

AGENDA

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1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** - In terms of Section 5 of the Code of Conduct Members of the Committee are asked to declare any interest(s) in particular items on the agenda and the nature of the interest(s) at this stage.
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11. **FIFE CORPORATE PARENTING BOARD** – Report by the Head of Children & Families & Criminal Justice 74 – 79
12. **CHIEF SOCIAL WORK ANNUAL REPORT 2021/22** – Report by the Chief Social Work Officer 80 – 121
13. **FIFE ADULT SUPPORT AND PROTECTION COMMITTEE BIENNIAL REPORT** – Report by the Independent Adult Protection Committee Chair 122 – 216
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14. PEOPLE & COMMUNITIES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME - Report by the Executive Director or Finance & Corporate Services

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Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.

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Head of Legal and Democratic Services
Finance and Corporate Services

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16th March, 2023

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Agendas and papers for all Committee meetings can be accessed on
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BLENDED MEETING NOTICE

This is a formal meeting of the Committee and the required standards of behaviour and discussion are the same as in a face to face meeting. Unless otherwise agreed, Standing Orders will apply to the proceedings and the terms of the Councillors' Code of Conduct will apply in the normal way

For those members who have joined the meeting remotely, if they need to leave the meeting for any reason, they should use the Meeting Chat to advise of this. If a member loses their connection during the meeting, they should make every effort to rejoin the meeting but, if this is not possible, the Committee Officer will note their absence for the remainder of the meeting. If a member must leave the meeting due to a declaration of interest, they should remain out of the meeting until invited back in by the Committee Officer.

If a member wishes to ask a question, speak on any item or move a motion or amendment, they should indicate this by raising their hand at the appropriate time and will then be invited to speak. Those joining remotely should use the "Raise hand" function in Teams.

All decisions taken during this meeting, will be done so by means of a Roll Call vote.

Where items are for noting or where there has been no dissent or contrary view expressed during any debate, either verbally or by the member indicating they wish to speak, the Convener will assume the matter has been agreed.

There will be a short break in proceedings after approximately 90 minutes.

Members joining remotely are reminded to mute microphones and switch cameras off when not speaking. This includes during any scheduled breaks or adjournments.

THE FIFE COUNCIL - PEOPLE AND COMMUNITIES SCRUTINY COMMITTEE

Committee Room 2, Fife House, Glenrothes

19th January, 2023

10.00 a.m. – 1.45 p.m.

PRESENT: Councillors Eugene Clarke (Convener), Blair Allan, Ken Caldwell, Alex Campbell, Brian Goodall, Peter Gulline, Allan Knox, Donald Lothian, Julie MacDougall, Lynn Mowatt, Lynn Ballantyne-Wardlaw (substitute for Bailey-Lee Robb), Sam Steele, Ann Verner, Darren Watt and Jan Wincott.

ATTENDING: Michael Enston, Executive Director, Communities, Paul Vaughan, Head of Communities and Neighbourhoods; Diarmuid Cotter, Head of Customer and Online Services, Customer Service Improvement; Steve Hopton, Service Manager, Lisa Mccran, Service Manager (Performance & Quality Assurance), Criminal Justice; Sheila Noble, Co-ordinator, Fife Violence Against Women Partnership; Fiona McKay, Head of Strategic Planning, Performance & Commissioning Manager, Health and Social Care; Ashleigh Allan, Finance Business Partner, Helen Guthrie, Accountant; Alison Binnie, Finance Business Partner, Lesley Kenworthy, Finance Business Partner, Finance; and Michelle Hyslop, Committee Officer, Committee Services.

ALSO IN ATTENDANCE Chief Superintendent Derek McEwan, Police Scotland; Alistair Jupp, Group Commander, Iain Brocklebank, Group Commander, Scottish Fire and Rescue Service; Paul Murphy, Chief Executive, Fife Golf Trust; Emma Walker, Chief Executive, Sport and Leisure Management Trust; Heather Stuart, Chief Executive, Fife Cultural Trust; Jeremy Harris, Chief Executive, Fife Coast and Countryside Trust.

APOLOGY FOR ABSENCE: Councillor Alistair Cameron.

31. DECLARATIONS OF INTEREST

No declarations of interest were submitted in terms of Standing Order No. 7.1.

32. MINUTE

The Committee considered the minute of the People & Communities Scrutiny Committee meeting of 27th October, 2022.

Decision

The Committee approved the minute.

33./

33. SCOTTISH FIRE AND RESCUE SERVICE LOCAL PLAN SIX MONTHS PERFORMANCE REPORT

The Committee considered a report by the Local Senior Officer, Scottish Fire and Rescue Service, providing incident information for the period of 1st April, 2022 - 30th September, 2022, to enable the Committee to scrutinise the Fife area against its Key Performance Indicators (KPIs).

Decision

The Committee agreed to note the progress across a range of key performance indicators as detailed in the report.

34. POLICE SCOTLAND PERFORMANCE REPORT

The Committee considered a report by the Chief Superintendent of Police Scotland, providing an oversight of the performance within the Fife Division of Police Scotland for the period 1st April to 30th October, 2022

Decision

The Committee noted the performance as detailed in the report.

35. FIFE VIOLENCE AGAINST WOMEN PARTNERSHIP UPDATE

The Committee considered a joint report by the Interim Senior Manager (Children Services, Sexual Health, BBV and Rheumatology) and the Chair of Fife Violence against women partnership (FVAWP), providing members with an update on the local delivery of *Equally Safe - Scotland's Strategy for preventing and eradicating violence against Women and Girls*. The report also highlighted the impact of Covid-19 on those women and children living with domestic abuse and other forms of violence against women.

Decision

The Committee: -

- (1) welcomed and noted the presentation;
- (2) acknowledged the work undertaken by the Fife Violence Against Women Partnership (FVAWP); and
- (3) acknowledged and supported the continued efforts of the Fife Violence Against Women Partnership and recognised the additional challenges for many women impacted by violence against women, the cost-of-living crisis and ongoing impacts of Covid-19.

36./

36. JUSTICE SOCIAL WORK – PERFORMANCE REVIEW & IMPROVEMENT PLAN 2022-23

The Committee considered a report by the Head of Children and Families and Criminal Justice, providing an update on the work being carried out by the Justice Social Work Service, including those areas identified as a priority in the Performance Improvement Framework.

Decision

The Committee: -

- (1) welcomed and noted the presentation; and
- (2) considered and acknowledged the potential for positive impact across the Council.

The meeting adjourned at 11.30 a.m. and reconvened at 11.45 a.m.

37. 2022-23 REVENUE BUDGET PROJECTED OUTTURN – COMMUNITIES

The Committee considered a joint report by the Executive Director, Finance and Corporate Services and the Executive Director of Communities, updating members on the projected outturn position for the 2022/23 financial year for the areas in scope of the People and Communities Scrutiny Committee in relation to the Communities and Housing Account (HRA).

Decision

The Committee noted the current financial performance and activity for the 2022/23 Revenue Monitoring as detailed in the report.

38. 2022-23 CAPITAL PLAN PROJECTED OUTTURN – COMMUNITIES

The Committee considered a joint report by the Executive Director, Finance and Corporate Services and the Executive Director of Communities, updating members on the Capital Investment Plan and projected financial outturn position for the 2022/23 financial year.

Decision

The Committee noted the current performance and activity for the 2022/23 Capital Monitoring as detailed in the report.

39. 2022-23 REVENUE BUDGET & CAPITAL PLAN PROJECTED OUTTURN - CHILDREN & FAMILIES AND CRIMINAL JUSTICE SERVICES

The Committee considered a joint report by the Executive Director of Education and Children Services and the Executive Director of Finance and Corporate Services, updating members on the forecasted financial position for the 2022/23 financial year for the areas in scope of the People and Communities Scrutiny Committee in relation to Children and Families and Criminal Justice Services.

Decision/

Decision

The Committee noted: -

- (1) the current financial performance and activity for both revenue budget and capital plan as detailed in the report; and
- (2) the projected outturn position and the relevant areas of projected over and under spend within the Service.

40. 2022-23 REVENUE BUDGET PROJECTED OUTTURN – HEALTH & SOCIAL CARE

The Committee considered a joint report by the Director of Health and Social Care and the Executive Director of Finance and Corporate Services, updating members on the 2022/23 projected outturn for the Fife Council Social Care Services for Adults and Older People.

Decision

The Committee noted the current financial performance and activity as detailed in the report.

41. 2022-23 CAPITAL PLAN PROJECTED OUTTURN – HEALTH & SOCIAL CARE

The Committee considered a joint report by the Director of Health and Social care and the Executive Director of Finance and Corporate Services, updating members on the Health and Social Care Capital Investment Plan and projected outturn for the 2022/23 financial year.

Decision

The Committee noted the current performance and activity across the 2022/23 Financial Monitoring as detailed in the report.

42. CUSTOMER AND ONLINE SERVICES PERFORMANCE REPORT

The Committee considered a report by the Head of Customer and Online Services, presenting the current performance scorecard for the Customer & Online Services for 2021/22 and the first two quarters of 2022/23.

Decision

The Committee noted: -

- (1) the arrangements set out in Section 1 of the report to fulfil the Council's obligation to comply with Audit Scotland's 2021 SPI Direction;
- (2) the performance information as detailed in Section 2 of the report in relation to the current challenges, priorities, and risk; and
- (3)/

2023 PCS 19

- (3) the high-level overview of Key Performance Indicators identified in Appendix 1 of the report in relation to the Local Government Benchmarking Framework (LGBF), Plan for Fife (P4F), Customer, Resources and Service Operations.

Councillor Alex Campbell left the meeting during consideration of the above item.

43. COMMUNITIES AND NEIGHBOURHOODS AND TRUSTS ANNUAL REPORT

The Committee considered a report by the Head of Communities and Neighbourhoods, providing an update on the annual performance for the Communities and Neighbourhoods Services. The report highlighted the activity during 2021/2022 for the 4 trusts in Fife - Fife Sports and Leisure Trust, Fife Cultural Trust, Fife Coast and Countryside Trust and Fife Golf Trust.

Decision

The Committee: -

- (1) noted the arrangements set out in Section 1 of the report, to fulfil the Council's obligation to comply with Audit Scotland's 2021 SPI Direction;
- (2) considered and noted the performance information as detailed in the report; and
- (3) noted the current challenges, priorities and risks for the Communities and Neighbourhoods Service.

Councillor Lynn Mowatt left the meeting during consideration of the above item.

44. CAFE INC - FURTHER

The Committee considered a report by the Executive Director, Communities, providing an update on the Cafe Inc programme following a request by members at their previous meeting on 27th September, 2022. Members were asked to consider and agree if a working group should be established to undertake further scrutiny of the Council's Café Inc Programme.

Decision

The Committee agreed: -

- (1) that further scrutiny should be undertaken on the Cafe Inc programme;
- (2) on the terms of reference and timescales for the working group to be established; and
- (3) that a future report on the findings of the working group should be brought back to the People & Communities Scrutiny Committee in June 2023.

45./

45. PEOPLE AND COMMUNITIES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

The Committee considered a report by the Executive Director of Finance and Corporate Services, asking members to consider the future workplan for the People & Communities Scrutiny Committee.

Decision

The Committee noted the content of the forward work programme for the People & Communities Scrutiny Committee.

23rd March, 2023

Agenda Item No. 04

Local Policing Plan 2023 - 2026

Report by: Chief Superintendent Derek McEwan, Police Scotland

Wards Affected: All

Purpose

To enable local elected members to have an oversight of the proposed local policing plan,

Recommendations

Members are encouraged to read the draft report and provide relevant feedback.

Resource Implications

N/A

Legal & Risk Implications

There are no legal or risk implications arising from this report

Impact Assessment

The information in this report is public facing, which mitigates any impact.

Consultation

The information in this report is a draft copy of the Local Policing Plan 2023-2026

1.0 Background

The plans are shaped by a range of views, data and assessment including public feedback. Developing the plan offers the opportunity to work alongside our partners and communities to understand the priorities for the local areas and adjust or improve what we do to keep people safe.

2.0 Issues and Options

None

3.0 Conclusions

The data provided in this report is for information and to explain how we will deliver on priorities within the local area over the next three years.

List of Appendices

1. Local Policing Plan 2023 – 2026

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973

Report Contact

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Fife Local Policing Plan

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Introduction

Fife Division serves the Fife Council Local Authority area. The division covers 1.325 sq.km between the Forth and Tay estuaries and is structured into three local commands of West, Central and East Fife.

Seven territorial command areas make up the three local command areas, each of which share their boundaries with the Fife Council Local Authority business areas.

The population of Fife is approximately 374,130 with the majority of people resident in a number of the large towns, including Cowdenbeath, Kirkcaldy, Glenrothes, Methil and the newly appointed City of Dunfermline.

There are a number of smaller towns and rural villages located across the three local command areas, with 8 operational Police stations. This includes Fife Division Headquarters in the town of Glenrothes.

Fifes Local Policing Plan (LPP) sets out the local policing priorities and objectives for Fife Division for the period of 2023-2026.

Section 47 of the Police and Fire Reform (Scotland) Act 2012 places a statutory requirement on each Local Police Commander to produce a policing plan for their Local Authority area.

The plan demonstrates Police Scotland's commitment to delivering local, national and corporate outcomes.

The LPP is developed through the professional analysis of crime across the division, combined with feedback from stakeholders and members of our communities. Our priorities are also aligned to strategic police priorities set by the Scottish Government, the objectives contained within the Scottish Police Authority (SPA) plan and as defined in the Police Scotland's Annual Police Plan

Fifes policing priorities also link directly with the local Community Planning Partnership priorities. The Local Outcomes Improvement plan in Fife, The Plan for Fife, which is a key element in the delivery of service reform at a local level sets a clear focus for Fife between 2017 and 2027 and now has a particular Recovery and Renewal following the Covid Pandemic.

Fife Division will continue to collaborate with community partners to develop new and innovative ways of working, applying strong accountability and governance in our objectives in order to truly deliver improved outcomes and a Safer Kingdom for our communities.

National strategic alignment

Our strategic outcomes provide a clear route from the Scottish Government's outcomes and priorities, including the Justice Strategy, through Police Scotland's strategies, plans and performance reporting, enabling us to demonstrate alignment and clearly articulate our ambitions and progress as demonstrated below. In addition to the Annual Police Plan, Police Scotland's thirteen local policing divisions produce Local Police Plans which reference distinct priorities, objectives, outcomes and performance measures. They link to wider community planning arrangements, with Local Outcome Improvement Plans taken into account in their development.

- Scottish Government National Outcomes/Strategic Priorities/Justice Vision
- SPA/Police Scotland Strategic Outcomes
- Long Term Policing Strategy: Policing for a Safe, Protected and Resilient Scotland
- Enabler strategies including People, Fleet, Estates, Public Contact and Engagement, Enabling Policing for the Future, Digital Data and ICT, Cyber, Environmental, Procurement, Violence against Women and Girls, Equality Diversity and Inclusion

These are underpinned by plans including the Strategic Workforce Plan, Annual Police Plan, Local Police Plans, Local Outcome Improvement Plans, and Financial Plans.

Local policing delivery context

Divisional Command structure

Fife Division is led by a Chief Superintendent who holds the title of Local Police Commander, and who is supported by three Superintendents and seven Chief Inspectors. This collection of officers form the Fife Divisional Command team.

The responsibilities of the Divisional Command Team, is to:

- Deliver local policing,
- Ensure a visible, accessible and professional police service is provided in local communities in Fife.
- Drive accountability.

The Operational and Support Superintendents provide direction and guidance to five Chief Inspectors. Three of the Chief Inspectors perform the role of Local Area Commanders within the designated areas of West, Central and East Fife, whilst the fourth Chief Inspector is responsible for Divisional Coordination and the fifth leads on Partnerships.

The Detective Superintendent for the Division has responsibility for providing support and direction to two Detective Chief Inspectors who have responsibility and accountability for all crime and public protection matters.

Police Scotland’s strategic objectives



Our Vision | Policing for a safe, protected and resilient Scotland
Our Purpose | The purpose of policing is to improve the safety and wellbeing of people, places and communities in Scotland
Our Values | Fairness | Integrity | Respect | Human Rights



HOW WE WILL DELIVER ON ACTIVITIES TO SUPPORT OUR LOCAL PRIORITIES

Drug Dealing and Drug Misuse

The supply and use of drugs continues to have a significant impact in Fife with multiple associated harms; most significantly drug related deaths which have seen a 5% increase from the previous year, this being the largest number ever recorded.

Problem drug use is proportionately higher in Scotland compared to the rest of Europe, with factors such as increasing availability and an aging demographic contributing to the rising number of drug related deaths.

The continued drug related death volume has prompted the Scottish governments pledge to invest an extra £250 million over the next 5 years to improve recovery and addiction services. It has also introduced a Naloxone initiative, which involves training emergency services as well as members of the public to use the overdose reversal drugs.

In 2019 a Drugs Death Taskforce was created which consists of a panel of experts whose remit is to improve health by preventing and reducing drug use, harm and related deaths. As such Fife division should be prepared to respond to specific taskforce recommendations and legislative changes. This requires continued collaboration with partners across the criminal justice system, local government and third sector.

It is recognised that drug supply and use is closely linked to other forms of criminality particularly acquisitive crime, violence and antisocial behaviour.

Consequently preventative and disruption activity that results in positive outcomes in this key area will reduce the victims of associated crimes.

Serious and organised crime (SOC) continues to be a significant threat across Scotland and locally within Fife. The ability to disrupt Serious Organised Crime (SOC) is dependent on Police expertise, time and resources required to monitor and identify such criminality, current legislative opportunities and co-operation from partner agencies. A team has been established in Fife to tackle SOC activity, with capacity to develop intelligence and operations, and respond rapidly to any emerging threats. There has been a number of significant recoveries to date, including several large cannabis cultivations – one of which is assessed to have a potential street value of over £1 million, and another of over £3 million.

It is apparent that local knowledge of SOC / SOCGs relates mainly to drugs supply; the understanding of the community regarding ancillary offences, such as human trafficking, sexual exploitation, cybercrime, fraud and money laundering, continues to be limited, and consequently, the ability to accurately assess the risk at local level remains challenging.

Education is essential to help identify and prevent those being exploited within our communities. Training and awareness events between police and partners assists in understanding how to identify the indicators of such crimes, and how to report concerns.

Violence and Antisocial Behaviour

Serious violence and homicide has been identified as one of Police Scotland's six "very high" operational priorities and remains a priority focus both nationally and for local policing in Fife.

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Levels of overall violence in Fife have remained below average in the last five years. There has been a reduced number of serious assaults and attempted murders, however the levels of common assaults have risen to a six year high.

This increase is driven by rises in public space minor assaults and assaults on emergency workers aligning with the lifting of Covid restrictions and the recovery of the night-time economy.

Despite a drop in detection rates for violent crimes versus the previous year, crime detections in Fife continue to be amongst the highest in Scotland for 2021/2022. The high level of performance has continued despite the significant demands on policing through COVID 19 and COP26 where world leaders, climate experts, business leaders and citizens met in Glasgow for the Conference of the Parties 26 – UN Climate Change Conference.

Anti-Social behaviour incidents in Fife continue to show strong reductions where 2021/22 recorded a drop across all types of anti-social behaviour incidents compared to the 5 year average and a drop on 2020/21 when pandemic restrictions were in place.

The development of intelligence assists with the deployment of resources for targeted prevention and enforcement activity and provides community reassurance.

Engagement will continue with schools, colleges and youth groups raising awareness and providing education and diversionary projects to divert youths becoming involved in crime.

2020/21 saw an increase in both overall and recorded hate incidents. This increase looks set to continue in 2022/2023.

Fife Division have recently implemented a Hate Crime core group with key stakeholders, which will meet quarterly. This allows stakeholders to assess current trends and discuss prevention activities.

Acquisitive Crime and Dishonesty

Acquisitive Crime continues to be a priority for Local Policing in Fife. Many forms of acquisitive crime have been below average in volume in recent years; reductions are noted in housebreaking, vehicle crime as well as common theft versus a 5 year average. That being said, an increase in fraud has offset some of these gains and contributed to a 78.1% increase in fraud related crime versus the 5 year average.

Fraud continues to grow with the methods ever evolving, enabled by technological advances. At a national level fraud has been identified as a high priority and presents a significant challenge locally and nationally both in terms of prevention and detection.

The introduction of banking protocols has hindered bogus workmen type offences, banks are aware of the methods utilised by bogus workmen and online fraudsters and are using preventative measures. Similarly campaigns utilise modern technology to disseminate and provide preventative advice.

Within 2020/21 in Fife there has been a significant reduction in Housebreaking volume. This has been a year where lockdowns have occurred and more individuals have been working from home. It is felt that this is a significant contributory factor to the reduction in this sort of crime. It should be noted that some of these housebreakings for Fife and neighbouring divisions concerns a group of travelling criminals who would often commit housebreakings and high value vehicle thefts by stealing the true key.

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By sharing intelligence and best practice across divisional boundaries and with specialist departments, it ensures management oversight of key issues and emerging crime trends, allowing us to provide a collaborative response to prevent and investigate this area of criminality.

Protecting people

As well as being a national priority, the protection of vulnerable people is a primary focus for the day to day policing within Fife. Fife's Public Protection Unit is made up of a number of departments, and includes child abuse investigation teams (recent and non-recent), a divisional rape investigation unit, a domestic abuse investigation unit and a sex offender prevention unit. All of these departments have dedicated specialist resources that have an improved capability to investigate an extremely difficult area of criminality, which presents significant risk of harm to our communities.

Child concerns are reviewed daily at Inter-agency Referral Discussions (IRD's), where relevant information is shared, ensuring appropriate risk management and decision making occurs between Police, Health, Social Work and Education.

All domestic related incidents are reviewed by our Divisional Risk and Concern Hub, with entries to the Vulnerable Persons Database (VPD) allowing appropriate assessment of any threat, risk and/or harm.

There continues to be an ongoing process of maintaining review and management of registered sex offenders via Multi- Agency Public Protection Arrangements (MAPPA).

All high risk domestic cases are escalated in a monthly basis and managed through a Multi – agency Risk Assessment Conference. Following identification of high risk domestic cases and notable prison releases, we aim to achieve perpetrator focussed tasking across services through Multi- agency tasking and co-ordination (MATAC).

Through the Disclosure Scheme for Domestic Abuse Scotland (DSDAS) we can share information about a partners abusive past with a potential victim. Using the Power to tell we can respond to requests from potential victims or their family/friends about their new or prospective partners to forewarn them regarding any abusive past.

A Detective Inspector post has been created to incorporate Policy and Partnership working within the Public Protection Unit. The role will initially focus primarily on the area of Child Protection given the scale of process change in that area, specifically the implementation of the National Guidance for Child Protection in Scotland 2021 and introduction of an eIRD system. The role will also include management oversight of the implementation of the Scottish Child Interview Model in Fife. There is scope for the role to develop in time to encompass a wider Public Protection remit.

Road Safety

Overall the strategic picture for road safety and road crime has not altered significantly in recent years. As such, the long standing themes and key risk areas remain as a core focus for the proactive work and prevention, education and enforcement.

OFFICIAL

In Fife we continue to work alongside key partners to make our roads safer and to reduce road casualties, by influencing driver and road user behaviour and targeting contributory factors to road collisions.

We will continue to develop targeted local preventative campaigns and promote national safety campaigns , such as;

- Vulnerable Road Users Campaign
- National Motorcycle Safety Campaign
- Summer Safety Campaign
- BRAKE National Road Safety Week.
- Get ready for winter campaign
- Festive Safety Campaign
- Summer and Winter Drink/Drug Drive Campaigns.

We will also have continued engagement with schools providing consistent messaging and publicity of interactive initiatives , such as;

- Safe Drive Stay alive Roadshows
- New Driver Improvement Scheme
- Drivewise
- Bikeability

To assist us in targeting road crime, we will continue to gather intelligence by encouraging member of the public to report persons driving whilst impaired or without the correct documentation.

We will also ensure internal circulation of all current/ relevant intelligence, to assist with targeted action against prolific road traffic offenders and to maintain focus at areas deemed vulnerable to reckless or inappropriate driving.



**Plan on a Page
Fife**

Our vision | Policing for a safe, protected and resilient Scotland
Our purpose | Improve the safety and wellbeing of people, places and communities in Scotland
Our values | Fairness, Integrity, Respect, Human Rights

PUBLIC HEALTH

Our Local Policing Priorities

Our Objectives

Strategic Outcomes

PERSON CENTRED APPROACH



PARTNERSHIPS

Focusing on our local policing priorities, we aim to deliver the positive outcomes highlighted, whilst promoting Fife's Vision and helping to deliver the Fife Community Plan aspirations of reducing crime and the fear of crime.

PREVENTION & EARLY INTERVENTION

Local objectives and activity

DRUG DEALING AND DRUGS MISUSE

Activity: Work with NHS and Local Authority partners to reduce the impact of drug misuse.

Key milestones:

- Develop a delivery plan with the Fife Alcohol and Drugs Partnership to support those most effected by drug misuse.
- Support partners to develop improved care pathways to best support people with problem drug misuse.
- Deliver local policing initiatives to tackle those dealing drugs and exploiting those with vulnerabilities.

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- How effective is Fife Division in supporting those effected by problem drug use?
- How effective are the care pathways in supporting people with problem drug use?

Activity: Continue to improve local action plans to disrupt the supply of drugs.

Key milestones:

- Interrogate local and national databases to form detailed intelligence profiles.
- Deliver targeted days of action to tackle key offenders in the supply of drugs
- Deliver local policing initiatives to tackle those dealing drugs and exploiting those with vulnerabilities.

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- How do drug death figures compare from the previous year?
- What work has been undertaken to tackle offenders?

Activity: Support the roll out of the national Naloxone project

Key milestones:

- Ensure division wide cover of naloxone trained officers
- Support ongoing training and awareness of the project
- Raise the profile and awareness of divisional naloxone trained officers

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

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- The number of naloxone trained officers increased?
- How many times has naloxone been used since the beginning of the programme?

Activity: Work with proactive teams to respond to any emerging threats

Key milestones:

- Develop detailed intelligence profiles to better inform local disruption tactics and target any emerging threats
- Identify vulnerable victims and offer support and advice to reduce reoccurrence

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Have we reduced the number of repeat victims?
- Do we have increased officer awareness of national and emerging threats?

