, with a 74% decrease this last year, and a 69% decrease the year before.

Service Improvements:

As with all other Council departments, there is a relationship between complaints received and the continuous improvement of services, and this provides a mechanism for service users to contribute to the development of services. In the reporting year, 01 April 2020 to 31 March 2021, there were two service improvements noted. This is in comparison with no service improvements having been identified the previous year.

Scottish Public Services Ombudsman (SPSO):

There were no investigations by the SPSO in relation to Children's Services Social Work Complaints in the year April 2020 to March 2021, which is the same as the previous year. There was one request for further information, but this was not progressed to an investigation by the SPSO.

Covid-19

There is no immediate research available, but the significant drop in the number of complaints about practice teams may be partly due to the different and more creative ways in which staff have been able to respond to the challenges of the pandemic. This may also have impacted upon the significant increase in complaints about Family Based Care where the challenges of managing safe care for the most vulnerable members of our society have been immense. In both cases the prioritisation of workloads has had to be uppermost. The investigation of complaints has also been impacted significantly by the restrictions around face to face contact during the pandemic. Those investigating complaints have had to manage the work in more innovative ways to ensure that complaints were investigate

Appendix 3: Care Inspectorate Inspections 2020/21

Service Name	Group	Quality Framework Evaluation	Previous Grading	Latest Grading	Inspection Date
Royston Court	Adults	How well do we support people's wellbeing?	2	3	09-Apr-21
		How good is our leadership?	2	3	
		How good is our staff team?	3	Not assessed	
		How good is our setting?	4	Not assessed	
		How well is care and support planned?	2	3	
		How good is our care and support during the COVID-19 pandemic?	2	3	
Ferrylee	Adults	How good is our care and support during the COVID-19 pandemic?	Not available	4	17-Feb-21
Marionville Court	Adults	How good is our care and support during the COVID-19 pandemic?	Not available	3	13-Jan-21
Jewel House	Adults	How good is our care and support during the COVID-19 pandemic?	Not available	4	02-Sep-20
Drumbrae Care Home	Adults	How well do we support people's wellbeing?	2	3	04-Aug-20
		How good is our leadership?	1	3	
		How good is our staff team?	1	3	

		How good is our setting?	3	Not assessed	
		How well is care and support planned?	1	3	
Edinburgh Secure Services	Children	How well do we support people's wellbeing?	3	4	26-Feb-21
		How good is our leadership?	5	4	
		How good is our staff team?	3	4	
		How well is care and support planned?	4	4	

Appendix 4 - City of Edinburgh Council - Workforce Registered with the Scottish Social Services Council as at 13/07/2021

Register Part	Number of Registrants
Combined Register part 1 (Managers in a Care at Home and Housing Support Service)	19
Combined Register part 4 (Supervisors in a Care at Home and Housing Support Service)	110
Combined Register part 5 (Workers in a Care at Home and Housing Support Service)	873
Managers in Housing Support Services	8
Managers of a Care Home Service for Adults	9
Managers of a Day Care of Children Service	24
Managers of a Residential Child Care Service	8
Managers of an Adult Day Care Service	6
Managers of Care at Home Services	1
Practitioners in a Care Home Service for Adults	149
Practitioners in Day Care of Children Services	1173
Residential Child Care Workers	300
Residential Child Care Workers with Supervisory Responsibilities	37
Social Work Students	0
Social Workers	801
Supervisors in a Care at Home Service	1
Supervisors in a Care Home Service for Adults	66
Supervisors in Housing Support Services	19
Support Workers in a Care Home Service for Adults	254
Support Workers in a Day Care of Children Service	264
Support Workers in Housing Support Services	138
Support Workers in a Care at Home Service	19
TOTAL CEC WORKORCE REGISTERED	4279