VIOLENCE AND ANTISOCIAL BEHAVIOUR

Activity: Work with new and established third party reporting centres to support the reporting of hate crime

Key milestones:

- Maintain regular contact with third party reporting centres
- Deliver additional training and awareness sessions on any new legislative changes improved care pathways to best support people with problem drug misuse.
- Monitor crime trends and focus work with aligned organisations

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Feedback from Third Party Reporting Centres
- Continue with the Hate crime core group to highlight any issues or trends that may be occurring throughout the division.

Activity: Work with community safety partnership to deliver shared outcomes to tackle antisocial behaviour

Key milestones:

- Engage and share information to identify individuals at early stages
- Monitor repeat trends and crime to better target resources
- Devise and deliver campaigns and initiatives to increase awareness and education
- Work in conjunction with Fife Licensing Board

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

OFFICIAL

Performance measures and insights:

- Feedback from community partnership/local authorities
- Trends relating to antisocial behaviour

Activity: Ensure robust action is taken relating to all violent offences. Officers to use available legislation to proactively tackle offenders

Key milestones:

- Make proportionate use of stop and search to tackle weapons offences
- Ensure repeat offenders are highlighted in officer briefings and tasks are acted upon timeously
- Monitor crime trends and focus work with aligned organisations
- Continue to tackle domestic abuse

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Proportionate use on stop and search
- Trends relating to crimes of violence

ACQUISITIVE CRIME AND DISHONESTY

Activity: Work with local and national partners to prevent and minimise the impact of Fraud and online scams

Key milestones:

- Collaborate with HMRC, Trading Standards in raising awareness of online fraud/scams and providing prevention and security advice
- Collaborate with Local authority to protect vulnerable and elderly victims of fraud to educate them on cybercrime trends as a method of prevention
- Monitor any new trends to ensure early dissemination to partners of emerging threats

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

- Performance measures and insights: How effective are Police Scotland at communicating intelligence with partners?
- Trends relating to fraud
- Do we have positive relationships with our vulnerable communities?

Activity: Through prevention and effective investigation tackle residential housebreaking and acquisitive crime

Key milestones:

- Utilise our Community Safety Officers to develop and disseminate guidance to assist residents in keeping their homes safe

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- Work with Community Safety Partnership to divert offenders from criminal activity
- Facilitate high-visibility patrolling in higher risk areas to deter and disrupt offenders

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights

- Has housebreaking to residential properties decreased in the division?
- What is the decrease in repeat offenders committing new acquisitive crimes?

PROTECTING PEOPLE

Activity: Work with partners to Protect Vulnerable Persons

Key milestones:

- Utilising our risk and concern processes within the Concern Hub to ensure wellbeing concerns are identified, assessed and escalated at the earliest opportunity
- Working with the Scottish Appropriate Adult Network to support our engagement and investigation of crimes affecting those who have difficulty in communicating.
- Investing in training so that our officers are equipped to recognise and respond appropriately to individuals who are experiencing mental health problems

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- How effective are the processes in place to ensuring that Vulnerable persons receive the correct support
- How effective is divisional collaboration with partners at supporting Vulnerable persons
- Feedback from partners about service users experience with Police

Activity: Ensure robust action is taken relating to domestic crimes and support this affected by it.

Key milestones:

- Ensure repeat offenders are identified and action taken
- Work in partnership to support victims of domestic abuse and identify opportunities for early intervention
- Work with the Fife Violence Against Women Partnership to raise awareness and encourage reporting

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

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Performance measures and insights:

- Effectiveness of partnership support and intervention to victims
- Trends relating to domestic abuse

Activity: Ensure Violent and sexual offenders are timeously risk assessed and robustly managed jointly by Police and Criminal Justice Partners

Key milestones:

- Support Multi-Agency Public Protection Arrangements (MAPPA) in managing violent and sexual offenders
- Utilising our SOPU (Sex Offender Prevention Unit) Officers and Criminal Justice Partners effectively manage risk and reduce re-offending.

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Are the partnership arrangements effective and in line with statutory requirements?
- Trends relating to sexual crime

ROAD SAFETY

Activity: Positively influence driver behaviour to reduce road traffic collisions and complaints about the antisocial use of vehicles

Key milestones:

- Facilitate high-visibility patrolling in higher risk areas alongside Roads Policing officers
- Increase the use and vary location of speed checks with both officer hand held devices and camera enforcement vehicles
- Ensure road safety and education is encouraged when dealing with new drivers

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Have road traffic collisions decreased?
- Have deaths from road traffic collisions decreased?
- Have complaints about the antisocial use of vehicles decreased?

Activity: Make Fife roads safer by targeting unsafe and uninsured vehicles and drivers

Key milestones:

- Support national road safety campaigns and work alongside agencies to promote days of action.
- Ensure vehicles are thoroughly checked for road worthiness
- Ensure MOT Certificate and insurance is valid on all vehicles stopped
- Ensure officers are fully trained to spot poorly maintained vehicles

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Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Have the number of vehicles seized increased?
- Have the number of MOT Offences increased?
- Has high-visibility patrolling influenced driver behaviour?

Activity: Police work jointly with Fife community safety partnership on shared outcomes to tackle unintentional harm and public health and wellbeing and road safety

Key milestones:

- Work with schools and youth groups to highlight road safety
- Ensure roads and crossings are well maintained and fully functioning
- Monitor trends to ensure local speed limits and crossings are fit for purpose and location.

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Have the number of pedestrian collisions reduced?
- Has joint working with partners been effectively delivered?

OUR PEOPLE ARE SUPPORTED THROUGH A PROACTIVE WORKING ENVIRONMENT, ENABLING THEM TO SERVICE THE PUBLIC

Activity: Protect, support staffs health and wellbeing

Key milestones:

- Promote the availability of wellbeing supports to benefit colleagues and encourage the use of wellbeing initiatives
- Ensure staff are aware of current wellbeing champions and supporters
- Support under represented officers through participation in the Divisional Advisory Panel

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Continue to use the intranet to ensure that staff are aware of the support and tools available to them.
- Continue to support the use, and promote continued development of wellbeing initiatives
- Continue to encourage participation within the advisory panel to influence EDI decisions

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Activity: Support our people in their continual career development

- Overview of progress and benefits for our people
- Continue to offer development opportunities to staff.
- Support the roll out of MyCareer and recognise the contributions made by staff.

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

- Feedback from staff as to how well are we supporting our people?
- How effective has Fife Division been with workforce development?
- Continue to monitor officer recruitment and retention of underrepresented groups.

Governance and performance

The Police and Fire Reform (Scotland) Act 2012 enforces a legislative requirement upon police Scotland for each local commander to prepare and submit a local police plan to the relevant Local Authority for approval. This plan fulfils this obligation. This legislation also includes a framework for oversight and requires Local Authorities to have suitable scrutiny arrangements in place for the Police. Fife Council has therefore determined that the most appropriate arena for reporting on the Fife Division Policing Plan is the Environment and Protective Services (E&PS) Committee. Performance reports will be compiled and submitted to the E&PS Committee for their information and scrutiny. Fife's Divisional Commander will provide a verbal update to committee members at scheduled meetings. This local scrutiny is the formal route for Elected Members to influence Police services in Fife and to retain and enhance partnership working between the Local Authority, other partners and Fife Division.

In addition, the partnership Plan for Fife sets out the key outcomes that Fife Council and partners (including Fife Division) are seeking to achieve for Fife. Fife Division are represented on the Fife Partnership Board which comprises Key Community Safety Partners and oversees the delivery of the Plan for Fife. The Scottish Police Authority (SPA) is the body with overall formal responsibility for scrutiny and holding Police Scotland to account for delivery of the priorities set out in the National Policing Plan. Fife Division's performance against the national priorities is monitored centrally by the National Analysis and Performance Unit, who compile a wide variety of analytical products to support operational policing activity at tactical and strategic levels. Informed by this national monitoring, internal monthly Tasking and Delivery meetings, chaired by the Divisional Commander and attended by the Command Team, Local Area Commanders and Crime Managers, enable examination of local performance, trends and emerging issues, which in turn coordinate policing priorities and delivery across the division.

The local Tasking and Delivery process is informed by analysis of crime, incident and intelligence data and also serves to identify any cross border issues or those of heightened risk in order that policing can be co-ordinated with neighbouring divisions and so that national resources can be moved to Fife Division should this be required. In addition to formal scrutiny and performance monitoring, we will also continue to measure our success through local community engagement. This feedback will assist in developing policing arrangements at divisional and local levels.

In support of all the above, on a daily basis, local and divisional oversight, review and tasking meetings are held to coordinate our response to incidents that have occurred over the previous 24 hours, thus ensuring the most appropriate delivery of a local policing service that is intended to keep Fife safe.

Equality, Diversity and Inclusion

Police Scotland promotes equality and diversity, both externally and internally, striving to exceed the requirements of the Scottish Public Sector Equality Duty.

Across Police Scotland we are committed to developing and promoting best practice in the advancement of our Equality Outcomes. In order to support this requirement, we embedded equality, diversity and human rights in all of our strategies, plans and performance framework. Equality and Human Rights Impact Assessments (EqHRIA) are used to ensure that policy and practices proactively consider the potential impact on equality and human rights. We will ensure that all of the strategic plans and activities relating to the delivery are assessed to a high standard using relevant evidence in a systematic and structured way.

The work within Fife Division is underpinned by our commitment to ensure equality and inclusion when interacting with the public we serve. Fife Division forms part of a Senior Equalities Group comprising of key stakeholders and partners, shaping EDI strategy across Fife through understanding at all levels of decision making and service provision.

Fife Division is dedicated to promoting equality within our own workforce. We realise that every police officer, special constable and member of police staff is responsible for delivering a fair and professional service, promoting equality for all. We protect our officers with Divisional process and practice ensuring they are safeguarded when subject to hate crimes. The establishment of an internal advisory panel allows critical issues and EDI matters to be discussed and recommendations shared to ensure best practice is upheld.

Ethics and values

A code of ethics was introduced in 2013 with the creation of Police Scotland and provides guiding principles that define how we perform our duties. The code of ethics sets out the standards we expect of all our employees and the standards that the public can expect to ensure we provide a professional service to all. Encompassing the values of the service and our commitment to human rights, the code is designed to help us provide positive outcomes and improve the safety and wellbeing of people, places and communities in Scotland. Police Scotland's values are;

- Integrity.
- Fairness.
- Respect.
- Human Rights.

Fife Division is continually working to ensure that these value and the code are understood by all our officers and staff are central to all of our decision and actions.

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We are committed to developing and promoting best practice in the delivery of our Equality outcomes. These can be found along with our commitment and duties to equality, diversity & inclusion at: <https://www.scotland.police.uk/about-us/equality-and-diversity/>.

This plan will be subject to an Equalities and Human Rights Impact Assessment (EqHRIA) in compliance with the Scottish Public Sector Equality Duty in its final iteration in 2023. Separate EqHRIAs were undertaken for the activities described in this plan as required.

Engaging with us

Local Police Commander
Police Scotland – Fife Divisional Headquarters
Detroit Road
Glenrothes
Fife
KY6 2RJ

For more detailed information on how to contact your Local Policing Team please refer to our website at www.scotland.police.uk or through our social media platforms below.

We will continue to keep in touch with you to keep you updated on the ongoing work being done to tackle the issues that are affecting life for you and your community.

Dial 999 for an emergency that requires urgent police attention.

For non-emergency contact, call 101, the single non-emergency number.

If you have information about crime in your area and wish to provide it anonymously, call CRIMESTOPPERS on 0800 555 111.

Service users who are deaf or have a hearing impairment can contact Police Scotland via TextRelay on 18001 101 for non-emergency, or 18000 in an emergency.

Meaningful and effective engagement involves genuine dialogue, respect, integrity, transparency and accountability. It provides an opportunity for people to shape our services and influence decisions made. Insight from effective engagement helps identify practical solutions and determine changes required to meet the needs of the communities we serve.

Police Scotland is committed to continuous improvement in all that we do. If you have something to tell us about our service, please contact us at: <https://www.scotland.police.uk/contact-us/>

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Further information about our wider engagement can be found in our consultation and engagement hub at: <https://consult.scotland.police.uk/>

Police Scotland has a number of active social media channels that provide a range of information and insight into policing, both nationally and in your local area. A full list of our social media accounts can be found on our website. Our local channels can be found at:

Twitter: @FifePolice @KirkcaldyPolice @GlenrothesPol @NorthFifePol @LevenmouthPol @DunfermlinePol @CowdenbeathPol @SWFifePolice

Facebook: <https://www.facebook.com/FifePoliceDivision/>

Please note that our social media channels are not monitored 24/7 and should not be used for reporting crime. Please dial 999 in an emergency, and 101 in a non-emergency situation.

Inclusive and accessible engagement

We aim to embed accessibility and inclusivity into our services to make them work for everyone.

This Local Police Plan can be made available in various alternative formats. For more information, please contact us via our online form: <https://www.scotland.police.uk/contact-us/>.

Deaf, deafened, hard of hearing or speech-impaired callers can contact us via Text Relay on 18001

23rd March 2023

Agenda Item No. 05

Customer Contact Management

Report by: Diarmuid Cotter, Head of Customer & Online Services - Communities

Wards Affected: All

Purpose

To outline the strategy and actions being taken to enable delivery of the Council's ambition for integrated contact management and a single view of customer experience.

Recommendations

Members are asked to consider and review:

- i. The implementation of the strategy and the overall ambition
- ii. The implementation of a holistic approach being taken that covers online, telephone and face to face

Resource Implications

None

Legal & Risk Implications

No legal aspects arise as a result of this report directly.

Impact Assessment

Not required

Consultation

Not required

1.0 Introduction

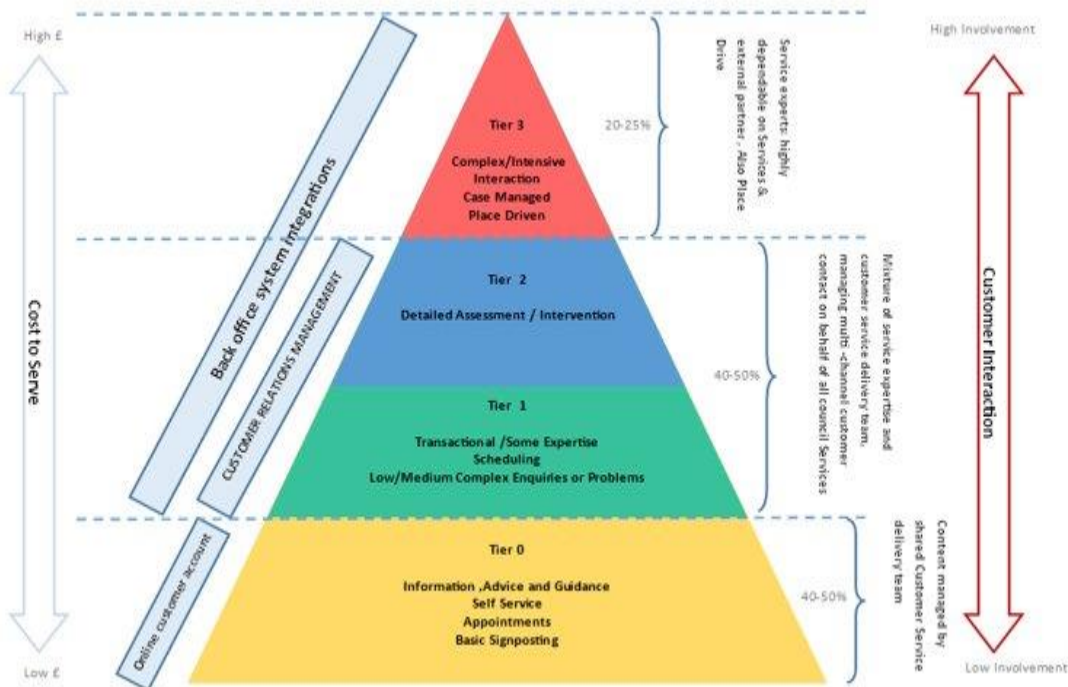
- 1.1 Fife has been on a customer improvement journey for several years that can broadly be broken into three iterations. The first was getting some of the basics in place such as an effective website, a contact centre and the acknowledgement that processes needed to be established and refined with the customer in mind.
- 1.2 The second concluded with the completion of the recent Customer Programme. In this phase, the Council moved to its stated ambition of having a single view of the customer experience while improving digital options and moving towards a more holistic view of assessment. The Council consolidated most of the resources and teams who are handling external customer contact and online information. Through the programme and ongoing work to enable efficiencies £3.5m was saved.
- 1.3 We are now moving into the third phase that will build on the work that has gone before. The objective continues to be to have a single consistent view of the customer experience ideally supported by a single process to track contact and provide feedback where appropriate. This work includes establishing a mechanism for assessing eligibility for services. The aim continues to be to provide information and access to services in a manner that is efficient and reliable for both customers and the Council.
- 1.4 Additionally a core component is to continue to shift services to the optimum contact channel mainly through a shift to digital delivery online while using automation where possible. This would be supported by a viable face to face option that will continue to provide support to those who need it.

2.0 Operating Model

- 2.1 Through the Customer Programme the Council worked toward a target operating model (appendix 1). It depicted streamlined layers of customer contact within the organisation, from self-service across a range of digital channels to common assessment and scheduling hubs.
- 2.2 The model is based on the organisational design principles agreed in 2019 and assumes we utilise new technology enablers and process improvement approaches to redesign processes and improve the customer experience. The model itself has evolved as the programme progressed.
- 2.3 The model is not just an integration of initial customer contact but where applicable the integration of information and advice management, work scheduling, assessment, and customer fulfilment e.g., job tickets. These areas continue to require ongoing service redesign work to be undertaken to improve operating arrangements. Efficient customer contact is only as good as service delivery allows it to be, reducing failure demand being the key to any success.
- 2.4 Working to a defined target operating model has meant the bringing together areas that may have otherwise remained separate. Having assessment areas such as Council tax Reduction, the Scottish Welfare Fund and Discretionary Housing Payment in the one area means we can optimise our support to vulnerable people.
- 2.5 The new model gives greater decision making and data gathering control to front line advisors, based on agreed processes, procedures and information scripts. All processes are collaboratively designed with services putting customers at the centre.

- 2.6 Figure 1 outlines a simplified version that provides focus for our approach to customer contact. This paper concentrates mainly on customer contact without going into too much detail on areas such as scheduling or assessment.

Figure 1



3.0 Fife.gov.uk

- 3.1 The Council moved to a new web platform www.fife.gov.uk in October 2019, giving the site a fresher look while improving many features. By April 2021, the transfer of information that was hosted on the old system was completed, ending a 3-year project. The technology underpinning the old www.fifedirect.org.uk was out of date, so there was a need to create a website for Fife Council on a new content management system, with new online forms and a customer account. The site dealt with 5.8m sessions and 12.8m page views in 21/22 and will have similar volumes in 22/23.
- 3.2 The new site was launched with a customer account which is part of the national myaccount. The account is used to simplify authentication across a number of services, something that will help us improve the customer experience. By using the national myaccount for authentication, the individual uses a single username and password to access both local and national services. Registration is only done once.
- 3.3 Most Scottish councils already use myaccount and in Fife we have approximately 168,000 accounts. For example, most parents have an account already for school payments, as do many who signed up for an online account for Council Tax. We have 29,000 households signed up to the new council tax account which allows customers to deal with any discounts or changes to their account online and in one place. Of these 23,000 are signed up for e-billing (saving £14k p.a. on postage).
- 3.4 The account is something we keep continually under review, but it is the key to providing a degree of personalisation to the customer. Generally, it has worked well. Our bulk uplift service needs a sign in and 83% of customers avail of the online service.

Moving forward it is important that we show the benefits of having an account e.g. feedback on faults reported and this is something we continue to work on.

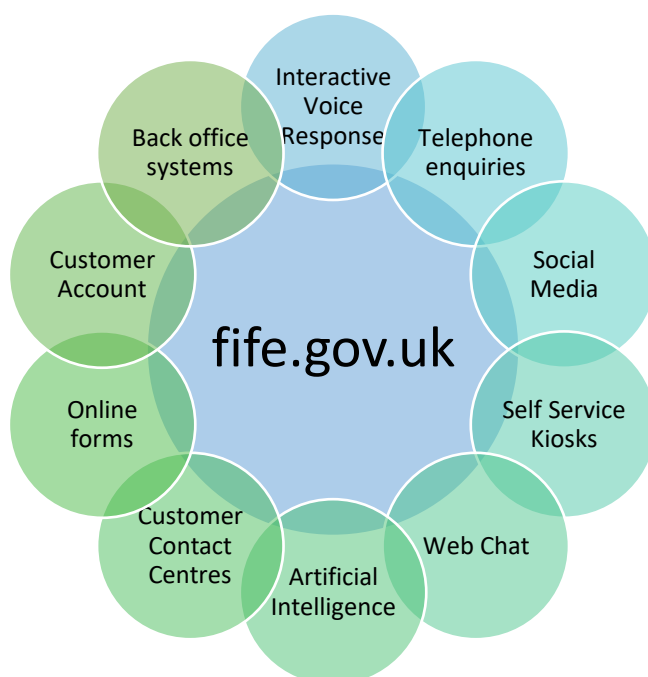
- 3.5 Working with BTS we now have over 200 services available through fife.gov.uk. We will continue to develop and implement new online offerings, enabling us to provide more services 24/7 for our customers. We need to be able to innovate and respond rapidly as citizens needs change. Having access to a large amount of analytics across many areas and systems will allow us to refine and improve our approach both for the account and for services.
- 3.6 Accessibility is mandatory and considerable work has been done to ensure the Council's online content complies with accessibility regulation. We now have a strong accessibility statement and roadmap with work underway with a company called Silktide to ensure regular audits.
- 3.7 Moving forward the Online Services team will work with BTS to understand the digital landscape and assess new technologies and their effectiveness in meeting customer needs. A roadmap will be produced to show areas we wish to target, such as:
 - Continue to refresh and update content and online services (forms)
 - More promotion of the services available
 - Improved 'findability' of information – improvements to search functionality within fife.gov.uk, allowing campaigns to be highlighted and customer able to find information first time, every time.
 - Push notifications – sending out notifications to remind customers of appointments, inform of closures, emergencies
 - Reducing email contact – how could email contact be streamlined and recorded directly into back-office systems
 - Pushing out more data online – show where roads are closed, flooding issues, housing stock – mapping data
 - Moving forward with new technologies such as Artificial Intelligence to check uploaded documents, for services where decision making is required
 - Exploring the use of 'chatbots' on phone messaging to direct customers to the correct information/form.
 - Investigating the integration of chatbot and live chat for a seamless customer experience.
- 3.8 The key principles for fife.gov.uk are;
 - Ensure information and guidance is relevant and up to date (most visitors come for information)
 - Use forms that integrate with back-office systems to optimise automation and reduce back-office work
 - Optimise the customer account to enhance personalisation and close the feedback loop
 - Ensure accessibility standards are adhered to and even surpassed
 - Use data effectively to make continuous improvements.

4.0 Contact Centre

- 4.1 The Contact Centre remains a key contact area and continues to seek improvement through work with services. Consolidation of certain areas of work has increased productivity and reduced duplication most recently in the Revenues area.
- 4.2 The Contact Centre operates with five distinct 'skill groups'. There is some overlap, but they work relatively independently due to the expertise within each group.
- The Repairs Centre deals with the reporting and scheduling of housing repairs plus the scheduling of Pest Control and Safer Communities work. The team includes the Property Helpdesk who deal with reporting of repairs for schools, community centres, etc. This team is based in Bankhead, Glenrothes.
 - The 'Social Work' Contact Centre deals with initial calls and emails of support for both Children & Families and Health & Social Care and Direct Access applications. This team works closely with Social Work professionals based in the centre at Bankhead and in the areas.
 - The Out of Hours team covers the centre on a 24/7 basis covering specifically community alarms, out of hours repairs, homelessness and out of hours Social Work along with all other services who provide an after-business hours service. They work during the day but crucially are operational at weekends, through the night and on public holidays.
 - The General Team covers services such as registration (births, deaths, marriages etc), environment, road faults, housing advice and passes and concessions. The team also monitor customer messaging through social media channels and work closely with the online services team to ensure content on fife.gov.uk is accurate. This team is based in Bankhead, Glenrothes.
 - The Revenues Helpdesk deal with money and payments including low level rent enquiries, Council Tax enquiries, including collection, benefit enquiries, Scottish Welfare Fund application calls as well as seasonal payments such as garden maintenance.
- 4.3 The centre deals with approximately 880,000 contacts per annum. The methods of contact have changed over the years with e-mail particularly increasing. Phone calls (and community alarms) still account for 76% of contact but e-mail is now at 18% with webchat and social media at 1.5%.
- 4.4 At this point in its development, the contact centre is working on refining what is already in place and continuing to work with services to do so. The expertise and learning enables us to put in place things that would previously not have been possible. For example, the Covid Community Helpline was put in place quickly at the onset of the pandemic and has segued into the Community Assistance line something that continues to be built on.
- 4.5 The key principles for the Contact Centre are:
- To provide a complete customer journey where possible
 - To ensure the customer knows what will happen next
 - To work closely with services to ensure the processes are as efficient as possible.
 - To ensure efficient use of resources particularly around the scheduling of tradespeople and service specialists

5.0 Integrated Customer Contact

- 5.1 There are now effective links between the Contact Centre and Online Services as there is significant crossover between our digital offer and phone calls as indicated in paragraph 4.3. For example, the Social Work team take over half of their contacts via e-mail rather than the phone. The newer channels of communication e.g. 'webchat' and the chatbot are accessed through fife.gov.uk and there is joint working regarding via social media.
- 5.2 Therefore, we now look at customer contact holistically throughout all channels, with fife.gov.uk being the core.



- 5.3 When Customer & Online Services was formed, it brought together all customer contact, which makes it easier to have one version of the truth available throughout all our contact channels. We will be able to make more use of this through the three-year roadmap that is being worked on where we hope to bring in more connections between our existing contact systems.

6.0 Face to Face

- 6.1 The way in which our local communities contact us through our publicly accessible facilities has changed over recent years. Traditionally, this would be via our Local Offices. Today, there are 21 "local offices", however, not in the traditional sense of stand-alone/single service facilities. The 4 main centres (Dunfermline, Glenrothes, Kirkcaldy and Cupar) are standalone operating out of the main civic buildings but the rest are integrated.
- 6.2 The journey to integrated facilities started in 2008, with the opening of Inverkeithing Civic Centre. This delivers integrated frontline Council services with library services, through a single front of house/reception model and management arrangement. Since then, further integration was developed in Methil, Leven, Kelty, Benarty, Lochgelly and Burntisland.

- 6.3 More recently, due mainly to large investment in new high school facilities in Anstruther and Kirkcaldy, new Community Campuses have opened at Waid and Windmill. These models bring together frontline Council service provision, library services (operated and managed by the Council, as opposed to by or on behalf of Fife Cultural Trust), community use and school office/admin teams.
- 6.4 The majority of footfall (45,000 per quarter) in the past would be of a transactional nature i.e., applying for a blue badge, concessionary travel passes, requesting a housing repair or requests for various applications. Over time some of this contact has been re-routed via the Contact Centre or online, as improvements have been made to our digital offer and customers are able to self-serve. Although footfall has reduced, more time is being spent with people, dealing with in-depth issues in relation to housing and benefits advice. Support is also to provide to assist individuals with digital queries particularly at library facilities.
- 6.5 There is now an opportunity to take things further, to deliver more joined-up/integrated public services, which supports the anti-poverty and crisis prevention agenda and ensures we are making best use of our assets and resources. This approach will include many Council facilities, including community halls and centres. Customers should be able to access Council services in neighbourhoods from a wider range of integrated facilities (e.g., libraries, schools, community centres etc) whenever they are open, supported by customer service staff or using self-service units to help themselves online.
- 6.6 Increasingly this work will be focussed on a 'no wrong door' approach. In Fife, the Community Planning partnership has been driving forward a model for change based on a People and Place approach. This is based on the concept of services which are localised, agile and flexible with the ability to respond to demand/ support from communities, collaboratively and efficiently. The traditional 'local office' will be a part of this as we rethink the most effective way for them to work.

7.0 Customer Feedback

- 7.1 We don't generate as much customer feedback as we should, and this is something that will be addressed. However, we do use the customer information we receive.
- 7.2 Feedback that is collected via fife.gov.uk is analysed weekly to make sure any improvements are made quickly. Feedback is also fed back to services to ensure any changes can be implemented.
- 7.3 Customers are also asked for feedback at the end of their call to the contact centre. This is something recently introduced, and we will need to see how effective it is.
- 7.4 We are in the process of forming a team which engages with wider community groups, such as Community Councils, to gauge customer opinions.
- 7.5 The complaints system is another area where we can establish what is causing customer concern and the Escalations teamwork with services as required. Also, through our complaint's procedure, complainants are surveyed with a survey that covers standard questions as agreed by the SPSO and the Local Authority Complaint Handlers Network. These questions will ultimately allow benchmarking amongst network members.

8.0 Conclusion

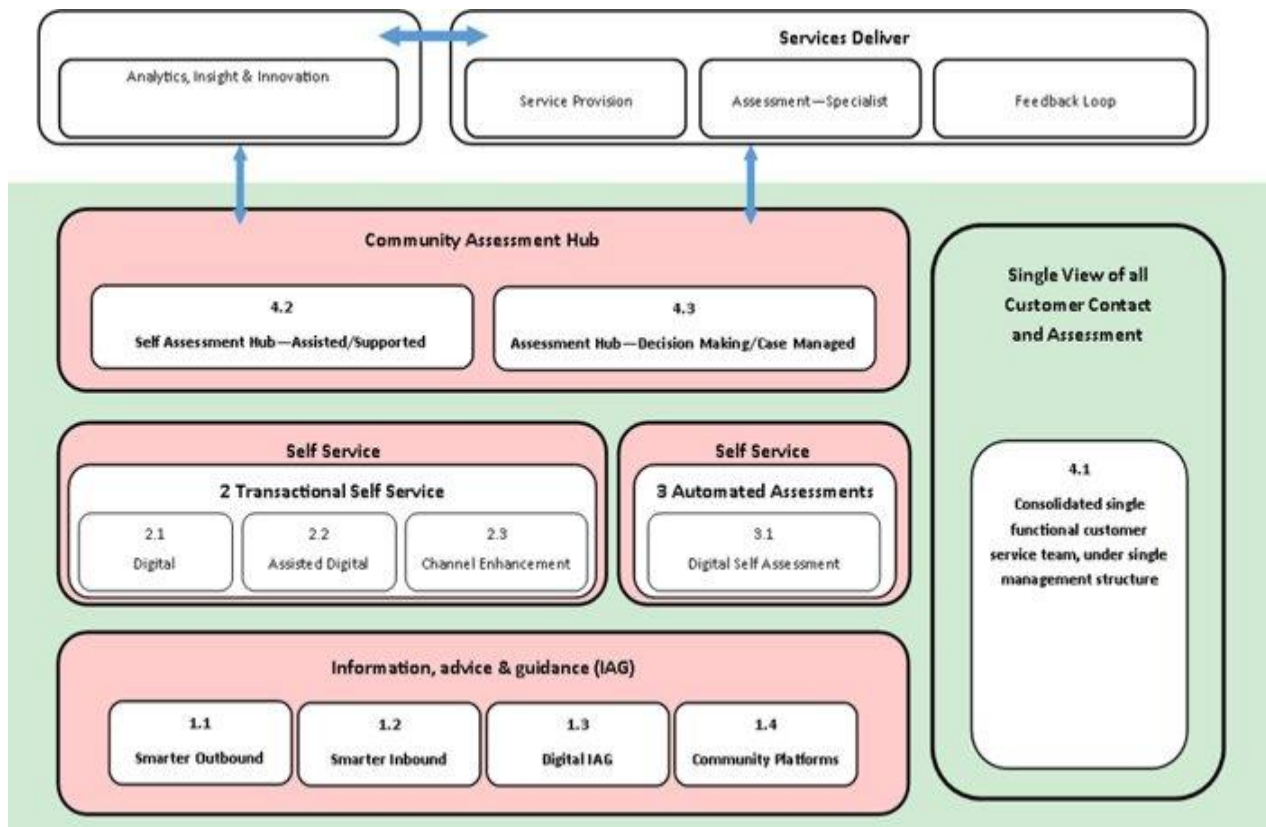
- 8.1 As a Council we are on a continuing journey to improve both customer contact and the delivery of services in what has been a challenging environment both budgetary and with the onset of the pandemic. However significant progress has been made.
- 8.2 We look at customer contact holistically particularly as technologies have merged e.g. webchat. This way we can optimise our resources and use them where they are needed most.
- 8.3 While fife.gov.uk and the contact centre deal with the bulk of initial enquiries we acknowledge that there will always be a need for face-to-face access and this is something that will need to be redefined in the coming months.

Report Contacts

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Karen James Wilson, Customer Service Team Leader
e-mail; karen.kelly@fife.gov.uk

Appendix 1 – Target Operating Model



23rd March, 2023
Agenda Item No. 06

2022-23 Revenue Budget Projected Outturn – Communities

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services
Michael Enston, Executive Director, Communities

Wards Affected: All

Purpose

The purpose of this report is to give members an update on the projected outturn position for the 2022/23 financial year for Communities & the Housing Revenue Account (HRA) which are areas in scope of the People & Communities Scrutiny Committee.

Recommendations

Committee is asked to consider the current financial performance and activity for the 2022/23 Revenue Monitoring as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

There are no direct legal implications arising from this report.

Impact Assessment

An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

The report summarises the Projected outturn position for 2022/23, taking into account the actual expenditure incurred, and provides a forecast and an explanation of the main budget variances at section 3.

2.0 Projected Outturn

- 2.1 Based on current information for the areas falling under the scope of this Committee, of a net expenditure budget of £82.533m the position across all areas is a projected expenditure of £85.054m resulting in a projected net overspend of £2.521m (3.05%).
- 2.2 A summary of the 2022-23 projected out-turn is detailed in Appendices 1 & 2. This shows projected expenditure against budget across the service headings within the Directorate. There may be some minor rounding differences contained within the appendices, but these are immaterial values that do not impact on the overall financial position. The following paragraphs provide a brief explanation of the main areas where there are significant variances (+/-£0.250m) to budgets.
- 2.3 This report includes the projected ongoing cost of COVID-19 in relation to Communities Directorate and the mitigation available to the Directorate to absorb some of these costs. The continuing financial implications of COVID-19 in 2022-23 and the funding available, including carry forward of grant funding from 2020-21, to meet these costs will be assessed corporately and reported to the Cabinet Committee throughout the financial year.

3.0 Major Variances

Communities & Neighbourhoods: - Projected Overspend £3.144m, Movement £0.492m

- 3.1 A legacy from the pandemic continues to impact on level of demand and income received for some services. These include Fife Sports and Leisure Trust and Fife Cultural Trust with an expected deficit in the region of £1.669m, and Community Use and Halls and Centres with lost income in the region of £1.284m. In addition, there are overspends of £0.295m within Community Use for Public Private Partnership (PPP) charges. Council officers continue to review the areas where the level of income received has been impacted by the pandemic and both Trusts continue to receive temporary financial support from the Council.
- 3.2 Unachieved savings of £0.736m have been delayed following the pandemic. The overspends are partially offset by staff vacancies across the service.
- 3.3 The movement of £0.350m relates to Fife Sports & Leisure Trust, identifying the need for reduced support based on performance in early 2022/23, which is offset by a decrease in anticipated income from Community Use.

General Fund Housing: - Projected Underspend (£0.836m), Movement (£0.644m)

- 3.4 Homelessness is projected to underspend by (£0.553m), movement (£0.533m). The demand for temporary accommodation increased significantly in 2020-21 at the beginning of the pandemic and has remained high in 2022-23 which has resulted in

an overachievement of income in the year. Although increased demand has meant increased expenditure in some areas such as rents payable, and cleaning costs many other costs such as staffing have remained fixed. Full use is also being made of temporary funding available which have resulted in the overall projected underspend of £0.553m.

- 3.5 The remaining underspend and movement relate to vacancies across the service and a reduction in charges expected from the HRA in year. The reduction in charges from the HRA is also as a result of staff vacancies across the HRA.

Housing Revenue Account: - Breakeven Position

Repairs & Maintenance – Projected Overspend £2.066m, movement (£0.362m)

- 3.6 The projected overspend mainly relates to increased costs as a result of inflationary pressures increasing the cost of works carried out with Responsive Repairs and Change of Tenancy works expected to overspend in year. The movement is due to a decrease in some of these projections as the profile of spend has been assessed through the year and projections for the remaining months have been revised.

Revenue Contribution (Including CFCR) – Underachievement (£2.642m), movement £1.383m

- 3.7 To maintain the breakeven position and maintain current HRA reserves the CFCR is reduced to offset the overspends noted in this report. The movement represents an improvement in the projected CFCR for the year as underspends and reductions in overspends have occurred across the HRA. As the year progresses, the final CFCR and the associated impact on the level of borrowing required to fund the HRA Capital Programme will become clearer.

Voids – Overspend £0.454m, movement £0.097m

- 3.8 The overspend on Voids mainly relates to a recent court judgment on Temporary Accommodation meaning a large number of HRA rental properties are being re-provisioned as temporary accommodation which has increased the length of time properties remain void.

Bad or Doubtful Debts – Underspend (£0.970m), movement (£0.970m)

- 3.9 The underspend and movement represent a reducing demand in year for the Universal Credit and the Covid-19 support funds. Fuel Poverty has become a key issue for tenants in year so £0.300m of this projected underspend is being used to increase Fuel Poverty Support to tenants in year (see para 3.10).

Other Expenditure – Overspend £1.610m, movement (£0.173m)

- 3.10 Hostels expenditure is projecting to overspend by £0.626m. The service is seeking to remove this pressure in year by implementing a revised model as part of wider reforms taking place across the Homelessness service which includes General Fund Housing Homelessness and HRA Hostels. Property Insurance is also estimated to overspend in year by £0.579m based on a projected 33% increase on last year's spend. As part of the 2022-23 budget a Fuel Poverty support Fund of £0.500m was made available to spend in year to support tenants who were impacted by rising

utility costs. An additional £0.300m will now be spent in year to ensure the current level of support provided can be maintained.

Dwelling Rents (Gross) Income – Overachievement (£1.028m), movement (0.100m)

- 3.11 Dwelling Rents income is higher than anticipated due an increase in housing stock as the Affordable Housing Programme and Property Acquisitions progress.

4.0 Conclusions

- 4.1 Based on current information for the areas falling under the scope of this Committee, of a net expenditure budget of £82.533m the position across all areas is a projected expenditure of £85.054m resulting in a projected net overspend of £2.521m (3.05%).

List of Appendices

1. Projected Outturn 2022/23 – Communities Directorate
2. Projected Outturn 2022/23 – Housing Revenue Account

Background Papers

None

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BUDGET MONITORING REPORT SUMMARY 2022-23 PEOPLE AND COMMUNITIES					Appendix 1	
COMMUNITIES	CURRENT	FORECAST	FORECAST	FORECAST	PREVIOUS REPORTED VARIANCE	MOVEMENT FROM PREVIOUS REPORTED VARIANCE
	BUDGET 2022-23 £m	2022-23 £m	VARIANCE £m	VARIANCE %		
TOTAL COST OF SERVICES	104.873	107.394	2.521	2.40%	3.643	(1.122)
LESS: CORPORATELY MANAGED ITEMS	22.340	22.340	0.000	0.00%	0.000	0.000
SERVICE MANAGED NET BUDGET	82.533	85.054	2.521	3.05%	3.643	(1.122)
ANALYSIS OF SERVICE MANAGED BUDGET						
COMMUNITIES & NEIGHBOURHOODS	53.924	57.077	3.152	5.85%	3.646	(0.494)
GFH - HOUSING & NEIGHBOURHOOD SERVICES	13.351	12.515	(0.836)	-6.26%	(0.192)	(0.644)
COMMUNITIES EXECUTIVE DIRECTOR	0.198	0.190	(0.008)	-3.96%	(0.010)	0.002
CUSTOMER & ONLINE SERVICES	15.059	15.272	0.213	1.41%	0.199	0.014
	82.533	85.054	2.521	3.05%	3.643	(1.122)
SUBJECTIVE GROUPING						
	CURRENT	FORECAST	FORECAST	FORECAST	PREVIOUS	MOVEMENT FROM
	BUDGET	2022-23	VARIANCE	VARIANCE	REPORTED	PREVIOUS
	2022-23	£m	£m	£m	VARIANCE	REPORTED
	£m				£m	VARIANCE
						£m
SERVICE MANAGED NET BUDGET	82.533	85.054	2.521	3.05%	3.643	(1.122)
INCOME	(23.851)	(25.421)	(1.570)	6.58%	(1.534)	(0.037)
EXPENDITURE						
EMPLOYEE COSTS	42.132	41.636	(0.496)	-1.18%	0.017	(0.513)
PREMISES RELATED EXPENDITURE	12.506	13.334	0.828	6.62%	0.660	0.169
TRANSPORT RELATED EXPENDITURE	0.479	0.536	0.058	12.05%	0.066	(0.008)
SUPPLIES & SERVICES	15.147	16.210	1.063	7.02%	1.339	(0.276)
THIRD PARTY PAYMENTS	32.893	35.577	2.684	8.16%	3.095	(0.411)
TRANSFER PAYMENTS	0.491	0.491	0.000	0.04%	0.000	(0.000)
SUPPORT SERVICES CHARGES	2.736	2.691	(0.045)	-1.66%	0.001	(0.046)
	106.384	110.475	4.091	3.85%	5.177	(1.086)
TOTAL	82.533	85.054	2.521	3.05%	3.643	(1.122)

HOUSING REVENUE ACCOUNT (HRA) 2022-23					Appendix 2	
	CURRENT BUDGET 2022-23 £m	FORECAST 2022-23 £m	FORECAST VARIANCE £m	FORECAST VARIANCE %	PREVIOUS REPORTED VARIANCE £m	MOVEMENT FROM PREVIOUS REPORTED VARIANCE £m
Budgeted Expenditure						
Repairs & Maintenance	36.598	38.663	2.066	5.65%	2.428	(0.362)
Supervision & Management	20.065	20.201	0.136	0.68%	0.051	0.085
Funding Investment:						
Cost of Borrowing	29.925	30.085	0.160	0.53%	0.171	(0.011)
Revenue Contribution (including CFCR)	29.327	26.686	(2.642)	-9.01%	(4.025)	1.383
	115.914	115.635	(0.279)	-0.24%	(1.374)	1.095
Voids	2.146	2.600	0.454	21.14%	0.356	0.097
Housing Support Costs	(0.448)	(0.479)	(0.031)	6.92%	(0.047)	0.016
Garden Care Scheme	0.395	0.403	0.008	1.96%	0.000	0.008
Bad or Doubtful Debts	3.000	2.030	(0.970)	-32.33%	0.000	(0.970)
Other Expenditure	10.191	11.800	1.610	15.80%	1.783	(0.173)
COVID Expenditure	0.000	0.000	0.000	0.00%	0.000	0.000
	131.197	131.988	0.791	0.60%	0.718	0.073
Financed By:						
Dwelling Rents (Gross)	(123.910)	(124.937)	(1.028)	0.83%	(0.928)	(0.100)
Non Dwelling Rents (Gross)	(3.494)	(3.466)	0.027	-0.78%	0.000	0.027
Hostels - Accommodation Charges	(2.397)	(2.325)	0.072	-2.98%	0.072	0.000
Other Income	(1.397)	(1.259)	0.138	-9.88%	0.138	0.000
	(131.197)	(131.988)	(0.791)	0.60%	(0.718)	(0.073)
Contribution From Balances	0.000	0.000	0.000	0.00%	0.000	0.000

23rd March, 2023
Agenda Item No. 07

2022-23 Capital Plan Projected Outturn – Communities

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services
Michael Enston, Executive Director, Communities Directorate

Wards Affected: All

Purpose

The purpose of this report is to provide an update on the Capital Investment Plan and advise on the projected financial position for the 2022/23 financial year.

Recommendation(s)

Committee is asked to consider the current performance and activity for the 2022/23 Capital Monitoring as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

- 1.1 Based on current information, this report summarises the projected capital outturn for the areas falling under the scope of this Committee for 2022/23. At this stage it is forecast that expenditure will be £95.183m, representing 95% of the approved capital programme for 2022/23.
- 1.2 Appendix 1 shows an analysis of specific projects in the current capital investment plan which have a budget greater than £1m and analyses total project cost rather than only in year spend.
- 1.3 Appendix 2 details the forecast expenditure and income against budget for each project. A brief explanation of any significant forecast variances is provided at section 3 within this report.

2.0 Governance

- 2.1 On 21 June 2016, the Executive Committee approved revised governance and scrutiny arrangements for major capital projects. At that meeting the Committee agreed an enhanced level of reporting on capital projects through the quarterly capital expenditure monitoring report.
- 2.2 Major projects are defined as projects with a value of £5m and over. Projects with a value of less than £5m may also be subject to enhanced governance and scrutiny arrangements where there may be greater risk of overspend against budget, a risk of overrun on timescales or where expected benefits may not be delivered. The Investment Strategy Group is currently working to identify these projects as part of a review of the Capital Plan. Elected members will also be able to suggest when a particular project should be scrutinised in more detail.

3.0 Issues, Achievements & Financial Performance

Key Issues / Risks

- 3.1 Appendix 1 details the total cost forecast position for all capital projects within the areas under the scope of the Committee with an overall value of £1m and over. The key risks associated with the major projects are noted below.
- 3.2 There is a risk across the Capital Investment Plan, that both the timing and the costs of projects continue to be adversely affected as a result of the current economic climate following the response to COVID-19, EU-Exit and current geopolitical risks in Europe. Throughout the programme issues are continuing to be identified in relation to the supply of construction materials which are resulting in delays to projects, which in turn could lead to increased slippage and increased costs. However, the overall future impact of this is difficult to predict with any degree of certainty and the projected outturn in this report for 2022/23 relate to projects that are currently in progress with contracts that are already agreed. That said, monitoring of the impact of any additional costs, impact on timescales and associated risks is ongoing. The

known impact on timing of delivery of projects has been built in to the rephased plan and the overall scale of any additional costs or further delays will be kept under review in future reports and also through the upcoming review of the Capital Investment Plan.

- 3.3 COVID-19 restrictions have eased, however, there remains a risk that new variants emerge which could impact on project delivery in future years. These potential risks cover all aspects of the capital plan including both General Fund and the HRA.

Major Projects – Potential Risks and Actions

- 3.4 There is a risk that the cost of completing the Phase 3 and Transitional Affordable Housing Programme will cost more than the current approved project budget of £160.886m which is phased across 2022/23 to 2024/25. This is due to the unit cost per property continuing to rise as inflationary pressures increase. The Affordable Housing Board will continue to monitor the cost of completing these phases and will report back to this Committee & Cabinet Committee on any mitigating actions or potential additional borrowing required. Any additional borrowing required will be fully tested for affordability as part of the HRA 2022 Business Plan.
- 3.5 Adam Smith Creative Hub £0.282m overspend. Budget has been identified and approved to fund this overspend and the budget is in the process of being realigned.
- 3.6 Projected overspend on Glenwood Regeneration project as a result of the Compulsory Purchase Orders being higher than anticipated.
- 3.7 Cowdenbeath Leisure Centre is projecting an overall overspend of £2.170m, £1.032m relates to an increase in costs due to market factors and inflation. A number of different funding options are being explored for this.

Financial Performance – 2022/23 Projected Outturn

- 3.8 Appendix 2 provides a summary of the projected outturn for each project for the financial year 2022/23. The appendix shows a projected outturn of £95.183m against a Capital Investment plan of £100.624m, a spending level of 95%.
- 3.9 The reasons for significant variances (+/-£0.500m) are detailed below.
- 3.10 Slippage is the term used to describe projects that are expected to spend less than the budget allocation in a particular year due to a delay in timing on the delivery of the project. This is not uncommon in the capital programme and the reasons for this can be wide and varied. Advancement is the term used to describe projects that are expected to spend more than the budget allocation in a particular year due to an acceleration of the budget from future years.

Significant Variances

Area Community & Corporate Development – Slippage £5.852m

- 3.11 There are a number of projects contributing to the expected levels of slippage, the main areas of slippage are as follows:
- 3.12 Area Community Facilities slippage of £2.477m relates to Abbeyview Integrated Hub, tenders are due to be received in early 2023. Sport & Leisure Facilities has slippage of £1.180m, £0.696m relates mainly to Lochore Meadows destination playpark. The retendered project is being evaluated and a full consultation exercise will be undertaken before the contract is let. Sports Leisure and Community Assets is showing slippage of £0.818m. The remaining slippage will be used to support projects in 2023-24.
- 3.13 Improving Health Through Leisure & Sport has slippage of £0.414m which relates to a number of playpark projects across Fife, these projects are at the design and consultation stage or out to tender.
- 3.14 Community Facilities Programme has an advancement of £0.500m due to the Glenwood Regeneration project progressing quicker than anticipated meaning the expenditure will be incurred in 2022/23 rather than in 2023/24. There is also a projected overspend of £0.500m for the same project, as a result of the Compulsory Purchase Orders being higher than anticipated.
- 3.15 Parks development projects across Fife have slippage of £0.665m, Projects such as Ravenscraig Play Park, Castle Terrace Play Area and Daisy Park being in consultation design and tender stages.
- 3.16 Libraries, Museums Galleries & Theatres has Slippage of £0.316m which mainly relates to the Adam Smith project.

Policy Options – Slippage £1.686m

- 3.17 There is slippage of £1.186m relating to Energy Efficiency projects and £0.500m relating to work on Non-Traditional properties which were delayed as a result of COVID-19. Work is expected to progress in these areas in 2023-24 and will form part of the larger Energy Efficiency Standards for Social Housing (ESSH 2) project which will run from 2023-32.

Regeneration / Estates Action – Slippage £1.812m

- 3.18 The slippage is mainly due to the Touch Regeneration project (slippage £0.745m) which has been paused while it is rescoped. The CCTV Hub is in progression but spend is not expected until 2023-24 which has resulted in slippage of £0.495m. The remaining slippage is due to several smaller projects which have been delayed or paused whilst the plans for each site are finalised.

Specific Needs / Sheltered Housing - £8.160m advancement

- 3.19 There are advancements of spend within the Property Acquisitions Programme £7.000m and Gypsy Travellers sites £3.000m. Approval was given at Cabinet Committee on 25th August 2022 for the HRA to work to acquire sufficient properties

beyond the original target of 50 to meet increasing demand. The regenerations work at the Tarvit Gypsy Traveller site was delayed in previous years due to COVID-19 but is now expected to complete in year. The overall advancement is partially offset by slippage of £2.000m relating to Land Acquisition as there are no further purchases of land expected to take place in year.

Affordable Housing Programme - £2.129m slippage

- 3.20 Due to the timing of site delivery, it is anticipated that there will be slippage of £2.129m in year for the Affordable Housing Programme. Despite the slippage rising unit costs may mean that additional borrowing is required in future years as detailed above in paragraph 3.4.

Major Projects - £1.343m slippage

- 3.21 The projected slippage relates to a number of smaller projects which are now not expected to start until 2023-24, this includes works at Ravenscraig Flats, Kirkcaldy (£0.465m) and Cowdenbeath Timber projects (£0.500m).

Specific Needs / Sheltered Housing Income - £2.965m advancement

- 3.22 Travellers Sites has received £0.634m Scottish Government Grant income in year which will be used to fund the regeneration and improvement works at Tarvit Traveller Site.
- 3.23 The remaining advancement relates to the increase in Property Acquisitions in year which has increased the level of Scottish Government subsidy expected in year. For each property purchased in year £0.040m Scottish Government Subsidy is received.

Affordable Housing Income - £3.087m advancement

- 3.24 The expected subsidy for the Affordable Housing Programme has increased by £3.087m. This is due to an increased level of subsidy being available in year due to the timing of sites becoming eligible for subsidy claims and due to the average subsidy being claimed per property increasing from the expected £0.075m to £0.085m. This is due to the Affordable homes meeting specific technical specifications which allow for an increased subsidy to be claimed.

4.0 Conclusions

- 4.1 The total 2022/23 approved programme for the areas in scope of the Community & Housing Services Committee is £100.624m. The projected level of expenditure is £95.183m, which represents 95% of the total programme, resulting in slippage of £5.441m.
- 4.2 The management of capital resources require us to look across financial years, as well as within individual years. The current year performance is only a snapshot of the existing plan, and the Directorate will adjust expenditure levels within future years of the plan to accommodate the advancement or slippage of projects.

List of Appendices

1. Total Cost Monitor
2. Capital Monitoring Report by Service

Background Papers

None

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Project	Theme	Original Approved Budget £m	Current Project Budget £m	Total Projected Outturn £m	Variance £m	Variance %	Current Project Status	Expected Project Completion Date
Abbeyview Integrated Hub	Thriving Places	1.500	7.506	7.506	-	0.00%	Current Project	2023-24
Templehall Community Hub	Thriving Places	1.500	9.004	9.004	-	0.00%	Current Project	2025-26
Adam Smith Creative Hub	Thriving Places	2.000	7.171	7.453	0.282	3.93%	Current Project	2023-24
Affordable Housing	Housing Revenue Account	281.869	424.238	424.238	-	0.00%	Current Project	2024-25
Total Major Projects over £5.000m		286.869	447.919	448.201	0.282	0.06%		
Lyne Burn Corridor River Restoration	Thriving Places	1.534	1.554	1.554	-	0.00%	Current Project	2022-23
Silverburn	Thriving Places	1.000	2.000	2.000	-	0.00%	Current Project	2024-25
Glenwood Regeneration	Thriving Places	1.500	1.598	2.098	0.500	31.29%	Current Project	2023-24
Beacon Leisure Centre - Upgrade Enhancements	Thriving Places	1.000	1.000	1.000	-	0.00%	Future Project	2024-25
Carnegie Training & Junior Pool Enhancements	Thriving Places	0.200	1.234	1.212	(0.022)	-1.79%	Complete	2021-22
Cowdenbeath Leisure Centre - Phase 2	Thriving Places	1.600	4.351	6.521	2.170	49.87%	Current Project	2024-25
Rockgelly	Thriving Places	0.800	1.186	1.186	-	0.00%	Complete	2021-22
Ravensraig Flats Kirkcaldy	Housing Revenue Account		1.192	1.192	-	0.00%	Current Project	2023-24
Total Major Projects over £1.000m		7.634	14.115	16.763	2.648	18.76%		
Total Major Projects		294.503	462.034	464.963	2.929	0.63%		

Expenditure	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Community Facilities Programme	0.700	0.604	1.700	1.000	243%
Community Regeneration & Development	-	-	-	-	0%
Countryside Programme	0.957	0.347	0.739	(0.219)	77%
Libraries, Museums, Galleries & Theatres	6.192	3.077	5.875	(0.316)	95%
Plan & Machinery Replacement Programme	0.136	0.131	0.131	(0.005)	97%
Major Parks Programme	0.173	0.006	0.006	(0.168)	3%
Allotments Programme	0.283	0.048	0.135	(0.147)	48%
Parks Development Projects	2.205	0.985	1.540	(0.665)	70%
Future of Leisure	0.003	(0.249)	(0.005)	(0.008)	-187%
Sports & Golf Programme	0.148	0.002	0.031	(0.118)	21%
Improving Health Through Leisure & Sport	1.074	0.380	0.661	(0.414)	62%
Area Community Facilities	3.023	0.287	0.546	(2.477)	18%
Area Capital Investment	0.783	0.264	0.679	(0.105)	87%
Sport and Leisure Facilities	2.063	0.460	0.883	(1.180)	43%
Fife Tourism Infrastructure Programme	0.440	0.103	0.227	(0.213)	0%
Sports, Leisure and Community Assets	0.884	0.028	0.066	(0.818)	8%
TOTAL AREA COMMUNITY & CORPORATE DEVELOPMENT	19.065	6.474	13.213	(5.852)	69%
Disability Adaptations	1.364	0.968	1.364	-	0%
TOTAL GENERAL FUND HOUSING	1.364	0.968	1.364	-	100%
Minor Works	0.650	0.112	0.350	(0.300)	54%
Policy Options	3.250	0.769	1.564	(1.686)	48%
Regeneration/Estates Action	3.806	1.195	1.994	(1.812)	52%
Component Replacement	34.060	23.222	34.060	-	100%
Specific Needs/Sheltered Housing	8.380	8.468	16.540	8.160	197%
Structural Works (Specialist)	0.650	0.154	0.170	(0.480)	26%
Affordable Housing	27.943	20.331	25.814	(2.129)	92%
Major Projects	1.456	0.002	0.113	(1.343)	0%
TOTAL HOUSING REVENUE ACCOUNT	80.195	54.252	80.605	0.411	101%
TOTAL EXPENDITURE	100.624	61.694	95.183	(5.441)	95%

Income	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Parks Development Projects	(1.137)	(0.561)	(1.130)	0.007	99%
Improving Health Through Leisure & Sport	(0.169)	-	(0.169)	(0.000)	100%
Area Capital Investment	(0.181)	(0.103)	(0.169)	0.012	94%
TOTAL AREA COMMUNITY & CORPORATE DEVELOPMENT	(1.604)	(0.790)	(1.695)	(0.090)	106%
Policy Options	-	0.011	0.011	0.011	0%
Regeneration/Estates Action	-	0.007	0.007	0.007	0%
Component Replacement	-	(0.011)	(0.011)	(0.011)	0%
Specific Needs/Sheltered Housing	(1.429)	(3.024)	(4.394)	(2.965)	308%
Affordable Housing	(10.095)	(11.026)	(13.182)	(3.087)	131%
TOTAL HOUSING REVENUE ACCOUNT	(11.523)	(14.043)	(17.568)	(6.045)	152%
TOTAL INCOME	(13.127)	(14.832)	(19.263)	(6.135)	147%

23rd March 2023
Agenda Item No. 08

2022-23 Revenue Budget & Capital Plan Projected Outturn - Children & Families and Criminal Justice Services

Report by: Carrie Lindsay, Executive Director Education and Children's Services
Eileen Rowand, Executive Director Finance & Corporate Services

Wards Affected: All

Purpose

The purpose of this report is to provide members with an update on the forecast financial position for the 2022-23 financial year, for the areas in scope of the People and Communities Scrutiny Committee in relation to Children and Families and Criminal Justice Services.

Recommendation(s)

Members are asked to:

- a. consider the current financial performance and activity as detailed in this report in relation to both the revenue budget and capital plan;
- b. note the projected outturn position and the relevant areas of projected over and under spend within the service.

Resource Implications

The Service is committed to managing the spend within the overall level of resource available and in continuing to promote the aims of the Children and Families Strategy in terms of addressing the balance of care.

Legal & Risk Implications

There are no direct legal implications arising from this report.

Impact Assessment

An EqIA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None

1.0 Background

- 1.1 The purpose of this report is to advise Members of the projected outturn for the Children & Families and Criminal Justice Services, for the 2022-23 Revenue Budget and Capital Plan, and to highlight the major variances as at December 2022. This is the third monitoring report to the Scrutiny Committee for the 2022-23 financial year.

2.0 Revenue Budget - Projected Outturn

2.1 Projected Outturn – Children and Families and Criminal Justice Services

- 2.1.1 The projected underspend, for this financial year, for Children & Families and Criminal Justice Services is £6.720m. A summary of the 2022-23 projected outturn is detailed in Appendix 1. This shows projected expenditure against budget across the service headings within the Service. It should be noted that the balances are extracted from the ledger system and are shown as rounded thousands. This may mean that there are some rounding differences contained within the appendices, but these are immaterial values that do not impact on the overall financial position. The following paragraphs provide a brief explanation of the main areas where there are significant variances (+/-£0.250m) to budgets.

3.0 Revenue Budget - Major Variances

3.1 Children & Families / Criminal Justice:- projected outturn - £ 6.720m underspend, movement (£0.252m)

- 3.1.1 The position for the service reflects a projected underspend for Children and Families / Criminal Justice Service, mainly due to the continued reduction in the number of children in purchased care arrangements. This reflects the service's Belonging to Fife Strategy which has sought to address the balance of care and support children to remain safely at home rather than in purchased care arrangements.
- 3.1.2 Projected underspends included within the projection are under employee costs of £1.616m due to staff turnover and recruitment lead in times. A further underspend of £1.0m is in relation to the lead in times for recruiting staff from the Whole Family Wellbeing Funding, however this and the related income will be carried forward into 2023-24. Further underspends on third party payments of £5.742m reflect the reduced number of purchased placements, and on foster care payments of £1.322m.
- 3.1.3 Offsetting this underspend are projected overspends in Continuing Care of £0.721m, respite care for children of £0.554m and supported lodgings of £0.173m, as some of the children previously in purchased care arrangements have moved into kinship care. In addition to this there is an overspend on premises costs of £0.376m due to increased costs for respite and kinship care, and increases in rents for the throughcare team.

- 3.1.4 In relation to Covid, costs of £1.2m for additional support for looked after children, and addressing the backlog of work in Criminal Justice are fully funded from Scottish Government funding and do not impact on the service variance.
- 3.1.4 The movement since the last report of £0.252m is due to further reductions in purchased placements, with a net reduction of 5 placements since October 2022.

4.0 Capital Plan – Projected Outturn

4.1 Children & Families / Criminal Justice: - projected outturn - £ 0.001m

- 4.1.1 The projects planned under the heading of Looked After Children are relatively small in nature and are to improve and maintain the Council's residential house provision for children. Needs are assessed and prioritised to ensure the budget is deployed effectively.
- 4.1.2 The projected outturn for the service Capital Plan only for a fairly minor spend for the current financial year, and results in an underspend of £0.055m which will be carried forward and applied to future projects. Appendix 2 details the projected outturn for 2022-23 against the Looked After Children theme.

5.0 Conclusions

- 5.1 The projected outturn for Children & Families and Criminal Justice Services Revenue Budget for 2022-23 is a projected underspend of £6.720m.
- 5.2 The Capital Plan for the Service for 2022-23 is a projected underspend of £0.055m, with only minimal spend on projects this financial year.

List of Appendices

1. Children & Families and Criminal Justice Services Revenue Monitor 2022-23
2. Children & Families and Criminal Justice Services Capital Plan 2022-23

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BUDGET MONITORING REPORT SUMMARY 2022-23 PEOPLE AND COMMUNITIES							Appendix 1	
CHILDREN & FAMILIES/CRIMINAL JUSTICE	CURRENT BUDGET 2022-23	COVID PROJECTION 2022-23	NON-COVID PROJECTION 2022-23	FORECAST 2022-23	FORECAST VARIANCE	FORECAST VARIANCE	PREVIOUS REPORTED VARIANCE	MOVEMENT FROM PREVIOUS REPORTED VARIANCE
TOTAL COST OF SERVICES	67.371	0.198	60.453	60.651	(6.720)	-9.98%	(6.468)	(0.252)
LESS: CORPORATELY MANAGED ITEMS	0.211	0.000	0.211	0.211	0.000	0.00%	0.000	0.000
SERVICE MANAGED NET BUDGET	67.161	0.198	60.243	60.440	(6.720)	-10.01%	(6.468)	(0.252)
ANALYSIS OF SERVICE MANAGED BUDGET								
CHILDREN & FAMILIES/CJS	67.161	0.198	60.243	60.440	(6.720)	-10.01%	(6.468)	(0.252)

SUBJECTIVE GROUPING	CURRENT BUDGET 2022-23 £m	COVID PROJECTION 2022-23 £m	NON-COVID PROJECTION 2022-23 £m	FORECAST 2022-23 £m	FORECAST VARIANCE £m	FORECAST VARIANCE %	PREVIOUS REPORTED VARIANCE £m	MOVEMENT FROM PREVIOUS REPORTED VARIANCE £m
SERVICE MANAGED NET BUDGET	67.161	0.198	60.243	60.440	(6.720)	-10.01%	(6.468)	(0.252)
INCOME	(11.380)	0.000	(10.547)	(10.547)	0.834	-7.33%	(0.277)	1.111
EXPENDITURE								
EMPLOYEE COSTS	38.357	0.000	35.687	35.688	(2.670)	-6.96%	(1.800)	(0.869)
PREMISES RELATED EXPENDITURE	0.455	0.002	0.863	0.865	0.411	90.32%	0.309	0.102
TRANSPORT RELATED EXPENDITURE	1.635	0.000	1.811	1.811	0.177	10.80%	0.057	0.119
SUPPLIES & SERVICES	3.286	0.000	2.980	2.980	(0.306)	-9.31%	(0.178)	(0.129)
THIRD PARTY PAYMENTS	29.454	0.000	24.742	24.742	(4.713)	-16.00%	(4.071)	(0.642)
TRANSFER PAYMENTS	5.353	0.195	4.692	4.887	(0.466)	-8.70%	(0.521)	0.055
SUPPORT SERVICES CHARGES	0.001	0.000	0.014	0.014	0.013	2024.26%	0.012	0.000
	78.541	0.198	70.789	70.987	(7.554)	-9.62%	(6.191)	(1.363)
TOTAL	67.161	0.198	60.243	60.440	(6.720)	-10.01%	(6.468)	(0.252)

FIFE COUNCIL
 PEOPLE & COMMUNITIES SCRUTINY COMMITTEE
 EDUCATION & CHILDRENS SERVICES
 CAPITAL INVESTMENT PLAN 2021-31
 MONITORING REPORT 2022-23

Expenditure	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Looked After Children	0.056	0.001	0.001	(0.055)	2%
TOTAL EXPENDITURE	0.056	0.001	0.001	(0.055)	2%

23rd March, 2023
Agenda Item No. 09

2022-23 Revenue Budget Projected Out-turn – Health & Social Care

Report by: Nicky Connor, Director of Health and Social Care
Eileen Rowand, Executive Director, Finance & Corporate Services

Wards Affected: All

Purpose

The purpose of this report is to give members an update on the 2022-23 projected out-turn for Fife Council Social Care Services for Adults and Older People.

Recommendation(s)

Committee is asked to consider the current financial performance and activity as detailed in the report.

Resource Implications

None

Legal & Risk Implications

The Service requires to manage the risk to individual clients and the community in Fife whilst undertaking its statutory duties within the budget approved by the Council for 2022-23.

Impact Assessment

An EqIA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed

Consultation

None

1.0 Background

- 1.1 The report summarises the projected outturn position for 2022-23, taking into account the actual expenditure incurred and provides an explanation of the main budget variances at section 3.
- 1.2 Section 4 of the report summarises the progress on delivery of approved budget savings and provides an explanation of any variances to the delivery of the savings target.

2.0 IJB Budget

- 2.1 The Health & Social Care Partnership (H&SCP) consists of parts of NHS, Social Care for Adults and Older People and an element of Fife Council Housing, specifically adaptations to houses. It does not include any social care expenditure incurred through Education & Children's Services. The budget is managed by the Integration Joint Board (IJB).
 - 2.1.1 The IJB budget was approved on 25 March. The cost to deliver services at existing levels requires more funding than is currently available from both partner organisations and therefore a savings plan to close the funding gap was presented and approved at that meeting. Additional allocations are awarded in year through Health budget allocations and the current budget for 2022-23 as at December is £428.509m.
 - 2.1.2 The December submission for Covid-19 expenditure suggests a full year projection of £4.956m. Reserves totalling £79.711m are held by Fife Council on behalf of the IJB, of which £35.993m is related to Covid-19 and a further £30.282m is ear-marked for specific use.

Expenditure on Covid-19 is expected to be funded in the first instance from the Covid-19 reserve. The Scottish Government have requested the return of £21.487m of the Covid -19 reserve reducing it down to £14.506m.

- 2.2 IJB Integration Scheme
 - 2.2.1 To reflect the partnership working between the NHS and Fife Council through the Health & Social Care Partnership, an agreement has been reached on how any overspends should be shared between the partners. This is known as the risk share agreement. Following the review in 21-22 the new share is Fife Council funds 38% and NHS funds 62% of any overall H&SCP overspend, regardless of where the overspend is incurred.
 - 2.2.2 The H&SC Partnership is managed by the Integration Joint Board (IJB). The 2022-23 IJB budget was approved on the basis of break-even. Included in the budget was the recognition that resources would transfer as more care is moved from a hospital setting to a home or homely setting. The budget and forecast includes income from NHS of £2.407m for this transfer of resources.
 - 2.2.3 Expenditure of £1.866m on adaptations to houses by Fife Council Housing Services is included in the overall budget for IJB. However, Housing expenditure is reported

to the Community and Housing Services Committee and is therefore outwith the scope of this report.

- 2.2.4 Part of the budget within Fife Council Social Care is excluded from the overall budget managed by IJB. The excluded element is the Contracts team, who manage the commissioning of services. The budget for this area is £1.798m. As this is not part of the budget managed by IJB, 100% of any over- or under-spend is funded by Fife Council.

3.0 Major Variances for Social Care

- 3.1 The budget allocated to Fife Council for Social Care for Adults and Older People is £211.874m which includes the budget for Contracts Team of £1.798m.

3.1.1 The underspend for Social Care for Adults and Older People within Fife Council is forecasted to be (£2.686m) or 1.27% of the net service managed budget. A summary is detailed in Appendix 1.

3.1.2 There is no variance forecast for Fife Council due to the assumption that any underspend will contribute towards IJB reserves at year end.

3.1.3 The risk share agreement is unlikely to be activated this year due to the overall forecast underspend for the IJB.

3.2 **Integrated Complex and Critical Care** has an underspend of (£1.162m), movement (£2.353m), the main variances and reasons for movement are detailed as follows:

3.2.1 Adults Placements – overspend £6.797m, movement £0.575m

The overspend and movement relates to a greater number of adult packages having been commissioned than the budget available. The service closely monitors the commissioning of these packages and reduces packages where possible.

Progress towards some of the saving's targets has been delayed due to Covid-19 and these are expected to underachieve by £0.896m. Procurement saving, and re-provision of care have been substituted by delays in filling vacancies in other areas of the Service.

3.2.2 Adults Supported Living – underspend (£4.788m), movement (£0.985m)

The underspend and movement are within Community Support Services. Vacancies are being held whilst the future design of the service is established. This is resulting in an underspend on staffing of (£3m). Difficulties in recruiting staff are leading to a projected underspend of (£1.7m) within the group homes.

3.2.3 Adults Fifewide – underspend (£1.707m), movement (£0.335m)

This underspend is mainly due to a reduced provision for new packages for service users where their current requirements are being considered.

The movement is due to further delays in starting new packages caused by recruitment difficulties.

3.2.4 Older people Nursing & Residential – underspend (£1.077m), movement (£1.345m)

This underspend is mainly due to fewer third-party packages being purchased.

The movement is due to approx. 200 packages ceasing during October to December and approx. 100 new packages starting.

3.3 **Integrated Community Care Services** has an underspend of (£1.635m), movement (£0.926m), the main variance and reasons for movement is detailed as follows:

3.3.1 Care at Home – underspend (£1.543m), relates to vacancies across the service due to difficulties recruiting staff, vacancy rate 10% (staffing underspend/staffing budget). This is currently being offset by an overspend on Direct Payments. Recruitment campaigns are ongoing.

The movement is due to projecting existing vacancies to year end based on recruitment statistics.

3.4 **Integrated Professional & Business Enabling** has an overspend of £0.111m, movement £1.037m, the main variance is detailed as follows:

There is a shortfall on the pay award of £2.325m offset by underspends on weekend enhancements increased rates for external providers (£0.689m), staff vacancies (£0.561m) and Carers Act (£1.058m).

The movement is due to the shortfall on the pay award and slippage on the progress of some projects funded by the Carers Act e.g., Support for unpaid adult carers, Strategy development review and Community Chest, work on these projects has now commenced.

4.0 Progress on Budget Savings

4.1 This section details revenue budget savings for Social Care for Adults and Older People, detailing achievements against the current year approved budget savings at December.

4.2 No new savings were approved for 2022-23. Previously approved savings which were unmet at 31 March, 2022 require to be made in 2022-23 to balance the budget. These total £2.594m and the service is expecting to deliver savings of £2.463m (95% of target), leaving unachieved savings of £0.131m (5% of target). The implementation of approved savings has not been possible due to the demands on staff time from the Covid-19 pandemic.

5.0 COVID-19

- 5.1 In addition to the core financial position, there is a requirement to report spend in relation to Covid-19 and remobilisation costs. Currently the actual expenditure reported in the Local Mobilisation Plan (LMP) to December is £4.956m. Reserves for Covid-19 brought forward from 2021-22 are to be used in the first instance to fund any 2022-23 Covid-19 related expenditure.

6.0 Conclusions

- 6.1 The projected outturn for Social Care for Adults and Older People for the 2022-23 financial year is an underspend of (£2.686m), which will be transferred to IJB reserves at the end of the Financial year resulting in a nil variance for Fife Council.

List of Appendices

Appendix 1: Social Care – Revenue Budget 2022-23

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BUDGET MONITORING REPORT SUMMARY 2022-23 PEOPLE AND COMMUNITIES							Appendix 1	
HEALTH AND SOCIAL CARE	CURRENT BUDGET 2022-23 £m	COVID PROJECTION 2022-23 £m	NON-COVID PROJECTION 2022-23 £m	FORECAST 2022-23 £m	FORECAST VARIANCE £m	FORECAST VARIANCE %	PREVIOUS REPORTED VARIANCE £m	MOVEMENT FROM PREVIOUS REPORTED VARIANCE £m
TOTAL COST OF SERVICES	232.054	0.000	229.367	229.367	(2.686)	-1.16%	(0.445)	(2.242)
LESS: CORPORATELY MANAGED ITEMS	20.179	0.000	20.179	20.179	0.000	0.00%	0.000	0.000
SERVICE MANAGED NET BUDGET	211.874	0.000	209.188	209.188	(2.686)	-1.27%	(0.445)	(2.242)
ANALYSIS OF SERVICE MANAGED BUDGET								
INTEGRATED COMMUNITY CARE SERVICES	63.139	0.000	61.504	61.504	(1.635)	-2.59%	(0.709)	(0.926)
INTEGRATED COMPLEX AND CRITICAL SERVICES	147.862	0.000	146.700	146.700	(1.162)	-0.79%	1.191	(2.353)
H&SC PROFESSIONAL AND BUSINESS ENABLING	0.873	0.000	0.984	0.984	0.111	12.71%	(0.927)	1.037
HEALTH AND SOCIAL CARE	211.874	0.000	209.188	209.188	(2.686)	-1.27%	(0.445)	(2.242)
SUBJECTIVE GROUPING								
SERVICE MANAGED NET BUDGET	211.874	0.000	209.188	209.188	(2.686)	-1.27%	(0.445)	(2.242)
INCOME	(116.231)	0.000	(115.576)	(115.576)	0.655	-0.56%	0.517	0.138
EXPENDITURE								
EMPLOYEE COSTS	101.740	0.000	92.831	92.831	(8.909)	-8.76%	(6.606)	(2.303)
PREMISES RELATED EXPENDITURE	3.955	0.000	3.973	3.973	0.018	0.46%	0.113	(0.095)
TRANSPORT RELATED EXPENDITURE	2.931	0.000	3.299	3.299	0.367	12.53%	(0.095)	0.463
SUPPLIES & SERVICES	12.670	0.000	11.330	11.330	(1.340)	-10.58%	(1.586)	0.246
THIRD PARTY PAYMENTS	199.287	0.000	201.045	201.045	1.757	0.88%	2.338	(0.581)
TRANSFER PAYMENTS	7.510	0.000	12.270	12.270	4.760	63.39%	4.870	(0.110)
SUPPORT SERVICES CHARGES	0.012	0.000	0.017	0.017	0.005	44.02%	0.005	0.000
HEALTH AND SOCIAL CARE	328.105	0.000	324.764	324.764	(3.341)	-1.02%	(0.962)	(2.379)
HEALTH AND SOCIAL CARE	211.874	0.000	209.188	209.188	(2.686)	-1.27%	(0.445)	(2.242)

23rd March 2023

Agenda Item No. 10

2022-23 Capital Plan Projected Outturn – Health & Social Care

Report by: Eileen Rowand, Executive Director, Finance and Corporate Services
Nicky Connor, Director of Health and Social Care

Wards Affected: All

Purpose

The purpose of this report is to provide an update on the Health and Social Care Capital Investment Plan and advise on the projected out-turn for the 2022-23 financial year for People and Communities Scrutiny Committee.

Recommendation(s)

The Committee is asked to consider the current performance and activity across the 2022-23 Financial Monitoring as detailed in this report.

Resource Implications

None.

Legal & Risk Implications

None.

Impact Assessment

An EqlA has not been completed and is not necessary as no change or revision to existing policies and practices is proposed.

Consultation

None.

1.0 Background

- 1.1 Based on current information, this report summarises the projected capital outturn as at 31 December, 2022 for the areas falling under the scope of this Committee for 2022-23. At this stage projected expenditure is £4.719m, representing 106% of the approved capital programme for 2022/23.
- 1.2 Appendix 1 shows an analysis of specific projects in the current capital investment plan which have a budget greater than £1m and analyses total project cost rather than only in year spend.
- 1.3 Appendix 2 details the forecast expenditure against budget for each project. A brief explanation of any significant forecast variances is provided at section 2.3 within this report.
- 1.4 Care Homes – Background information
Methil Site - Intergenerational Care Village consisting of a 36-bed care home with adjoining 39 place nursery and cafe. The site will also include a mix of 35 extra care and specific needs housing bungalows.

Cupar Site – 24 bed care home and 12 1-bed flats for adults with support needs and adults and older people’s day service facilities.

Anstruther Site – 24 bed care home and 12, 1- and 2-bedroom extra care housing flats, including an older people’s day service facility and café.

2.0 Issues, Achievements & Financial Performance

2.1 Key Issues / Risks

- 2.1.1 Appendix 1 details the total cost forecast position for all capital projects within the areas under the scope of the Committee with an overall value of £1m and over. The key risks associated with the major projects are noted below.

2.2 Major Projects – Potential Risks and Actions

- 2.2.1 There is a risk across the Capital Investment Plan that both the timing and the costs of projects continue to be adversely affected as a result of the current economic climate following the response to COVID-19, EU-Exit and current geopolitical risks in Europe. Throughout the programme issues are continuing to be identified in relation to the supply of construction materials which are resulting in delays to projects, which in turn could lead to increased slippage and increased costs. However, the overall future impact of this is difficult to predict with any degree of certainty and the projected outturn in this report for 2022-23 relate to projects that are currently in progress with contracts that are already agreed. That said, monitoring of the impact of any additional costs, impact on timescales and associated risks is ongoing. The known impact on timing of delivery of projects has been built in to the rephased plan and the overall scale of any additional costs or further delays will be kept under review in future reports and also through the upcoming review of the Capital Investment Plan.
- 2.2.2 COVID-19 restrictions have eased, however, there remains a risk that new variants emerge which could impact on project delivery in future years. These potential risks cover all aspects of the capital plan including both General Fund and the HRA.

- 2.2.3 There is an anticipated overspend of £1m for the new Methil Care Home. This is due to the extended time the project is taking to complete (June 2023), attributed to material/supply delays, leading to additional contractor claims for extended periods on site. In addition, there has been increases in sub-contractor labour costs as well as material costs.
- 2.2.4 The latest Stage 4 Cost Plan issued for the new Cupar Care Home has indicated that additional budget of £1.3m is required due to construction and materials cost increases.
- 2.2.5 Anstruther - we reported previously that costs will increase in line with the other care home's therefore, we have estimated spend to be similar to the cost valuation for Cupar, generating an overspend of £2.6m.
- 2.2.6 These overspends will be considered as part of the Capital Plan Review.

2.3 Progress/Achievements

- 2.3.1 Methil Site - construction work is nearing completion and external landscaping is progressing at pace. We are moving into the interior fit out stage (handover date 14th April 2023) and furniture will be delivered at the beginning of May. Expected operational date of 12th June 2023.
- 2.3.2 Cupar Site – Nearing conclusion of technical design and billing packages. Building Services to peg out site as part of their Construction Phase plan. Anticipating full construction to start on site by October 2023 with completion by April 2025.
- 2.3.3 Anstruther Site – Planning drawing package being prepared, pre-application meeting with planners to be arranged. Planning application to be submitted. Construction is expected to commence by April 2024 with completion by October 2025.

2.4 Financial Performance – 2022-23 Provisional Outturn

- 2.4.1 Appendix 2 provides a summary of the provisional outturn for each project for the financial year 2022-23.
- 2.4.2 There is no capital income budget for 2022-23 for the areas under the scope of this committee.
- 2.4.3 Slippage is the term used to describe projects that are expected to spend less than the budget allocation in a particular year due to a delay in timing on the delivery of the project. This is not uncommon in the capital programme and the reasons for this can be wide and varied. Advancement is the term used to describe projects that are expected to spend more than the budget allocation in a particular year due to an acceleration of the budget from future years.

2.4.4 The reasons for significant variances (+/- £0.500m) are detailed below.

Re-provision of Care for Older People - overspend £0.586m

There is an anticipated overspend of £1m for Methil Care Home, attributed to significant supply chain disruption, leading to additional contractor claims for extended periods on site. In addition, there has been increases in sub-contractor labour costs as well as material costs.

There is a small amount of slippage currently in Cupar (£0.288m) and Anstruther (£0.127m) due to an overestimate of budget required for initial enabling works and design/planning works, hence the variance of £0.586m.

3.0 Conclusions

- 3.1 The total 2022-23 approved programme for the areas in scope of the Health & Social Care Scrutiny Committee is £4.466m. The level of projected expenditure is £4.719m, which represents 106% of the total programme, resulting in an overspend of £0.253m.
- 3.2 The management of capital resources require us to look across financial years, as well as within individual years. The current year performance is only a snapshot of the existing plan, and the Directorate will adjust expenditure levels within future years of the plan to accommodate the advancement or slippage of projects.

List of Appendices

1. Total Cost Monitor
2. Capital Monitoring Report

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FIFE COUNCIL
PEOPLE & COMMUNITIES SCRUTINY COMMITTEE
HEALTH & SOCIAL CARE
CAPITAL INVESTMENT PLAN 2021-31
TOTAL COST MONITOR - MAJOR CAPITAL PROJECTS

Appendix 1

Project	Service	Original Approved Budget £m	Current Project Budget £m	Total Projected Outturn £m	Variance £m	Variance %	Current Project Status	Expected Project Completion Date
Methil Care Home	Opportunities for All	6.620	7.277	8.277	1.000	13.74%	Current Project	2023-24
Cupar Care Home	Opportunities for All	5.580	7.879	9.220	1.341	17.02%	Current Project	2024-25
Anstruther Care Home	Opportunities for All	6.145	6.595	9.200	2.605	39.50%	Feasibility	2025-26
Total Major Projects over £5.000m		18.345	21.751	26.697	4.946	22.74%		

FIFE COUNCIL
 PEOPLE & COMMUNITIES SCRUTINY COMMITTEE
 HEALTH & SOCIAL CARE
 CAPITAL INVESTMENT PLAN 2021-31
 MONITORING REPORT 2022-23

Appendix 2

Expenditure	Current Budget £m	Actual to Date £m	Projected Outturn £m	Projected Variance £m	Projected Outturn as % of Plan
Capital Minor Works	0.077	-	-	(0.077)	0%
Adult Services (Resources)	0.207	0.020	0.085	(0.122)	41%
Older People's Residential/Day Care	0.241	0.048	0.107	(0.134)	44%
Re-Provision Of Care For Older People	3.635	4.752	4.221	0.586	116%
Telehealth Care	0.306	-	0.306	0.000	100%
TOTAL EXPENDITURE	4.466	4.820	4.719	0.253	106%

29th March 2023

Agenda Item No. 11

Fife Corporate Parenting Board

Report by: Carrie Lindsay Executive Director, Education & Children's Services

Wards Affected: All

Purpose

To update on the work of Fife Corporate Parenting Board (FCPB) and developments planned to improve the Corporate Parenting agenda across Fife.

Recommendation(s)

That the Committee:-

- note the intention of the Corporate Parenting Board to ensure Care Experienced Children and Young People (CECYP) in Fife are supported, with the best offer from their 'corporate parents', to reach their fullpotential
- note the progress made within the last 6 months, informing the strategic plan and developing the narrative of expectation across all 'corporate parents' in Fife
- note this is the second of the agreed 6 monthly update/analysis reports to the relevant Committee

Resource Implications

The proposed recommendations can be met utilising existing resources.

Legal & Risk Implications

There are no perceived legal risks associated with the recommendations.

Impact Assessment

An EqIA is not necessary at this time, however, recognising the particular vulnerability of CECYP, this will be subject to ongoing review.

Consultation

This report is based on discussion between members of Fife Corporate Parenting Board and wider stakeholder group.

1.0 Background

- 1.1 Fife's Corporate Parenting Board (FCPB) has been in operation since 2008. The board currently meets on a quarterly basis and has representation from a wide range of relevant partners, including elected members. CECYP also have opportunity to link in with the Board.
- 1.2 FCPB is well placed to capture and report on the effectiveness of the strategic responsibilities placed on 'the whole organisation' in relation to their corporate parenting role, achievement, and intent.
- 1.3 Corporate parenting responsibilities are defined in Part 9 of the Children and YoungPeople (Scotland) Act 2014 (guidance can be found [here](#)). Corporate parenting is not a task which can be delegated to an individual or team. Fulfilling the corporate parenting duties, set out in Part 9 of the Act, demands a whole organisation responsibility/approach. This includes elected members.
- 1.4 The purpose and intention of Part 9 is to improve how organisation's support care experienced children and care leavers. Implementation of this Part of the Act requires it to be led by senior management across all departments, regardless of their focus or function. Staff at all levels must understand their duties and be supported and enabled to fulfil them.
- 1.5 As corporate parenting is a corporate responsibility, an organisation's most senior corporate management will be held responsible for ensuring that the duties set out in Part 9 are met. Moreover, senior corporate management will be held accountable for an organisation's performance in respect to corporate parenting.
- 1.6 It is the role of Fife Corporate Parenting Board (FCPB) to reflect and report on this and hold each other to account, to provide the assurances required.

2.0 Issues and Options

- 2.0 FCPB meets quarterly to report on the effectiveness of organisational wide activity to meet the needs of CECYP. It holds commitment to champion the voices of those with lived experience.
- 2.1 FCPB terms of reference and overarching framework has been revised and a new structure agreed. This comprises a strategic oversight group linked to the People Leadership Groups, which will operate in each area as part of the wider reform agenda.
- 2.2 Both groups will have an active voice and responsibility for developing and implementing a local corporate parenting plan. This new framework draws on good practice principles and the importance of ensuring a connect both at strategic and grass roots level to improve outcomes for CEC&YP.
- 2.3 The People Leadership Groups will develop an understanding of the profile and support needs of the care community in their area. They will work to support and strengthen the strategic and operational interface, working closely alongside people

with lived experience to identify local priorities and ensure plans are progressed.

- 2.4** The People Leadership Groups are multi agency and offer opportunity to raise greater awareness, understanding and responsivity to individual and structural issues that impact on the lives of care experienced young people and adults.
- 2.5** Strengthening the connection at a community level and ensuring the voice and active contribution of care experienced young people and adults on service design, development and delivery is a key priority of FCPB.
- 2.6** Work continues across the seven areas of Fife, through Franklin Covey (4 Disciplines of Execution (4DX)) which is focussing on increasing attendance of care experienced children within school and increase their engagement in decision making meetings. This multi- agency project has shown the value in understanding localised data which informs responsive planning and collaborative action.
- 2.7** The work of FCPB has also been informed by The Promise which is a key driver of change. The Promise seeks to ensure that care experienced people can access support to attain within their education, have their health needs met, and have intensive support structures in place which are locally accessible, to enable them to remain with their families, in the places they know, with those they love. Being provided the ambition afforded to every other young person in Fife.
- 2.8** FCPB is committed to positively impact on individual experience and outcomes and to address system, structural and societal inequality, exclusion and discrimination that the care experienced community can face.
- 2.9** There are currently around 723 care experienced children and young people in Fife. There are many more children and adults who have experienced care in Fife and it is these collective voices we strive to hear. We know through our own work and that of the Promise that being care experienced adversely impacts on life chances, through poorer outcomes in health, education, homelessness, and employment.
- 2.10** We know there are a disproportionate number of care experienced children and young people living in the areas of highest need and deprivation. There are similarly disproportionate numbers of care experienced young people/adults visible to services through their experience of multiple severe disadvantages, such as homelessness, substance use, mental health, and offending.
- 2.11** It is these inequalities on an individual and structural basis that the FCPB seeks to address. Especially when considered through the lens of poverty, trauma, and loss, that is indelibly linked with the care community.

- 2.12** A key part of The Promise is recognising the strengths within families and communities, and the importance of maintaining relationships with those people who are important, for example brothers and sisters and other family members.
- 2.13** The Children & Families Belonging to Fife (B2F) strategy is strongly aligned to the key building blocks of the Promise and continues to be successful. During 2022, the progress achieved within the Children & Families Social Work Service has resulted in a significant reduction in the number of children and young people being looked after which is currently 723 and is a 9.74% reduction since March 2022. For those requiring high-cost residential placements, 39 children/ young people are in residential care, nine of whom are living out with Fife.
- 2.14** The profile of care in Fife has significantly changed, in alignment with B2F and the national drivers, with the majority of children and young people who need alternative care being placed with in kinship arrangements. This very much sets the tone and culture for supporting children and young people within their own family and community wherever safe to do so, with the right supports, to ensure they feel loved and cared for.
- 2.15** To deliver on the FCPB framework a new Plan has been developed which has identified thematic areas which are a priority to progress, between now and September 2023. These include four improvement activities:

Improvement activity 1: Progression of the Belonging to Fife Strategy

- This overarching strategy has proved successful in reducing the number of children and young people placed in alternative care and being placed out with Fife. This requires ongoing commitment from all agencies, to safely retain children and young people within their families and local communities. Work was undertaken to capture the views and experiences of those children, young people who moved back into Fife and into family care, to ensure we had the right supports to make this both positive and sustainable. This feedback, whilst generally positive, provided us some challenge and critical learning around practice and intent, so we are revisiting these families to ensure they know they are valued and cared for and that we are committed to getting it right for them. This feedback helps inform strategy and services going forward.

Improvement activity 2: School attendance of Children living in residential care:

- Children in residential care experience poorer outcomes in terms of educational attendance and attainment. Fife's Learning with care team have been taking an innovative approach to help care experienced children and young people in residential care re-engage with formal learning and continue to make progress, to benefit from full time school attendance and achieve academically, in line with the national ambition for every child and young person.

- Moving forward, every child and young person who has need to move into care is to be afforded full time education, as a right for all children; an ambition towards reaching national qualifications and continuation of the learning offer to ensure that they can be supported to move back into family/school/community at the earliest opportunity.
- There is currently a review of the planning for all children living in residential which also includes reviewing the education plans. The analysis of this data will support planning moving forward.

Improvement activity 3: Access to Mental Health support for children and young people with care experience

- Young people who are being supported through the Young Peoples Team gave very graphic illustrations of their mental health experiences/needs which manifested in risk taking behaviours and significant attempts on their own lives, some requiring hospitalisation. A commitment was made to improving the offer to these young people, to develop a shared approach so there was no one agency feeling isolated in managing high levels of vulnerability and risk.
- A consultation line for workers involved with young people experiencing significant mental health issues and at risk of harm has been established. A dedicated worker from CAMHS will also be part of the Young People's Team to support the work. Interviews have been completed with the successful candidate aiming to start in April 2023. Work is underway to develop the workforce to better support young people who present with high risk taking and self-harming behaviours; building emotional and mental wellbeing support into the fabric of teams –so they are not seen as separate/clinical provision, which young people tend to lean away from.

Improvement activity 4: Development of the care experienced community

- Funding from The Corra Foundation, of £200,000, was also secured to take forward work with the care experienced community. From this we have developed the concept of EMBRACE -FIFE. hoping to bring together people of all ages who are care experienced throughout Fife. The purpose is to help those who are care experienced create a community of their own, recognising they are not alone
- After successfully securing a further £100,000 from The Corra Foundation to enhance the FCPB team. Three Corporate Parenting Development Workers were successfully appointed with care experience to support activity across the seven locality areas in Fife. These workers took up their positions in August 2022.
- The work of the Corporate Parenting Development Workers includes creation of community groups for care experienced people through the seven localities of Fife. There are now groups in Levenmouth, Cupar, Glenrothes, Kirkcaldy and Cowdenbeath with plans for groups to begin in Dunfermline and Rosyth prior to April 2023

- 2.16** Current work is focussing on developing an understanding of the care experienced profile of each geographical area which will also support the representation at the People and Place Groups, connection to their communities and prioritise local responsiveness. Included in this work is the identifying of children who have unfortunately experienced multiple changes of home which will support service mobilisation and intervention.

3.0 Conclusion

- 3.1** It is recognised that Fife Corporate Parenting Board has an important role in driving forward the strategic Corporate Parenting agenda in Fife, recognising the vulnerability and disadvantage that CECYP are exposed throughout their time in care and wider life chances. The FCPB has worked hard to ensure that its membership represents those organisations and services that support CECYP through their care journeys.
- 3.3** There is, quite rightly, a growing focus on improving the experience and life chances of CECYP, through local and national drivers. The revised FCPB is committed to meeting this challenge. There are clear cross cutting themes around poverty, risk, vulnerability and achievement that need to be better captured/challenged.
- 3.4** FCPB next meets on 14.03.2023, where it will review and report on progress to date, against the four improvement activities. It can provide a verbal update to Education and Children's Services Committee as required.
- 3.5** The FCPB continues to develop a much more visible and credible position across Fife, advocating for the care experienced community, through local community planning forums. There has been significant progress in creating community groups since the previous update with two more groups to begin prior to April 2023, meaning there will be a lived experience group in each geographical area of Fife. By building up this positive presence, including representation at the People and Place Groups, the collective voices of the care community in Fife will be central in driving forward the transformational change required to address the inequalities faced.

The FCBP will report on progress 6 monthly.

Appendices

The following appendices are included with this report:

None

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23rd March 2023

Agenda Item No. 12

Chief Social Work Officer Annual Report 2021/22

Report by: Kathy Henwood, Chief Social Work Officer

Wards Affected: All

Purpose

The Education and Children's Services Committee agreed that an annual report on the role of the Chief Social Work Officer would be provided to Members.

Recommendation(s)

It is recommended that Members consider and note the content of the report.

Resource Implications

There is no resource implication arising from this report.

Legal & Risk Implications

None arising from this report.

Impact Assessment

There is no requirement for an impact assessment as the report is for noting only.

Consultation

Nil

1.0 Introduction

- 1.1 An annual report by the Chief Social Work Officer (CSWO) has been presented annually to a committee of the Council from 2009. The current report follows a standard template issued by the Scottish Government for the purpose of ensuring comparison of these reports across Scotland. The report is designed to provide an overview of social work services within Fife and reflects the formal statutory responsibilities held by the role undertaken by the Chief Social Work Officer.

2.0 Background

- 2.1 All Scottish local authorities are required to appoint a professionally qualified Chief Social Work Officer (CSWO). The function of the CSWO post is to ensure the provision of effective, professional advice to local authorities, including elected members and officers in the authority's provision of social work services. The post should assist authorities in understanding social work service delivery and the role that social work plays in contributing to the achievement of local and national outcomes.
- 2.2 The CSWO is also responsible for providing professional governance for the delivery of social work and social care services, whether these be provided by the local authority or purchased from the voluntary or private sector.
- 2.3 In addition, there are a number of specific duties and decisions that relate primarily to the curtailment of individual freedom and the protection of both individuals and the public, which must be made by the CSWO or by a professionally qualified delegate.
- 2.4 From 2014, the duties of the Chief Social Work Officer has been held by the Head of Service post responsible for Children & Families and Criminal Justice social work services.

3.0 Conclusions

- 3.1 The attached report is submitted to the Scottish Government as part of the statutory responsibilities of the role of the Chief Social Work Officer and provides members with an overview of key aspects of social work provision in Fife.
- 3.2. Members will note the role and range of functions covered by the Chief Social Work Officer including social work and social care services provided by both the authority and by the Health and Social Care Partnership

List of Appendices

1. The 2021/22 Chief Social Work Officer Report

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Introduction

This reporting year, post pandemic, has presented both opportunity and challenge. In an effort to reach the new 'normal', services have had to stretch and flex to accommodate different ways of working, out with central offices, building greater presence in the communities they work alongside.

Keeping connected was a key feature of the 'pandemic' and has become more pronounced as we face the longer-term impact on individuals and communities, exacerbated by the changing economic climate and increasing poverty.

It is through this lens that services have had to navigate, and I continue to be impressed and incredibly thankful for the continued commitment and energy shown across the social work and social care workforce, in their efforts to 'get it right' and make a positive difference to people, families and communities.

In the face of these challenges, I have seen innovation, creativity, and an appetite to learn. There have been national awards, audit, and scrutiny activity. All have required additional stretch and demand a commitment to professional values and continuous improvement. There are examples across all services.

Staff have not been immune to the challenges faced. The safe space between home and work life has become compromised at times. Taking care of each other, building the layers of support and access to emotional care and support will continue to be a focus through the coming year.

Social work and social care cannot operate or meet the challenges on its own. This year we have built on the partnerships developed through the pandemic and have continued to challenge expectation and outcomes, in that collective working space. The Fife reform agenda, working to place based services, provides further opportunity to develop our respective and collective contributions to effecting positive change.

I would want to take this opportunity to take a breath and thank everyone for their ongoing commitment and passion in driving the agenda that has shown some real achievements through 2021/2022.

As CSWO, I am very proud, to be part of this social work and social care journey in Fife.

Kathy Henwood

Chief Social Work Officer

1. Governance and Accountability

Fife Council Political Structure

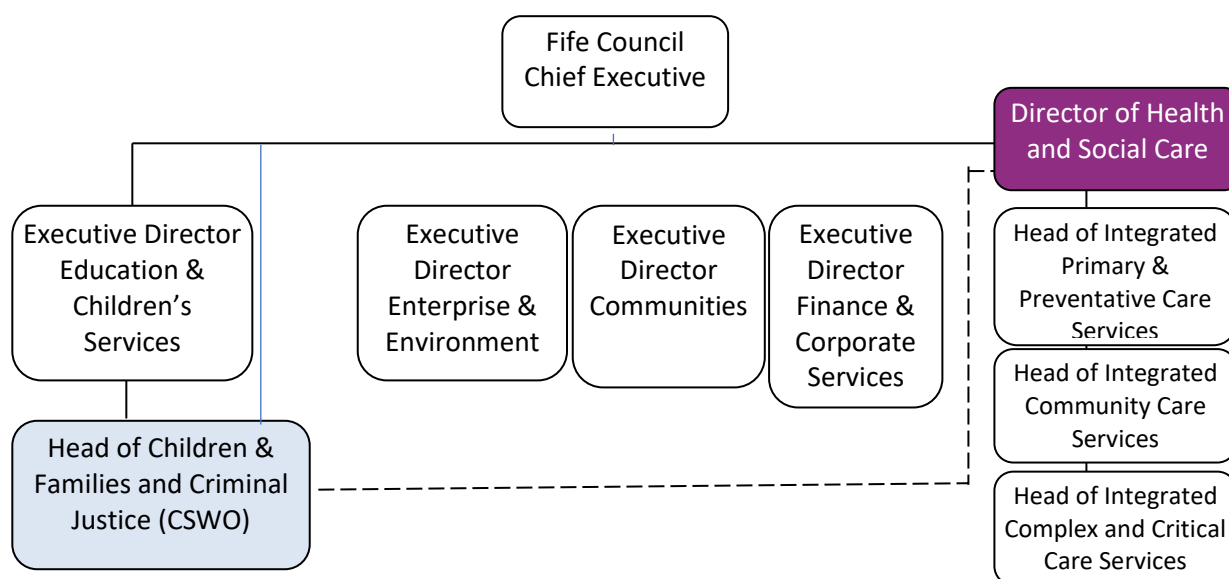
There are 22 electoral wards in Fife and each ward has three or four councillors who have been elected by the people of that ward to represent them. In total, there are 75 councillors.

They are responsible for setting policy for the Council and may sit on various committees where they can vote on a range of matters from local planning to decisions on welfare or education.

Breakdown by political groups	
Scottish National Party	29
Labour	23
Liberal Democrats	7
Conservative	13
Independents	2
Total	74

Fife Social Work Governance Arrangements (Structural)

In Fife, the Chief Social Work Officer (CSWO) is the Head of Children and Families, and Justice Services. The post sits within the Education and Children’s Services Directorate and reports through the Executive Director. The CSWO has a direct report line to the Chief Executive and access to Elected members.



The CSWO is responsible for monitoring social work service activity across the Council and within the Fife Health and Social Care Partnership to ensure that agreed targets are being met and that professional standards are maintained. Operational management responsibility for social work service delivery rests with relevant management arrangements in Children and Families, Justice Services, Adult, and Older People’s Services and a reporting system is in place in relation to those social work services where the CSWO has no operational management responsibility.

These reporting arrangements cover:

- Statutory decision-making including adoption, secure accommodation, and guardianship
- Performance outcomes and trend information
- Critical incident reports including significant case reviews
- Direct reporting by the CSWO to the Council and the Chief Executive

The CSWO also has a role to play in specific advisory bodies such as the Chief Officer Public Safety Group and in advising the Council in relation to matters affecting social work services arising from Community Planning and other Partnership bodies.

The CSWO also has access as required to the Council’s Chief Executive and Elected Members.

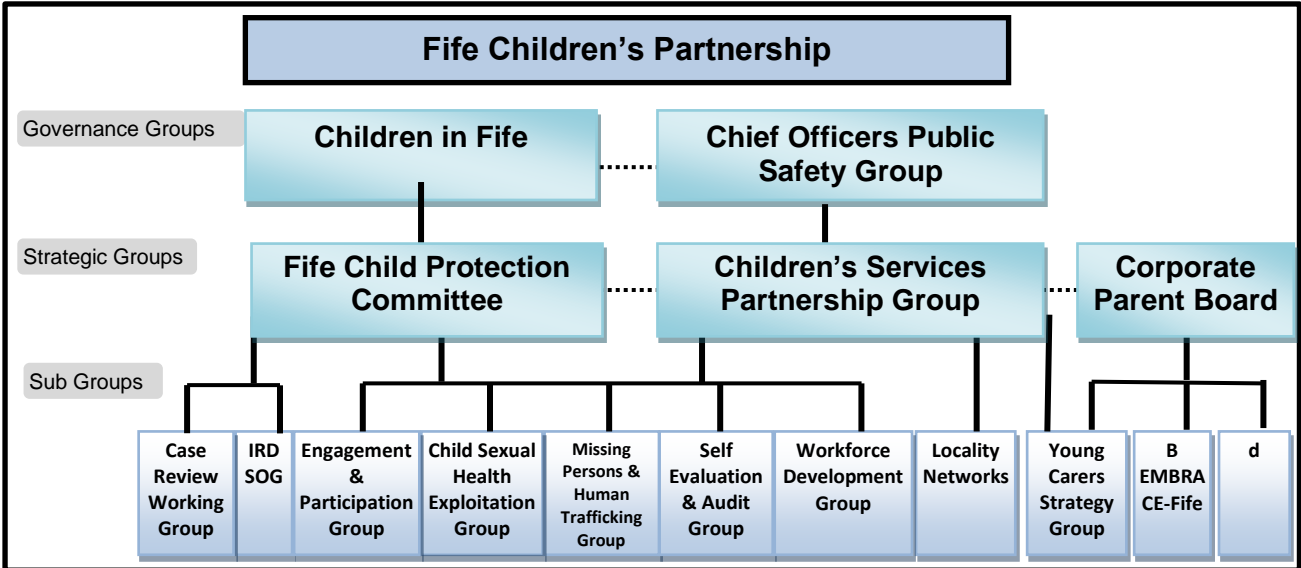
Fife Children’s Services and Justice Service: Strategic Governance and Accountability

The partnership between services for Children in Fife is well established at both a strategic level and across local areas. The responsibility for the Children’s Services Plan (2021-2023) is held by the Fife Partnership, represented by the Children in Fife Group. This partnership binds Fife Council, the voluntary sector, Police Scotland, Scottish Children’s Reporter Administration, NHS Fife, and Health and Social Care in common purpose. The Children in Fife Group reports to the Fife Partnership.

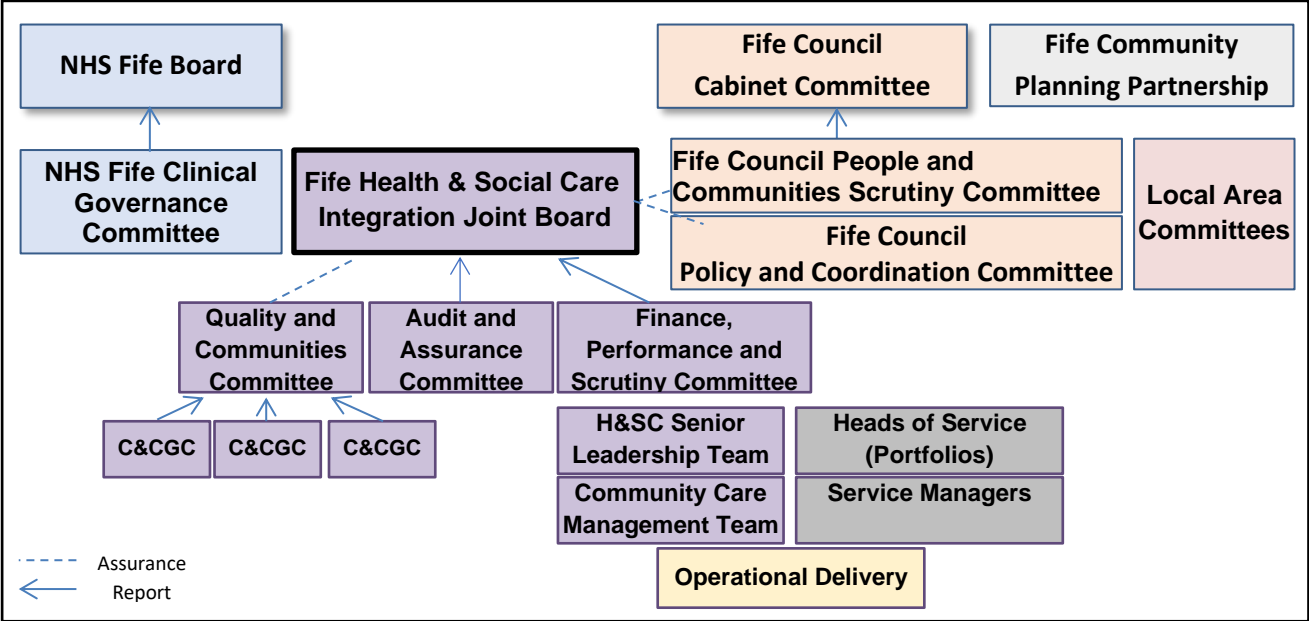
This plan is nested within Fife’s Community Plan, in particular these four outcomes:

- Improving early years development of children in Fife
- Raising educational attainment and reducing educational inequality
- Improving the health of Fifers and narrowing the health inequality gap
- Making Fife’s communities safer

These arrangements help ensure effective management of performance throughout Partnership social work services in Fife. This allows focus on particular areas of activity to assist in identifying where additional development are required. From this information, it is clear that there are a number of areas of strong performance as well as areas that require additional support. A particular focus in the coming period will be to ensure a level of consistency in relation to the quality of assessment and care planning across all service user groups, allied to ensuring that those in need of services get the assistance they require at the earliest possible stage.



Fife Social Work Governance Arrangements: Health and Social Care Decision Making Structure



Role of the Chief Social Work Officer

The CSWO is responsible for monitoring all social work service activity including Children and Families, Justice Services and Adults and Older People Services. The CSWO, through their statutory function, must be assured that agreed performance targets are being met and that professional standards are maintained. Operational management responsibility for social work service delivery rests with relevant management arrangements in Children and Families, Criminal Justice, Adults, and Older People’s Services.

Financial Responsibilities of the CSWO

As a Head of Service for Education and Children’s Services Directorate, the CSWO has direct operational responsibilities for financial management within the Children and Families, and Justice Social Work Services. The role also has oversight of the standards involved in the delivery of social work within Adult and Older People’s Services, and any budgetary implications that may arise from this.

2. Service Quality and Performance

Overview of how services are performing, ability to deliver statutory functions and key risks to delivery

Children & Families

Priorities and Challenges in 2021/2022

2021-2022 was a second year of significant challenge for Social Work nationally due to the impact of COVID 19. Restrictions on travel and meeting people continued to affect the ability of social workers to visit family homes and carry out assessment activity. The impact on individual social worker's emotional wellbeing was a significant factor as they dealt with the pandemic in their non-work hours and then the impact during work hours. This was further compounded due to home becoming a workplace and school environment for many. The 'false starts' to a 'new normal' added additional pressure both to staff and the families they support as the winter resurgence of the virus had a further significant impact on wellbeing.

Despite this, the Children and Family social work service in Fife continued to work as close to a 'business as usual' model as possible, ensuring practice was safe, appropriate and proportionate.

The service continued to prioritise the most vulnerable children and initial assessment activity in relation to both need and risk. Visits were made face to face wherever possible, utilising a COVID safety assessment. For all other children and their families, virtual visits were undertaken to ensure continuity of relationships.

The service continued to hold Fostering and Adoption Panels and recruited carers as well as progressing permanence planning for children.

The service promoted robust and regular communication systems with the staff group sending out weekly and then fortnightly updates covering issues around: PPE, covid risk assessments, testing centres, visiting schedules, how to access staff support, HR updates. The communication by newsletter has been well received and will remain a central part of our staff communication strategy enhanced by management attendance at team meetings.

Children and Families Social Work Strategy

2021/22 saw the ongoing development of the Children and Family Social Work Strategy, phase 3, 'Belonging to Fife' (B2F), which had been further informed and shaped by the Care Inspectorate Improvement plan (2019) and the developing work from the Independent Care Review (The Promise). This year marked the end of a five year plan and saw the ambitions of a changed profile of care within Fife realised, with reducing numbers of children in high-cost residential placements (HCRP), as well as an increase in the use of Kinship Care.

The plan laid out a number of key priorities for the service including a shift towards a more preventative approach to families in need, along with a focus on high quality care and protection planning for children. This included new partnership approaches reflecting GIRFEC and supporting services to work collaboratively to support families.

As noted, the strategy has continued to reduce the overall numbers of children being Looked After by the local authority and increased kinship care arrangements for children who could not live safely at home and sections of the B2F annual report are included to provide evidence of the progress made during 2021 - 2022.

Principles Of Belonging to Fife (B2F)

- Reflecting the principles of GIRFEC and The Promise – what will it take from the whole of the team around the child to keep this child safely at home, additional supports, scaffolding, family strengths etc.
- Keeping the needs of children at the centre of all planning.
- Whole partnership understanding that children have a right to live within their own communities, with their siblings and where possible within their own family.
- Outcomes Focused/Strength based Planning reflecting the strengths and capacities of the young person and their family while recognising and managing any risk.
- Recognition that for some children a move home would be unsafe and not in their best interests.
- Residential care is a short-term care option for a period of 3 – 6 months (unless there are exceptional circumstances).
- Whole system approach is required as keeping children in Fife and keeping The Promise necessitates a commitment from all services: Education, Health, Police Scotland and third sector providers.

Additional Resources (2021-2022)

- Partnership working with The House Project has provided further supported tenancies for young people moving through to independence.
- Increased internal residential capacity with new built and newly purchased resources offering accommodation for 36 children and 4 care leavers in an adult resource.
- A review of the activity of the Belonging to Fife Team, reshaping and renaming this resource to offer enhanced/intensive support to all children in residential placements.

Summary of Progress against strategic aims

Residential Care

The number of HCRP has decreased significantly during the last 2 years and has reduced by more than 50% in the last year. Ongoing placement reviews give us confidence that this number has stabilised over the last few months. We continue to have capacity in our internal residential homes to offer residential care when this is assessed as the most appropriate (short term) care setting for a young person. This increased capacity, as well as a clear focus on assessing Kinship Carers prior to receiving a child into care has enabled more children and young people to live within their own family/community, significantly reducing the requirement for HCRP over the course of 2021-2022.

In May 2021 we successfully opened our own residential resource for children affected by disability and were able to support 3 young people 'home to Fife' with significant benefits for their families who can visit far more easily due to locally based care.

The number of placements out with Fife has also reduced, however some of these placements are providing a resource not readily available currently within Fife, e.g., Secure Care and 'step down from Secure' provision which includes an education provision.

Our STEPP provision is developing skills with offering a 12-week assessment package with a clear focus on family strengths and supporting children, whenever possible, to return to family care. We are working to develop additional supports to STEPP in relation to offering increased 1-1 support and group work.

Foster Care

Whilst there had been a decline in the numbers of local carers, this has improved over the last year due to strenuous efforts by Family Placement to recruit actively and creatively.

All foster placements continue to be reviewed on a high level on a monthly basis and this has led to a degree of confidence in which placements are meeting children's needs in relation to permanence and which children need active, vigorous assessment and review. This will be further enhanced by the creation of 2 permanence teams during 2022.

The data evidences a reduction and declining trend in the use of foster care which can be explained by the increasing use of kinship care but also by effective family strength-based intervention and flexible and immediate support to families at the time of the crisis. It also evidences a reduction in purchased placements which reflects our increased internal capacity.

Kinship Care

The drive to increase the number of kinship carers has been central to Fife's Belonging to Fife strategy for 5 years and reflects the national commitment to valuing family-based care which is supported both by policy and legislation.

The redesign of the Kinship Team led to a significant and sustained increase in the number of kinship arrangements since the strategy began and a significant increase (n 148) since 2019 when the Kinship Team began to undertake all assessments of potential kinship carers as a formal step before agreeing to accommodating children out with family care.

Strategic Commissioning

During 2020/21 a review of third sector provision was undertaken based on a strategic needs assessment and considering the changing profile of care in Fife. New service briefs were completed and from 2021 a programme of work has been undertaken to embed new Third sector services, establishing more seamless pathways to access support, and testing out new partnership models. The array of funding streams across priority areas of need has been an area the Children's Services Strategic Commissioning group, led by the CSWO, has maintained a focus with the objective of streamlining this work within the context of a shared framework for commissioning. This work is being progressed during 2022 and will focus on:

- a refresh of monitoring and evaluation processes
- review of governance arrangements
- locality based commissioning models; and
- the experience of families to help support co-development and co-design.

Resources Services

Fostering

2021-2022 saw a significant increase in the recruitment of foster carers with a net gain of 27 additional fostering households. This has positively impacted on Fife's ability to provide community-based care for children, young people and their brothers and sisters, within the geography of Fife. This goes against the national trend which has seen significant gaps in foster care recruitment and provision. Fife continues to be able to provide interim, permanent and short break care to children and young people of all ages. The internal fostering service cares for around 200 children and young people at any one time. Our fostering service has been recognised nationally with carers receiving awards for outstanding achievement by a foster carer and outstanding contribution by sons and daughters award.

The fostering service continues to be ambitious and ensure that carers and supervising social workers are trauma informed and able to support and sustain foster care placements, minimising moves for children. Fife is unique in that it has a dedicated therapeutic service for looked after children providing direct support and assistance to foster carers, the child and the professional network. This service offers expertise from social work practitioners, psychotherapy, clinical psychology and play therapy. The reach of this service has recently extended to supporting kinship families and family relationships.

Therapeutic Services

Fife continues to offer a specialist therapeutic service to looked after and accommodated children and young people placed within internal foster care and residential settings. The service is multi-disciplinary and offers specialist advice, training and consultation to foster carers, adoptive parents, residential childcare staff as well as social workers. This has recently extended to include kinship families. The service offers a range of specialist assessments as well as therapeutic interventions. This service supports 186 children and young people as well as/or the professional network around them.

National House Project

Fife was successful in securing funding from the Life Changes Trust to develop a House Project. Fife was the first Local Authority in Scotland to develop a Local House Project (LHP). All LHP's are members of the National House Project who help young people leaving care to create their own home and live independently. House Projects are co-designed with young people. They work together to develop relationships and learn skills that enable them to live successful adult lives. They have a choice in where they live and are involved in getting their property ready to become their home.

House Projects are represented by young people at the Care Leavers National Movement (CLNM) to ensure that a young person's voice is at the heart of all decision making. Fife continues to support young people to be active in this and they regularly attend events across the United Kingdom to ensure the voice of Care Experienced young people is not only heard but influences policy. One of the Young People attended an event at Westminster.

To date the House Project has enabled 18 young people to move into their own permanent tenancies. All young people have maintained their tenancy. All of the young people have secured employment or education and there have been no reported adverse community issues. Fife recruited a further 10 young people in early 2022 and they

continue to work through the project programme to secure their own tenancy, a place they can call home.

Kinship

The Kinship team was redesigned in June 2019 to support greater capacity to assess new kinship carers and work to an agreed timescale for assessment. The redesign more than achieved its ambitious aims with a significant increase in the number of kinship arrangements between 2020/21 with a 35% increase since the strategy began. This has increased again in 2021/22.

Fife has continued to invest in Kinship Services and the team now consists of 1 Team Manager, 3 Senior Practitioners, 5 social workers and 4 family support workers. In addition to this there are 2 social work assistants who have recently joined the service to enhance the educational experience of children cared for by family members. The Alcohol and Drug Partnership have agreed funding for 2 additional social workers who will be recruited during the next financial year. The primary focus of these workers will be to support children and young people and their family with the impact of parental addiction. The workers will offer a counselling approach in addressing the impact of addiction on families and seek to intervene to prevent the cycle of addiction within families.

Fife has a strong commitment to empowering families and ensuring that children and young people are cared for within their families and in their communities, getting the right support at the right time. Fife provides financial support to 746 Kinship arrangements through the payment of Kinship Allowance and Support for Family Carers Allowance. There are more children and young people cared for in Kinship this year than any other since 2015, and the team continue to offer financial, emotional, and practical support to children and their carers'. The Kinship Team continue to support around 250 carers through direct work and support groups at any time.

The Independent Care Review has recognised the impact on people when they become a Kinship Carer, identifying that carer's often experience feelings of isolation and can feel unsupported. The service continues to offer weekly Kinship Support Groups in 7 Localities of Fife, social and fun events throughout the year, delivers Solihull training to Kinship Carers, online support, a daily duty system as well as a programme of training tailored to meet the needs of kinship carers. CAMHS and Fife Council Social Work Service are in the process of developing a therapeutic provision for children and young people in Kinship Care as well as their carers'.

Funding was secured through the Corra foundation and The Promise to work with the kinship community to better understand experience, identity and access to support. This is due to report later this year.

Residential Houses

In terms of Service expansion, we have successfully opened 4 new services which has allowed us to further ensure that placement decisions are based upon the needs of children as opposed to available resources – a key finding of the Promise. The new houses have increased our internal capacity by 16 beds.

The Promise is also clear that the main purpose of Residential Childcare is to '...prioritise the quality of relationships that young people experience ...'. Our new practice model has been designed to support our staff to continue to respond to this aspiration which is a cornerstone of the Belonging to Fife Strategy.

The framework is based upon a literature review of attachment promoting trauma informed care and gives staff explicit messages and expanded examples of what this should look like in a group home setting.

We have developed a new Quality Assurance (QA) model around the main areas of the Practice framework. The new QA model will allow us to identify good practice and also areas where we need to improve.

Fife is proud of the developments in residential child care in the recent years and within 2021/22 we have 10 residential houses able to meet the needs of most children and young people within Fife. The residential estate can provide care to children with complex medical care needs and disability; young people with a learning disability, , emergency care for children and young people who are in crisis, care to children with complex trauma under the age of 12, community residential care for children and young people with considerable trauma and attachment difficulties, step down and alternative to secure provision and enhanced care to young people in an adult resource who need a bridging placement to more independent resources.

Our pledge for 2022/23 is to ensure that the workforce is skilled in assessing and responding to the most complex of care needs.

Supported Lodgings

Fife continues to recruit carers who can offer young people a safe, nurturing but more independent home setting in which to live. The service is one of the largest in Scotland and we continue to have 55 approved carers offering up to 60 placements at any one time.

Our carers are supported through rich opportunities to undertake training, meet together as a carers group as well as receive a high level of support from the team members. It is this support and training that has allowed Supported Lodgings Carers to offer care and stability to care leavers, accommodation and support to parent(s) and child, young people with learning difficulties, young adults in crisis and unaccompanied asylum-seeking young people. This agile service is responsive to the needs of young adults and supports young people to achieve their potential through its connections with employability services and further education resources in Fife.

Evaluation and Improvement

Overview of how the C&F Service is performing and delivering statutory functions and key risks to delivery.

Strategic Aims:

The Children and Family Social Work Service has one overall strategic aim which is to promote Belonging to Fife, ensuring that children and young people are supported to live safely within their own families/communities and to be ambitious for their success.

There are a number of strands of work which support and enhance this overall strategy:

- Increase in the provision of the types of care placements with an emphasis on increasing kinship, care at home and in-house foster/adoptive/supported lodgings care. This work developed at pace during 2020/21 with more children and young people enabled to live within their own family/community. Achieving a significant shift in the profile of care in Fife, away from high cost residential placements (HCRP) and purchased placements and towards support at home or with friends/relatives. Sustained scrutiny around planning for children in care led to a decrease of the use of high cost external residential placements by 50% between April 1st 2020 and March 31st 2021, from 84 to 42 children/young people.

- Ensuring that the services supporting looked after children and young people are better aligned, providing a coherent scaffolding around our care experienced children. Asking services to be both agile and responsive, family focused and community facing. The service completed a review of third sector commissioning during 2020 which led to the design of new service briefs attracting bids from across the sector to provide services in a targeted manner for those children most in need of additionality.
- Effective intervention at the additional level to prevent escalation to formal statutory involvement through assessment and provision of section 22 (voluntary support) and partnership working with the third sector and other statutory partners to provide additional support.
- Ensuring that services supporting all children, but in the first instance for those most in need, are better aligned and sufficiently focused on preventing the need for alternative formal care, wherever safe to do so.

The overall size of the Looked After population in Fife has remained at or below the Scottish average, as a result of action taken in the early phases of the strategy. This also enabled the previously rapid increase in the use of purchased placements to be stabilised.



The dashed line shows the pre-strategy trend, with a sustained increase in demand for purchased placements. The solid line shows the aim of the original strategy.

Phase 3 of the Children and Families Strategy was 'rebadged' in 2019 as 'Belonging to Fife' and has continued to build on the positive progress made over the preceding years.

This focussed on reducing service overspend through:

- shifting the balance of care (reducing purchased residential and foster care)
- service redesign and
- achieving savings through 3rd sector commissioning.

This phase of the strategy has enabled a significant reduction in the use of residential placements and has also enabled the level of in-house foster care to be restored to levels seen in 2017 (see figures below).

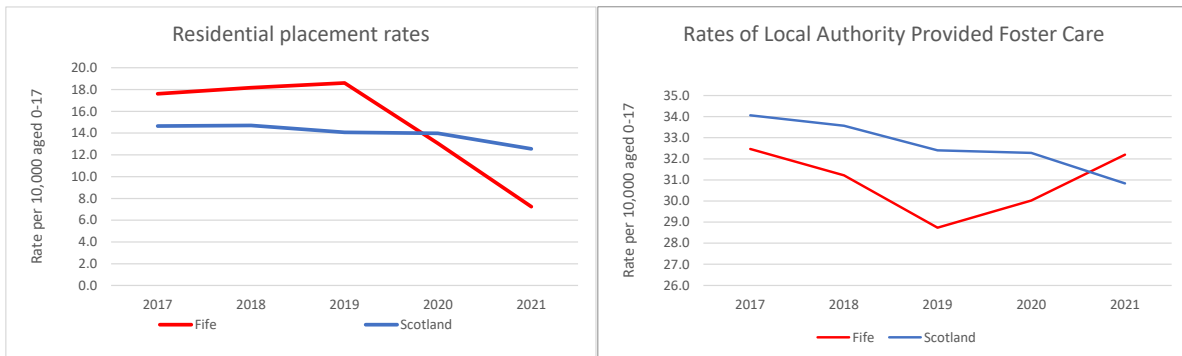


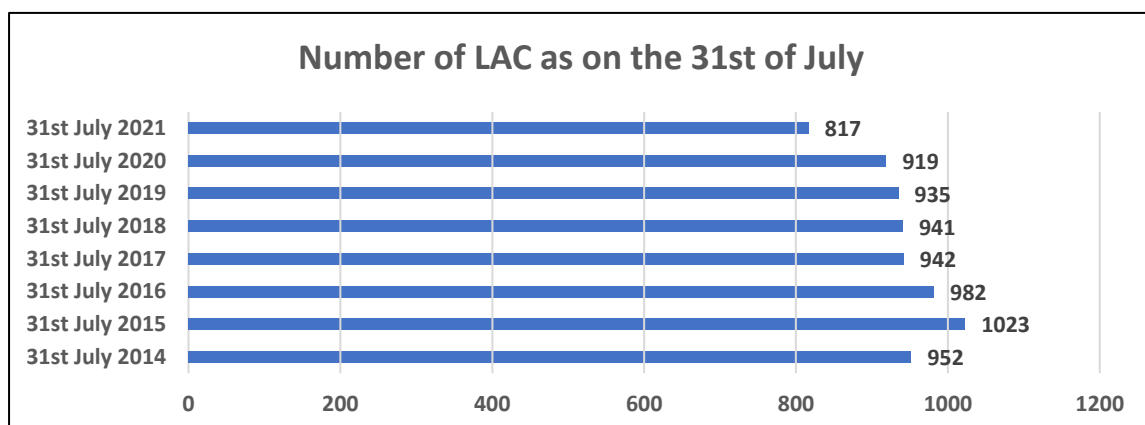
Figure. Impact of phase 3 of the strategy on the use of residential placements and levels of in-house foster care. Data for Fife and Scotland are taken from the Children Looked After Statistics (as at 31 July each year).

As noted earlier in this report the success of Belonging to Fife (B2F) exceeded our original ambition and expectations in relation to purchased residential care for the financial year 2020 – 2021 and this has been further sustained during 2021-2022.

Overall looked after numbers in Fife continue to reduce as more effective early intervention strategies develop and as we continue to dynamically review and challenge all placements for children placed out with parental or familial care.

The data below shows trends in numbers of looked after children since 2015.

The number of children looked after in Fife continues to reduce, with 919 LAC reported in the 2020 annual LAC survey and 817 LAC reported in 2021. Annual reporting figures for 2021/22 have further reduced to 758 LAC.



Notwithstanding the improvements seen in the balance of care between residential and community placements, there continues to be room for improvement in the number of children supported safely at home or in a kinship placement (see figure below).

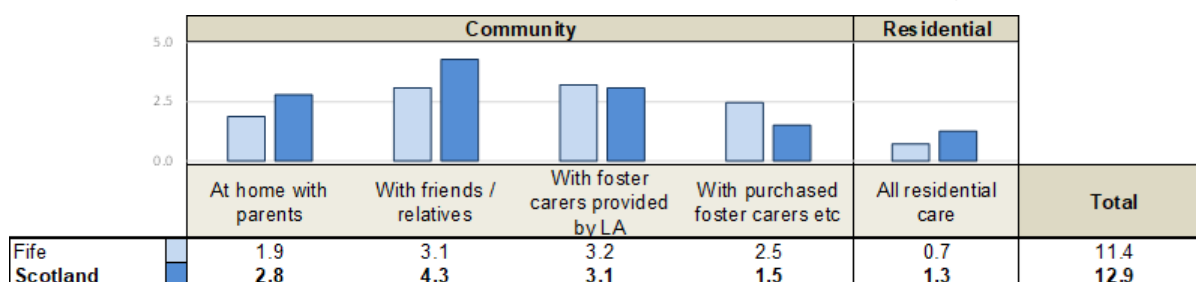


Figure. Comparison of the profile of care for looked after children in Fife and Scotland
Figures shown are a rate per 1,000 children aged 0-17 years. Based on Children Looked After Statistics as at 31 July 2021.

High-Cost Residential Placement Data

Month	Purchased Residential	Internal Residential
March 2019	133 children are in HCRP with 44% (n 59) out with the geography of Fife	16
March 2020	84 children are in HCRP with 38% (n 32) out with the geography of Fife	17
March 2021	42 children are in HCRP with 28% (n 12) outwith the geography of Fife	15
March 2022	18 children are in HCRP with 27%(n5) outwith the geography of Fife	20

Whilst there was an aim to reduce the number of purchased foster care placements, it was fully recognised that the majority of young people within this type of care had permanence plans and the service is clear that the needs of individual children must remain at the centre of planning. However alternative care placements continue to be subject to robust, monthly scrutiny to ensure care planning remains dynamic and responsive to emerging need.

Foster Care Data	Internal	Purchased	Total
March 2019	243	241	484
March 2020	217	226	443
March 2021	214	174	388
March 2022	196	156	352

There has been a significant increase in placing those newly looked after children with kinship carers and this reflects the principles central to both the Children and Family Strategy and those of the Independent Care Review.

Family Based Care	March 2019	March 2020	March 2021	March 2022
Paid Kinship	156	191	251	182
Unpaid Kinship	24	35	26	22
Non-LAC Kinship	311	351	353	394
Family Carers	107	117	122	148
Total kinship care	598	694	752	746

Whilst we are on the right side of the trend, in terms of our profile of care, i.e. more children and young people being supported with family as opposed to in foster or residential care, what is clear, is that factors influencing the number of families coming to the attention of formal services is complex and we should always anticipate spikes in need, vulnerability and risk, and hold capacity to be agile and respond in different ways.

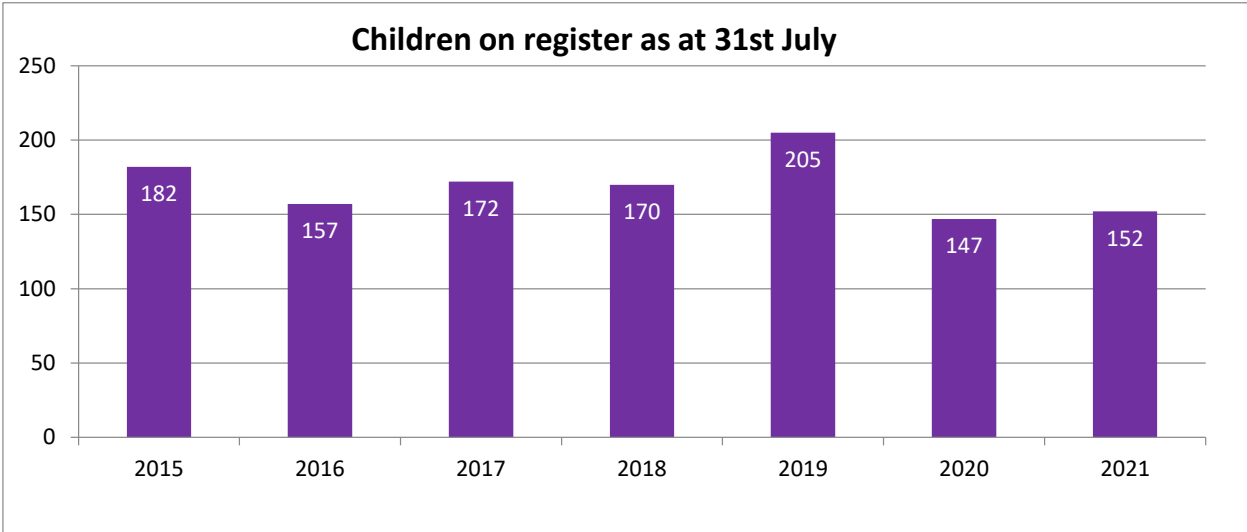
In response to this, the service continues to develop work within the practice context of the Belonging to Fife agenda and over the last year has developed targeted resource provision to support enhanced support for those children who are often described as being at the 'edge of care'. In particular the development of the Short Term Emergency Placement Planning service (STEPP) and the work of the Belonging to Fife team have supported the service's aims to offer wrap around care at the time of crisis to families.

There has also been a focus, on ensuring that our care leavers are enabled to build towards independence through ensuring they are supported through a range of potential next steps from care: continuing care, supported lodgings or a supported tenancy. In partnership with the Housing service we have secured a 'training' flat which has been used by 9 young people as a step towards independent living and this work will be significantly enhanced by the work of the House Project.

	March 2019	March 2020	March 2021	March 2022
Supported Lodgings Placements				55
Continuing Care				56

Child Protection

The number of registrations following a case conference in Fife during 2020/21 totalled 258 which is an 11.6% decrease on the previous year's total of 292. The chart below displays the number of children remaining on the register as of 31st July for each of the last 7 academic years. 2019 peaked at 205 whilst 2020 has recorded the lowest total remaining on the CPR at the end of a year with 147.



(Source – Children's Social Work Statistics, Scotland 2020-21)

Next steps

The service's ambition is to be significantly better than the Scottish average by 2023 in terms of securing better outcomes for children and young people, through improved service delivery, quality and cost.

We met our ambitious aim to come in on budget by 2020/21 and we aim to sustain this position. This will allow us to invest in children and families in more meaningful and measurable ways, improving the experience of families who have need of more targeted supports.

We aim to further develop our residential resource within Fife through offering emergency residential placements and support children affected by disability to remain within the geography of Fife with the opening of a redesigned care resource. We also aim to re-provision one current home to support care leavers and at the time of writing this has opened and is offering a home to three young people.

We still have a disproportionately high number of children and young people in purchased foster care. However, following robust reviews, we are clear that these children and young people are living in the right place for them at this time, with many on permanence orders in matched placements. However, we are keeping the wider system and pathways in and out of care actively under review.

Service re design is being progressed to better meet the changing need of children young people and their families; shifting to a whole system place-based model that works more closely with families in the communities that they live.

We plan to build on the professional role of social work and further promote relational based practice, ensuring workers have the time and resource to invest in families and communities to make the difference required.

Risks

The findings of the Independent Care Review mirror many aspects of the Children and Family Strategy. Whilst this service notes this as a strength we are acutely aware that the over association of the 'Promise' with the social work service, presents a key risk in relation to ownership across the children's services partnership.

For the Promise to be achieved, it will take commitment from the 'whole system' and this culture change will take time during which challenging conversations will have to take place. It is hoped that the work of Franklin Covey will support this collective challenge. The service was keen to understand alternative improvement activity during the pandemic and learning from other services within Fife Council.

The methodology of 4DX was used in a partnership approach to consider how Fife approached ambitious aspects of the partnership strategy to keep more children at home, increase children and their family's participation in meetings and improve attendance at school for Looked After Children. Whilst not all data targets were achieved the overall impact of the weekly meetings, goal setting and focus on partnership working allowed the partnership to develop and improve on a locality basis.

Engagement with Individuals, Carers and Communities

For Education and Children’s Services, there is a well-established engagement process for Looked After Children supported by the activity of the Corporate Parenting Board which includes young people as core members. This activity includes crucial contributions from care experienced young people. In Fife we developed Embrace-Fife.com, in partnership with The Promise, to build on the visibility, voice and positive identity of the care experienced community. This is being promoted by development workers specifically recruited from the community.



In addition, there is a range of feedback processes such as surveys and questionnaires for families who are receiving services from Children and Families Social Work. Justice Services have similar feedback processes for partners in the Justice system, including Sheriffs, along with recipients of Community Payback activity. Feedback on the effectiveness of services from people who have offended is also gathered.

During the pandemic a survey was undertaken with children and their families to understand how their lives and experiences were being impacted. The learning from this survey was used to change practice in terms of virtual contact, virtual meetings and also recognising the need for face-to-face meetings. Families were supported financially to ensure that they had access to the internet and devices to allow communication and school learning.

During 2021 the service progressed with the introduction of the ‘app’ Mind of My Own (MOMO) and this is developing as both practitioners and young people become more aware of the usefulness of the app as a means of sharing views both in meetings but at times when young people feel they want to share.

The implementation of Mind of my Own is overseen by a Quality Assurance and Development Officer and a Corporate Parenting Development Worker. Monthly meetings – chaired by a Service Manager – have been established with a focus on strategic analysis of the reports received.

Following the local elections in May 2022, the revised membership of the Corporate Parenting Board (CPB) has been agreed. The CPB meets on a quarterly basis and is chaired by an elected member and supported by the Chief Social Work Officer. Participation, engagement and partnership-working with those who have “lived experience” is a key priority of the board. A group of individuals with “lived experience” has been established in the Levenmouth area and work is underway to develop similar groups across Fife. This work is being led by our Quality Assurance and Development Team.

Community Social Work

The achievements of B2F, in changing the profile of care, has enabled social work to extend and innovate into a community space, working under universal provision and across age range and service briefs.

Community Social Work, (CSW), is being piloted in an area of Kirkaldy, augmenting existing provision for example the WELLS. CSW performance measures are to increase family and community assets, improve social connectedness, community safeguarding and improve collective health, well-being and economic advantage. The impact to be qualified by people who have lived experience in the community, as opposed professional scrutiny bodies.

CSW is not a replacement for traditional statutory social work. Both require investment and a highly skilled and value-based workforce. However, CSW, if invested, could provide a reduction in the need for statutory supports, working alongside other community resources.

The CSW team are planning a national conference in November 2022 to explore the potential of a community social work model in further progressing the principles of The Promise, place-based services and effecting community change.

Fife Justice Social Work Service

Priorities and Challenges 2021-2022

Fife Council's Justice Social Work Service identified their key strategic priorities for 2021/22 as being set within the context of the ever-changing and developing landscape caused by the global pandemic. These identified key priorities are not an exhaustive list but highlight the key drivers which underpinned the plans for change, openness, and positive scrutiny. These were:

Action	Improvement Proposal (Performance)	Required Action(s)	Measurement(s)
1.	Improve service-user engagement and satisfaction.	<ol style="list-style-type: none"> Working with and learning from service-users and their families. Improve service-user questionnaire to be more accessible and user friendly. 	<ol style="list-style-type: none"> Complaints (Compliance and satisfaction) Service-user questionnaire feedback and improve engagement with SUPG.
2.	Revamp audit processes to provide measurement, scrutiny and improvement goals	<ol style="list-style-type: none"> Introduction of more robust auditing processes. Produce quarterly performance reports to share with staff and partners. Introduce peer auditing using full management cohort on rotation. 	<ol style="list-style-type: none"> Quarterly reports. Comparison with national statistical measurement. Annual review and evidence-based target setting.
3.	Provide clear, realistic and achievable performance and improvement targets.	<ol style="list-style-type: none"> Remodel practitioner led groups to include specific groups for practice and performance. Share targets with full staff group, including clear rationale and expectations. Set improvement targets for KPI, SPI and Service specific goals. 	<ol style="list-style-type: none"> Embed culture of performance improvement amongst front-line staff. Level of 'buy-in' from Performance Group in target setting. Improvement.
4.	Review and update Manual of Practice Guidance.	<ol style="list-style-type: none"> Full revision of MPG documentation. Update remaining information and fill any gaps. Set robust process review dates with lead officer responsibility. 	<ol style="list-style-type: none"> All documents are up to date. Implement version control system. Measure and ensure accessibility. Ensure review dates are met and upheld.
Action	Improvement Proposal (Partnership)	Required Action(s)	Measurement(s)
5.	Improve relationships with partners.	<ol style="list-style-type: none"> Actively engage with partners beyond the operational expectation. Ensure lines of scrutiny and reporting to CMT and Elected Members are robust open and accountable. Share performance reports and learning openly. Align Management group to specific partnerships to ensure open communication and consistency. 	<ol style="list-style-type: none"> Measure improvements in positive results and outcomes in cases where joint working is key. Improved working arrangements and reciprocal agreements with partners. Management reporting on operational specific links with partners or area-based alignment structures.

6.	Align future plans to wider Council and National objectives.	1. Ensure more structured evidence of JSW actions and planning features in Council-wide planning documents. 2. Follow links through the wider Council strategy to find elements of 'Golden Thread' in planning strategy.	1. Measure inclusion in the wider strategic planning process. 2. Ensure that local objectives take into account national objectives and priorities.
Action	Improvement Proposal (National Priority)	Required Action(s)	Measurement(s)
7.	Support Scottish Drug Death Taskforce to reduce instances of drug related death in Fife.	1. Ensure equivalence of support for people in the Criminal Justice System. 2. Focus on areas of high harm prevalence, e.g., at point of release from custody. 3. Work in partnership to co-ordinate and maximise support.	1. Drug related death annual report. 2. Ensure firm links with drug services. 3. Strengthen resources to high risk of harm areas and measure outcomes.
Action	Improvement Proposal (Publicity)	Required Action(s)	Measurement(s)
8.	Build upon successful social media strategy to share success and improve links to practice & academia.	1. Improve following on Twitter and YouTube. 2. Consider additional social media platforms. 3. Engage with local communities.	1. Engagement and response on social media. 2. Interest from local communities and groups.

In addition to the above priorities, Fife Justice Social Work Service experienced significant challenges delivering Services during this period due to varying levels of restrictions associated with the COVID-19 pandemic. This resulted in working from home, being office-based and adopting an overall more blended approach to service delivery whilst considering the risk and vulnerabilities of the service users involved. These arrangements changed frequently, often with short notice, requiring effective communication and leadership from the management team. This led to the set up of a twitter account and a group for people involved with justice services.

Despite these challenges, the pandemic has provided some opportunities to think creatively, and the Service has evidenced the ability to continue developing and establishing services which meet the ever-changing landscape as we move towards a post-pandemic world. During this time, the Service has been successful in winning two national awards, SASW (Scottish Associated for Social Work) and COSLA (Convention of Scottish Local Authorities) excellence award. Both awards recognising the excellent work undertaken by staff to deliver creative, person-centred interventions. Moving forward, the focus is now on embedding these new developments into the Service long-term, adapting to new working styles and building resilience to tackle any challenges faced in the future.

An additional challenge has been presented by the short-term nature of the Covid consequential funding. Whilst this additional funding is most welcome, the annual award limited to twelve months has had a significant impact on the Service's ability to attract suitably experienced and qualified staff to the area, which has meant an almost exclusive reliance on newly qualified staff with little or no formal ability to retain them beyond the lifetime of the budget. Local authorities across the country have experienced the same issue and find themselves competing for an extremely limited pool of experienced agency staff. Looking forward, a change in the limited timeline of budget allocation would be helpful, which is addressed in more detail in the staffing and recruitment section below.

Service Quality and Performance

Following on from the success of the Priority and Development Plan 2020-21, the Performance Review and Improvement Plan was created to not only set out objectives for 2022-23, but also review the outcomes of the 2020-21 priorities. This plan highlights the first full year performance reporting and details significant improvements specifically around self-evaluation and increased scrutiny through the revised file audit process. The Plan also provides an overview of the work undertaken by Justice Social Work staff, using case studies and practice examples to engage readers.

The Service has also reintroduced scrutiny and oversight of our Key Performance Indicators (KPI's) and, despite the changes necessary to deal with the demands of operating and delivering services in the face of unprecedented uncertainty, the Service has continued to evidence positive improvement in the majority of the KPI's. These include Community Payback Orders (CPO) successfully completed, Unpaid Work Orders being commenced more quickly and a rise in the number of successfully completed CPOs on young persons under 21. Two of the most significant increases relate to successfully completed groupwork programmes (65% to 88%) and successfully completed Bail Supervision Order (0% to 90%). These figures highlight early success in the efforts to reintroduce a more robust, sustainable performance and quality improvement agenda within the Service. This commitment has been underpinned by the appointment of a bespoke Quality Improvement Service Manager to lead on quality improvement, performance management and independent scrutiny.

Within the context of quality improvement, a new file audit process was launched in October 2021, which has seen increased levels of self-evaluation, based on independent scrutiny and a renewed focus on analysis. This has involved random selection of cases from teams across the Service. The auditing manager collates the key messages and findings from twelve cases over a three-month period, providing an analysis of practice and outcomes. Initial results have been significant and there have been notable changes made to frontline practice as a result of the audit findings, building on a cycle of continuous service improvement.

The changes in self-scrutiny and the renewed focus upon sustainable improvement has allowed the Service to plan more ably and set out clear, focussed, and stretched targets, through the mechanism of a Performance Improvement Framework. For 2022-23 the Service priorities are based upon audit, achievement, and analysis. These are:

- Continuing to embed robust Performance and Quality Assurance Processes
- Establish services for Diversion/SDS/EBS
- Developing Services for Youth Justice
- Enhancing the Service delivered to Dundee Sheriff Court and North-East Fife
- Improve delivery of Throughcare Services
- COVID-19 Recovery Plan

These six areas were identified through the self-evaluation process implemented over the last 12 months. Identifying gaps in service and areas for development was achieved through increased scrutiny and analysis of both file audits and Key Performance Indicators. These areas will be reported on quarterly with a view of fully reviewing progress/outcomes within the 2023-24 Service Plan.

Health And Social Care

Key changes and challenges during 2021/22

The impact of the coronavirus pandemic continued to have a substantial impact on the health and wellbeing of individuals and their communities. The past year has been incredibly difficult for the people that we care for, and for the employees and other individuals involved in delivering that care. The ongoing impact of the pandemic has created increased demand for health and social care and resulted in challenges in community care capacity.

To deliver reform, transformation, and sustainability Fife Health and Social Care Partnership was restructured in 2021 to create clearer, more service user aligned care pathways, that enable the people that need to work together to be a team together. This seeks to create the conditions for a collaborative, systems approach to service design and delivery through operational delivery, professional standards, and business enabling and support services.

These portfolios include:

- Primary and Preventative Care: service delivery across primary care and early intervention and prevention.
- Community Care: a range of services across community hospitals, care homes and peoples' own homes, promoting independence and enabling people to stay well at home and in a homely setting.
- Complex and Critical Care: including the delivery of mental health, learning disability and adult and older peoples social work services.
- Professional Quality Standards and Regulation: this is integrated professional leadership in support of delivery nursing, medicine and social work working collaboratively with leads in allied health professions, pharmacy, and psychology.
- Business Enabling: services that support our delivery including finance, strategic planning, performance, commissioning, organisational development and culture.

What we have achieved during 2021/22

Connecting People with Local Support

The Wells are part of the Partnership's Community Led Support Service and are for anyone 16+ looking for advice and support. The Well enables people to speak directly to health and social care professionals and discuss enquiries in relation to their health and wellbeing. Our friendly staff empower people to find solutions to problems quickly and easily, giving them the right information at the right time and by providing support, information and guidance on topics such as social care, carer support, social isolation, housing, benefits, bereavement, or anything related to health and wellbeing.



During 2021 The Wells predominantly operated virtually with a few sessions for the Kirkcaldy physical Well. For the majority of the year, the Wells operated for 5 sessions a week with a total of 10 hours per week. During 2022 the Wells have returned to a full face-to-face service in all seven localities.

The top five reasons for visiting The Well related to:

- Mental Health
- Community Support
- Financial Support
- Housing Support
- Carer Support

47% of all visitors had more than one enquiry.

In 2021, the average number of people contacting The Wells each month was **18**.

In 2022, this increased to an average of **74** contacts each month.

Feedback from visitors has been very positive.

Providing Support to Carers

We continued to support unpaid carers through the challenges of the coronavirus pandemic and invested in additional support to promote carers health and wellbeing including:

- Creation of a Team dedicated to supporting carer involvement to promote the participation and engagement of unpaid carers and others.
- Introduction of a new commissioned support service in partnership with Circles Advocacy to help the carers of people without capacity to secure the necessary legal instruments for the longer term.
- Additional investment to support unpaid carers who meet the eligibility criteria with a dedicated budget for self-directed support, including resources to manage this new support opportunity.
- Ringfencing additional resources for carers of people living with autism spectrum disorder.
- Recruitment of a Project Officer to coordinate the review and reimagining of the commissioned voluntary sector support for carers and others.
- Introduction of significant additional support for young carers through the commissioned partnership with Fife Young Carers including a new holistic support for carers and their family members together with additional support to assist young carers transition into adulthood.

As well as the new support we have made available during the year we have continued to deliver the support needed to carers in their localities and have strengthened our support for the carers of people being discharged from hospital.

Again, this year we recognised carer contributions during Carers Week which, because of the pandemic, was an enhanced social media campaign with our commissioned partners playing a key role.

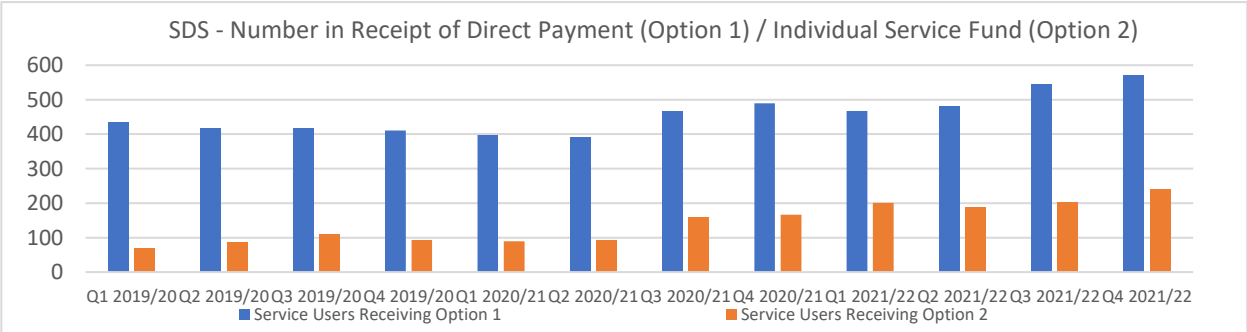
Finally, through our partnership with Fife Carers Centre we have continued to support carers’ access to Personal Protective Equipment (PPE) during the pandemic and ensured they have ready access to the necessary protections to enable them to continue in their caring roles.

Supporting Adults to live independently through Self-Directed Support

The implementation of self-directed support (SDS) continues in Fife, ensuring that people we support, along with their families and carers, are offered choice and flexibility when planning their support ensuring that everyone can live their life as independently as they choose.

We use a personal outcome and a ‘Good Conversations’ approach to ensure people feel involved and listened to in decisions which impact their lives, ensuring they are given information and advice, including sign posting to external sources of support and/or advocacy, where required or requested, when discussing the 4 SDS Options. Staff continue to ensure that both personal and community assets are considered when discussing potential support options.

The graph below shows the increasing numbers of people over the past three years in receipt of either a Direct Payment (Option 1, which offers maximum choice, control and flexibility for people to select, arrange and manage their own support) or Individual Service Fund (Option 2 which offers clients a high degree of control in selecting and directing their own support arrangements but the responsibility of financial management rests with the local authority or third-party organisation(s)). Referrals for Option 1 or 2 continue to increase due to the demand for care at home packages and it is anticipated that Option 1 will continue to rise as the cultural shifts towards people feeling confident and comfortable to manage their own support arrangements and budgets, which is one of the key aims of both national and local SDS policy.



We continue to have a dedicated Self-Directed Support (SDS) Team who provide advice, information and support to colleagues in the wider service.

Over the past year we have:

- Refreshed SDS training with a new training module focused on the personal outcomes approach to assessment and support planning, using case studies and examples. The training provides an opportunity for participants to reflect that their practice addresses the SDS statutory values and principles.
- Had our Self-Directed Support Processes and Procedures approved in April 2021. These provide an excellent guide for staff. As well as an overview of self-directed support and the 4 options, it includes a guide to the new National SDS Framework for Scotland, links to external information, the legislation, some Frequently Asked Questions and the link to our website, On Your Doorstep Fife, which includes our SDS animation.
- Restarted our work on the implementation of prepaid cards. This will replace our current system of paying individual social care budgets via SDS Option 1 (direct payments). This piece of work was significantly impacted by the pandemic however is now a priority for the SDS Team, working alongside colleagues in Social Work Contracts/Quality Assurance.
- Continued to work closely with SDS Options (Fife), our external partner offering advice and support to people choosing to take their social care budget as a direct payment. Meetings are held quarterly to share information and discuss issues. This ensures consistency of approach and information.
- Participated in the quarterly SDS network (a subgroup of Social Work Scotland) which provides an excellent source of information and allows for significant shared learning, and Independent Living Fund (ILF) Scotland meetings to ensure we are kept up to date with developments relating to ILF payments and budgets.

Short Breaks Service

Choice and flexibility remain the key themes as we continue to try and support individuals and their families and carers to access suitable short breaks. Through a personal outcomes approach, our dedicated team works with families to facilitate short breaks for adults under 65 years of age, to give both individuals and their unpaid carers a break.

The Short Break Team provide information to supported individuals and their families/carers to assist them to access creative and innovative short break provisions or, where this is their choice (and depending on availability), building based resources, using their individual short break budget and chosen option through self-directed support.

The previous two years have been extremely challenging for many families who provide unpaid care and support. Coronavirus restrictions resulted in many building-based resources being closed and the requirement to “stay at home” meant that many other facilities were not an option. As restrictions eased, many resources were limited due to ongoing social distancing and staffing issues, with one facility closing permanently.

2021/22 brought about some degree of normality for services and as facilities began to welcome back visitors, options began to open up again for many families.

Due to the reduction in building based support, the Short Breaks Team have been working extremely hard to source creative ways in which breaks can be achieved, within budgets. Some examples of breaks taken during the last year are:

- Accessible Lodges and holiday cottages.
- Air BnB properties.
- Caravans with or without support staff.
- Supported holidays booked through external partners who source the break as well as the support

Shared Lives Fife

This initiative provides family-based care in the homes of carers across Fife to adults with disabilities and mental health difficulties. It aims to match families or individuals who are willing to share their homes, lives, interests, experience, and skills with adults who need support to live their lives to the full.

The initiative is supported by a small Team consisting of three social workers and one social work assistant who provide vital input to the recruitment and on-going support for approved carers across Fife. This includes regular communication and engagement with those involved with the service through newsletters and developing networking opportunities.

The Team actively include carers and service users in the development of policies, procedures and guidance (including the Shared Lives Fife Charter and Participation Strategy). The Team also ensure that carers can access and complete required training

Being a Shared Lives Carer allows the carer to build close connections with the people they support, by welcoming them into the carers home and family life, the carer is self-employed so can offer their support to work flexibly around their needs.

There are currently 61 carers working from their own homes to provide placements to 76 individuals (day care, short breaks or long-term live-in arrangements).

Fife Community Support Service (FCSS)

This Service provides flexible, community-based support during the daytime, evenings and weekends to suit the identified needs of individuals Fife-Wide. The service enables adults aged 16 to 65+ years old, with a range of disabilities (including learning disabilities, physical disabilities, sensory impairments, autistic spectrum disorders and other related issues) to lead full and meaningful lives and be valued citizens within their own communities. Service users can be supported in a variety of settings, determined by themselves and the outcomes they want to achieve. These personal outcomes are reviewed through regular review meetings and new goals identified. Support allows access to leisure, social, and recreational opportunities enabling individuals to maintain and develop life skills to enhance their self-esteem, confidence, and independence. We have four hubs across Fife, some of which contain PAMIS care suites (where personal care can be provided), multi-sensory areas to stimulate senses, relaxation areas and accessible gardens which all individuals in receipt of support have use of.

In accordance with the Health and Social Care Standards, FCSS promote individualised support with communication. For those individuals requiring enhanced support with their communication needs, FCSS continue to be invested in the PAACT initiative, partnership working with Speech and Language Therapy, and Education Services.

There was a significant impact on FCSS during the pandemic, with restrictions to how, when, and where, we could deliver services. The four hubs primarily remained closed, thus preventing us offering any building-based support, except for our Care Suites. In addition, many community-based activities formerly used by us were also closed or very restricted. We had to significantly change the way we provide services/support during the pandemic and for the team of staff retained within FCSS, infection control measures were reviewed and updated, strict protocols implemented, and guidance issued. New Interim Support Plans were developed to ensure the needs of the person receiving support were accurate, up-to-date and relevant to ensure safe, high-quality support was achieved. We re-assessed all 336 service users who formerly accessed FCSS to ensure they continue to meet the eligibility criteria to receive a funded service provided by the Partnership.

During April 2021 to March 2022, the number of people accessing our support has risen from 54 to 132 through being assessed as in critical need. We have been restricted to offering mainly 1-to-1 support to keep people safe as the pandemic continued to cause difficulties. From the service users who previously received support from FCSS, those assessed as eligible to receive funded support has risen with 204 expected to return to the service. FCSS has continued to provide a vital lifeline to those receiving our support and their families.

Accommodation with Care and Housing Support

This Service provides a combined housing support/care at home service to 140 adults with learning disabilities, physical disabilities and mental health issues living across Fife. Utilising a staff team of 625, support is provided over 64 services, in single tenancies, group homes and core and cluster services. Support can range from a few hours per week to 24 hours support each day.

The service delivers a person-centred provision of care and support with people's "rights" at the forefront. We promote independence with an active support approach that focuses on making sure that people are engaged and participating in all areas of their life, through accessing a wide and varied range of social and leisure opportunities, to maintain and increase their skills and abilities and have a valued role in their local community. Health and wellbeing is promoted through healthy eating, exercise, relaxation and wellness. Rest and relaxation encouraged with sensory sessions and mindfulness. Staff are committed to supporting people to maintain relationships with friends and family, build new positive relationships thus supporting people's sense of security and belonging.

Replacing our Care Homes

There are three new care home developments currently being progressed across Fife:

Methil Care Village – Anticipated handover of care home / nursery building in October 2022 with approximately 8 weeks of furnishing / fitout after this. Current Methilhaven residents have been actively engaged in the project, being shown monthly photographs as well as drone footage of progress, and helping the Project Team to choose colour schemes, furniture and fabrics. They hope to be in their new home by Christmas 2022.

Cupar Care Community - Planning approval was granted on 15th December 2021 for the replacement care home and supported housing building in Cupar and work has been progressing well on the detailed design of the building. Early enabling works on site are anticipated to commence before the end of 2022.

Anstruther Care Village - Work on the design for Anstruther has been ongoing and complicated in nature due to the size and sloping nature of the site. It is anticipated the Planning Application for Anstruther can be submitted by September 2022.

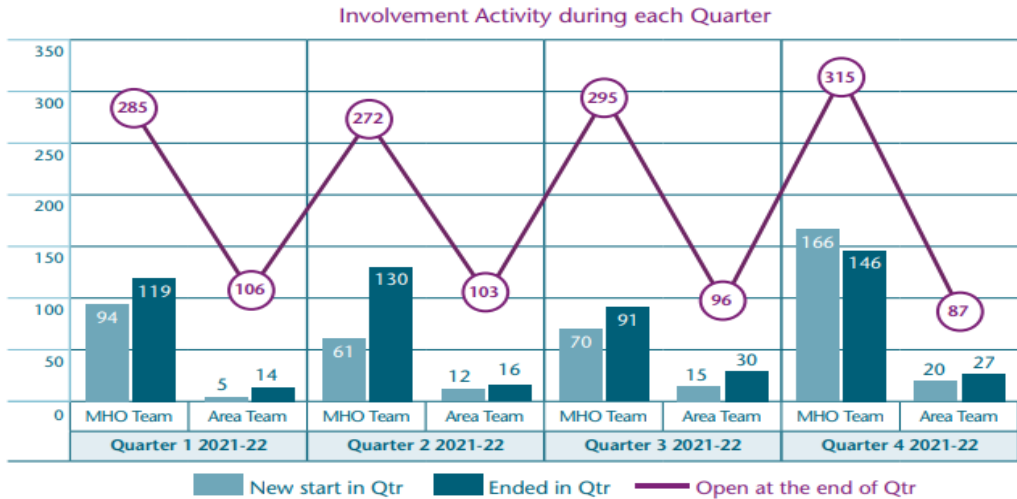
Investment in the Mental Health Officer Service.

Fife Health and Social Care Partnership were successful in their funding bid to increase the number of complex assessments for people in hospital. This investment is being used to increase capacity within the Mental Health Officer (MHO) Service, which plays a crucial role in helping people who need support to make decisions to safeguard their welfare and/or finances, to leave hospital within an appropriate a legal framework which upholds their rights. Many people are unable to leave hospital until a welfare guardian has been appointed to make decisions about their post discharge support needs and an MHO is required to write a report to the court to confirm the order is necessary and whether the proposed guardian is suitable. This report guides the Sheriff in determining whether to grant the guardianship order.

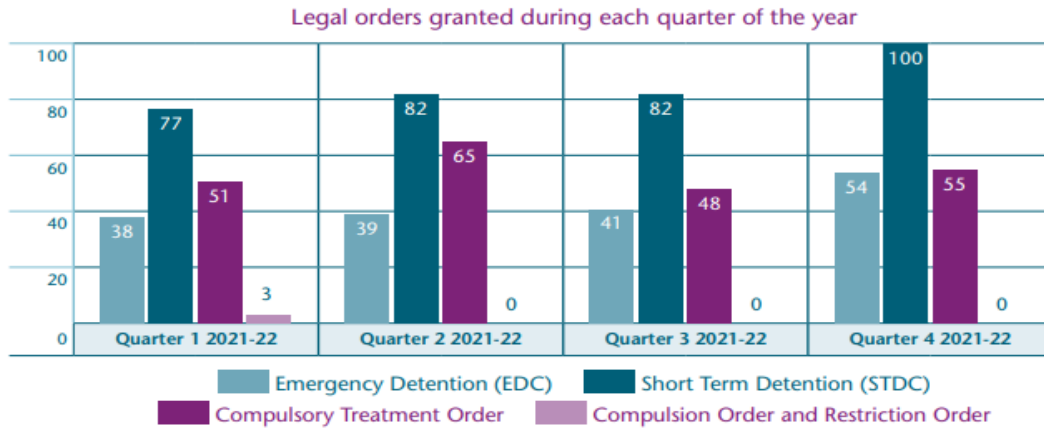
The Service is delivered via a Service Level Agreement to ensure Fife Council meets its statutory obligations with a dedicated MHO Team that undertake all requests for emergency assessments under the Mental Health (Care and Treatment) (Scotland) Act 2003 and the Criminal Procedures (Scotland) Act 1995. The Team remains involved if an application is being made for a short-term detention certificate and undertake the social circumstances report. They also undertake most reports to accompany an application for welfare guardianship, (both Local Authority and private). For those MHO not employed in the dedicated MHO Team, the service level agreement sets out the amount and type of work they are required to do.

The investment is being used to employ an additional Team Manager and eight MHOs within the dedicated MHO Team. This increased capacity will allow more guardianship reports to be allocated which will reduce delays for people whose discharge planning cannot progress until a welfare guardian has been appointed. It will also enable the Partnership to progress integration between Fife Council MHO’s and the NHS Mental Health Community Mental Health Teams.

Team involvement activity - New Mental Health cases starting during the quarter, number of cases closed during each quarter and the number of cases open to MHO Team and to the area teams during each quarter.



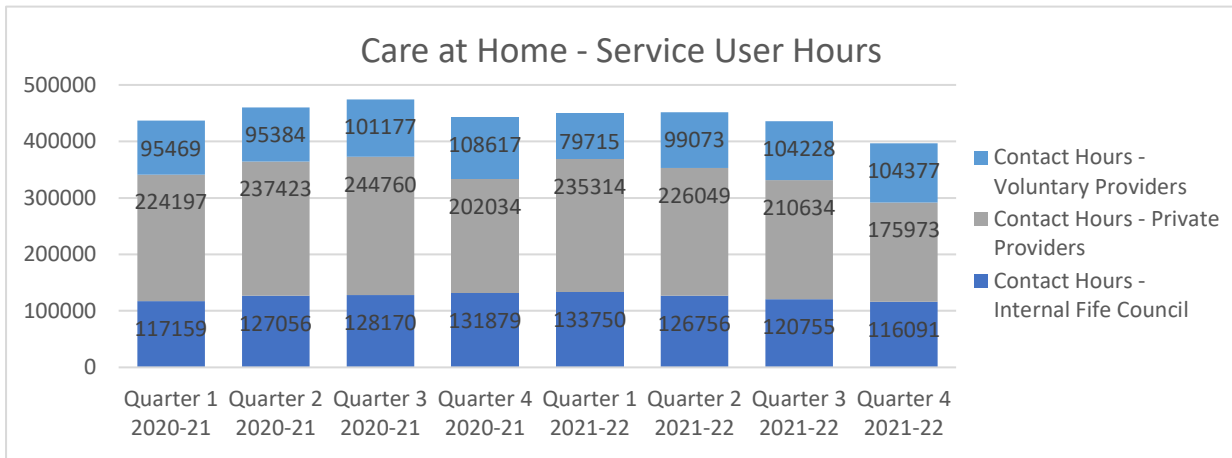
Legal orders granted during each quarter of the year.



Care at Home

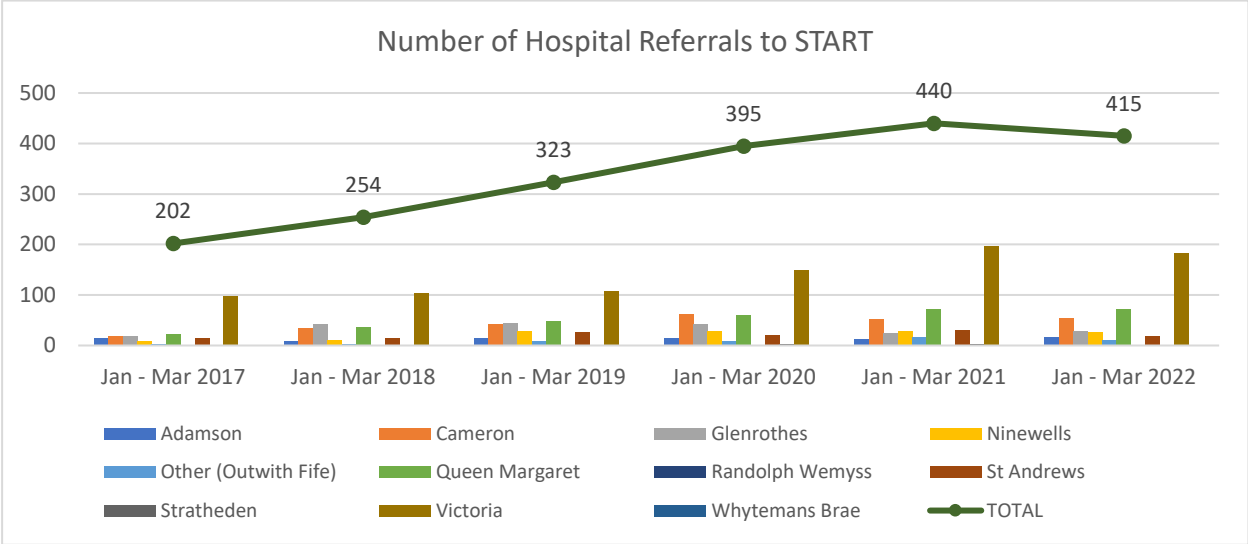
The Partnership delivers care at home services to enable people to live in their own homes for as long as possible. This is delivered through both internal care delivery teams and purchased from independent providers.

The chart below shows the service user hours for the last couple of years split by quarter (the hours received by the service user, not including multiple workers).



Over the past year we have introduced our **Care at Home Collaborative**. The aim of which is to support capacity and efficiency improvements from the independent sector. The Collaborative brings together independent care providers for a regular meeting with the Commissioning Team to assess capacity and to better co-ordinate planning and undertaking of packages of care. Significant progress has been made in returning people from interim beds via the Collaborative. It is thought this way of working is a first in Scotland. Work is now focused on developing processes for issues and returns of care packages.

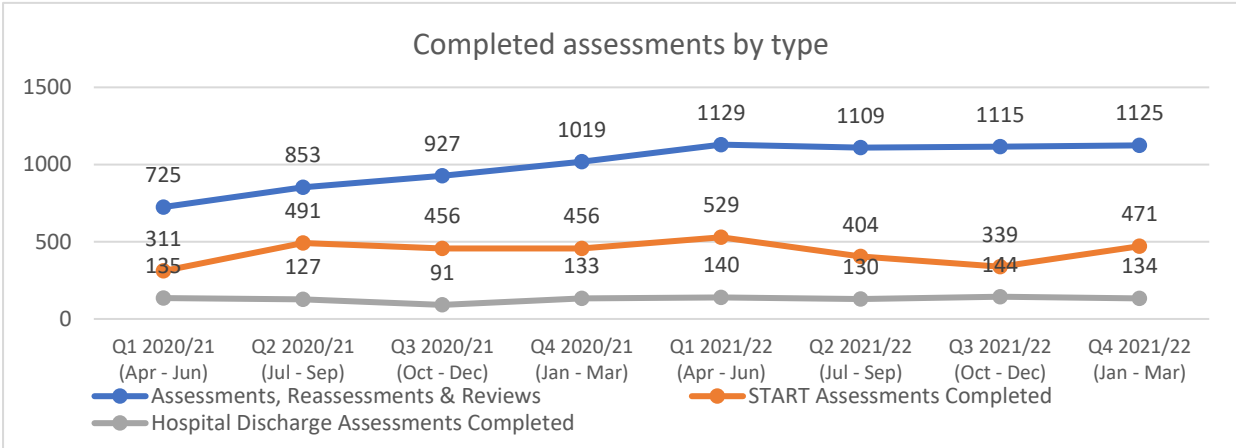
START (Short Term Assessment and Review Team) is provided by the Health & Social Care Partnership’s Care at Home Service. This reactive Care at Home Service is designed to support a person’s discharge from hospital and significantly improves discharge planning for people with assessed needs. Residents of Fife with care needs, who wish to return home, are referred to the service from any hospital and these referrals continue to rise. The Service also takes referrals for people in crisis at home and other models of care to deliver the right care, at the right time, in the right place. The first chart below shows a snapshot of the hospital referrals to START for the first quarter of each calendar year over the past 6 years.



Assessment and Care Management

During the year the operational teams across Fife continued to undertake their core duties completing:

- **4478** assessments/reassessments/reviews.
- **1742** START Assessments
- **548** Hospital Discharge Assessments



Technology Enabled Care

As part of our Transformational Change programme, the Partnership has been working with an external partner, **Just Checking**, to introduce the use of technology into both our assessment and review process. This is currently being piloted in the assessment of support needs for older adults and the review of overnight support in our 24/7 supported accommodation services.

Assessment

Just Checking continues to be used by operational teams supporting adults aged 65 years and over to undertake initial assessments utilising discreet motion sensors. This, coupled with the social work practitioner assessment, provides an overview of support needs prior to packages of support being arranged. This ensures that resources are targeted appropriately to those individuals with the greatest need.

Overnight Reviews

Overnight reviews, using discreet motion sensors, have almost been completed in the Dunfermline and Glenrothes area and work ongoing with providers to identify if and where alternative models of support can be provided.

In the Glenrothes area, the use of responsive technology, provided by Just Roaming, was introduced during 2021 and has been a huge success. Technology and waking staff have replaced the use of sleepover staff which now provides support for several nearby properties, since the waking night staff can be alerted to the needs of the individuals in the three neighbouring properties providing quick and responsive support, which is captured and evidenced on the handset. This allows greater independence for the individuals, whilst providing the security that support is nearby if required.

Work will continue with providers to explore options where this can be introduced whilst ensuring risks can be managed and individuals receive the support they require.

Adult Support and Protection

The Adult Support and Protection (Scotland) Act 2007 places a duty on local authorities to make inquiries into instances where an adult is believed to be at risk of harm. Social work is the lead agency which takes forward a report of harm if the adult meets a three point criteria which allows for intervention under this Act. Health and Social Care Partnership Social Workers with suitable experience and training are delegated the responsibility to lead in the Inquiry and Investigation processes of adult support and protection. Social Workers approach this duty with a multi-agency focus to ensure that all relevant information is shared in a timely and appropriate manner to allow for joint decision making and risk planning. There are Information Sharing Protocols in place to support this.

Just Checking stats

Sept 20 Feb 22

OP Services Assessment

- 230 referrals
- 199 assessments using motion sensors.

Of the assessments concluded by social work practitioners:

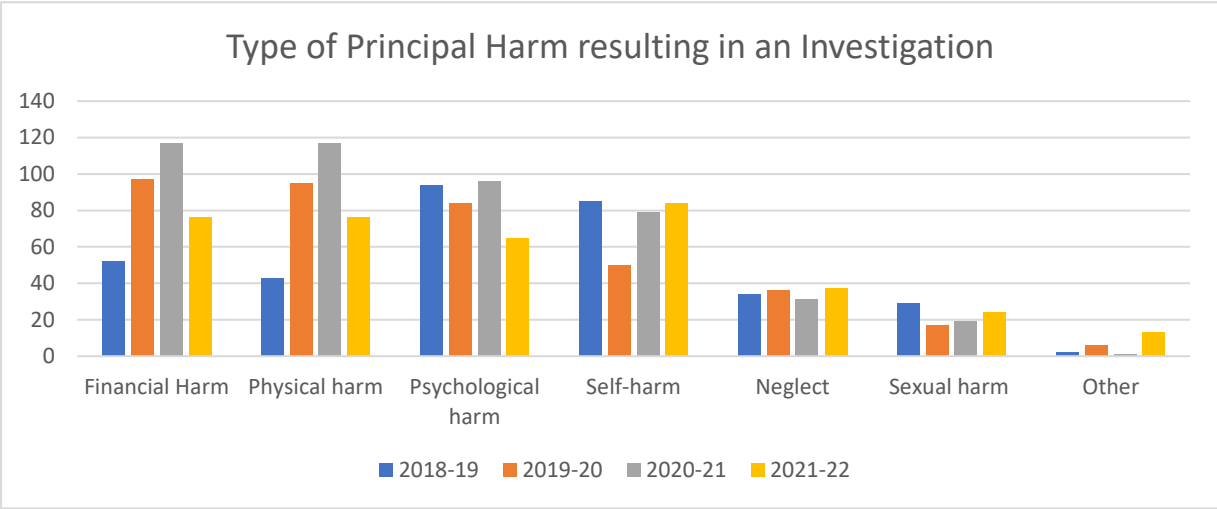
- £289,350 pa of care costs were avoided where following requests for support/increased support, the use of sensors indicated that support was at an optimal level.
- £6,570 pa was saved where an individual identified to require less support than was being provided, thus increasing their independence

Overnight Support/Reviews

- 212 referrals
- 131 reviews
- £84,656 pa of care costs were avoided where following requests for support/increased support, the use of sensors indicated that support was at an optimal level.
- £125,129 pa was saved where individuals were identified as requiring less support than was being provided, thus increasing their independence

Key activity during the year 1st April 2021 to 31st March 2022:

- We received **2919** Adult Support and Protection reports of harm relating to **1969** individuals. Of these **27%** had multiple reports of harm.
- We commenced **375** investigations; Of these **38** were subject to further AP action and **129** were subject to further non-AP action with the rest requiring no further action. The main types of harm recorded for cases at Investigation stage were Self harm (22%), Physical harm (20%) and Financial Harm (20%). There has been a notable increase in the number of Investigations relating to self-harm. The chart below shows the change over time in the principal harm resulting in an investigation.
- **97** cases were subject to an ASP Case Conference (63 initial and 34 review)
- We commenced **15** Large Scale Investigations.



3. Resources

Children and Families Financial Pressures

The Children and Family service was under significant financial pressure throughout 2018/19 and this continued into the following year. The service had a significant overspend associated primarily with:

- High cost residential placements
- Purchased foster placements

Significant efforts have been made to address these issues as detailed within this report and whilst there was a reported overspend of £10.160m in 2019/20, the ongoing commitment to reducing purchased placements allowed this deficit position to resolve during 2020/21, leading to the service reporting a budget underspend of £5.558m in 2021/22, whilst maintaining a focus on improved outcomes for children and families.

Health and Social Care Financial Performance

The IJB commenced 2021/22 with an ongoing, uncertain, and challenging financial position due to the continued pandemic. As we learn to live with the coronavirus pandemic and government restrictions are lifted, focus is now on recovery and reform.

The budget for 2021/22 was set predicated on implementing an approved saving plan to deliver £14.207m of savings. Savings of £10.413m were met by services and Scottish Government funded those which could not be achieved due to the coronavirus pandemic. £3.794m of unmet savings from prior years have been carried forward to 2022/23 and work is ongoing to ensure that plans are in place to progress the delivery of these savings.

Key pressures within the 2021/22 accounts have been:

- The significant increased demand for our services associated with an increasing population, in particular an increasing ageing population and increased complexity of care needs. Adult packages increased in year, due to Community Services, Day Care and Respite remaining on hold due to the pandemic.
- The significant increased demand to ensure the flow from hospital discharges was effective and timeous in moving service users to a home or homely setting, to free hospital beds for admissions. Care home beds were used as an interim measure to allow service users to free up hospital beds whilst waiting on care package availability.
- The inability to recruit staff to the Partnership which in some cases required higher cost recruitment for locum and agency staff to cover services.
- GP Practices were handed back to the Board therefore the partnership incurred the associated costs of staffing these and providing cover.

Bad Debt for care invoices increased from previous years. The outturn position as at 31 March 2022 for the services delegated to the IJB are:

	Budget £000	Actual £000	Variance £000	Variance %
Delegated and Managed Services	664,203	614,134	(50,069)	7.5
Set Aside Acute Services	40,227	40,227	0	0.0

The IJB reported total income of £704.430m for the financial year 2021/22, which was made up of £664.203m integrated budget and £40.227m relating to set aside.

The IJB reported total expenditure for the financial year 2021/22 of £654.361m, which comprised of £614.134m spend on integrated services and £40.227m on set aside.

As income to the IJB exceeded expenditure in year, a surplus of £50.069m was reported in the Comprehensive Income and Expenditure Statement as at 31 March 2022. This is mainly the result of specific funding received late in the year to be utilised to fund the continued costs of the coronavirus pandemic, and other earmarked carry forwards such as Primary Care Improvement Fund, Action 15, and Mental Health Recovery & Renewal. Because these funds were received late in the financial year, funding will be carried forward to 2022/23 as per Scottish Government guidance. Funding was also received in year to help provide additional interim care beds and care at home services; and any unspent balances have been carried forward to be utilised in 2022/23.

Within the favourable position of £50.069m, the core underspend is £5.847m. The main areas of underspend within the Delegated and Managed Services are Community Services £2.586m, GP Prescribing £0.805m, Children Services £1.118m, Older People Nursing & Residential £0.859m, Adults Fife Wide £0.279m, Adults Supported Living £1.158m, Social Care Fieldwork Teams £1.906m and Housing £0.644m.

Underspends in core areas are mostly attributable to staffing vacancies, many of which continue to be difficult to recruit to, especially for specialist roles. Work is ongoing to review the skill mix in a bid to successfully recruit to vacant posts.

These underspends are partially negated by overspends on Hospital and Long-Term Care £0.660m, Family Health Services £0.374m, Older People Nursing and Residential £0.361m, Social Care Other £0.686m and Adult Placements £1.335m. The overspends in hospital and long-term care are mainly due to the use of agency staff to cover vacancies and Family Health Services overspend is due to GP practices being handed back to be managed by the NHS. An increase in bad debt within Older People Nursing and Residential, a backdated pay award in Social Care Other and an increase in the number of packages to meet demands results in an overspend in Adult Placements.

Actual spend on the coronavirus pandemic in 2021/22 was £33.052m. This was partially funded by reserves of £13.719m with further funding received in year. The balance of the funding received in year, £35.993m, has been carried forward as an earmarked reserve for the coronavirus pandemic expenditure in 2022/23. Work is ongoing to determine the recurring costs of the coronavirus pandemic.

The opening reserves balance at April 2021 was £29.643m. In year allocations of £16.473m were passed to services, mainly for the coronavirus pandemic related expenditure, with the balance of £13.170m remaining in reserve. Further to this, late funding received from Scottish Government for the coronavirus pandemic expenditure and for new commitments such as Mental Health Recovery and Renewal totalling £66.541m was received and carried forward to reserves, giving a total reserve of £79.712 at March 2022.

Financial Outlook

2021/22 has been another difficult year with the effects of the coronavirus pandemic continuing throughout the year, as we worked towards recovery from the pandemic as well as demand on services as restrictions were lifted. Moving forward there is significant financial uncertainty due to the global economic crisis and there is predicted to be a reduction in future contributions from Fife Council and NHS Fife along with an increase in costs across the economy on inflation, energy, supplies, pressure on pay costs and an ageing demographic. This uncertainty will be a significant challenge and will need to be dealt with in the immediate and longer term. Reserves held total £79.712m, however only £13.436m of this remains uncommitted as at March 2022. Use of reserves is not a sustainable solution, as it only provides a short-term one-off funding, any use of uncommitted reserves is agreed at Committee in line with the reserves policy.

Included within the total reserves figure of £79.712m, £35.993m has been carried forward into 2022/23 to fund the coronavirus pandemic related expenditure. No further funding is anticipated from Scottish Government during 2022/23 as we begin to move out of the pandemic. Work is ongoing to identify any recurring costs of the pandemic, such as increased care packages and ongoing use of PPE. Some services may have an increase in demand and our uncommitted reserves may be required to meet demands. We will continue to work with services to ensure costs are minimised, but where this is not possible, we will need to reflect any future cost pressures as part of our forward planning.

Services have shown they can adapt, work together, and get things done and the Transformation Team/PMO will be integral to progressing whole system change going forward. Finance will work closely with the Transformation Team to ensure savings, benefits and investments are captured and monitored.

It is expected that Mental Health Services will see a continued surge in requirements and a Public Health Scotland announced funding from the Mental Health Recovery and Renewal Fund, the fund is aimed at improving how people can manage their mental health with appropriate early support and be referred to additional support when required.

Older people requiring Care at Home and the use of interim beds to move people out of hospitals are also recognised as a priority area for 2022/23 with funding on a recurring basis. The unspent balances at March 2022 have also been earmarked and carried forward into reserves.

The budget for 2022/23 has been set and balanced. Previously agreed savings of £3.794m which have not been met have been brought forward. No new savings initiatives were required to balance the budget. Senior Leadership Team will provide updates during 2022/23 to provide assurance that these savings targets are on course to be met on a recurring basis.

It has become clear that the impact of the pandemic will remain for years to come and there will be pressure on services and core budgets. Work will progress at pace to assess future budget gaps, and finance will work with services and the Senior Leadership Team to progress change rather than cuts. We need to adapt the way we work to allow us to provide essential services to the most vulnerable people.

The Senior Leadership Team will need to consider all options, such as reconfiguring services, alternative operating models, opportunities to work with partners, and adapting current services to meet needs effectively to ensure we stay focused on key priorities and are providing the right services.

The Medium-Term Financial Strategy will be refreshed in 2022/23 and it will address the various new and additional pressures that will face the Health and Social Care Partnership over next financial year and also into future years.

The most significant risks faced by the IJB over the medium to longer term can be summarised as follows:

- the economic crisis – the cost of inflation, energy and pay costs
- the ageing population leading to increased demand and increased complexity of demand for services alongside reducing resources
- the coronavirus pandemic lasting impact on the economy;
- continuing difficulties in recruitment leading to the use of higher cost locums and agency;
- the Transformation Programme does not meet the desired timescales or achieve the associated benefits;
- workforce sustainability both internally in health and social care and with our external care partners.

4. Workforce

Overall Workforce Development Update (Education & Children's Services, Justice Services Health & Social Care Partnership (H&SCP) Adult Services) 2021-22

The HR Workforce Strategy & Organisational Development Team created workforce learning & development (training) plans for 2021-22 in consultation with Service Managers from all respective services, identifying priority areas for the coming year and considering legislative requirements alongside local and national policy frameworks.

As part of this, the team worked closely with Education, Health, and Third Sector colleagues to share knowledge expertise and learning resources where appropriate.

Working with the Digital Learning Team and the Organisational Development Team has also been helpful in considering how best to support the workforce in terms of digital engagement and to consider the importance of culture and behaviour within teams, to maximise learning and practice excellence.

While Covid 19 still impacted on aspects of how we delivered learning and development activity, we have been able to resume some aspects of 'in person' training where it is most appropriate, while continuing to provide robust digital options in the form of webinars and e-learning. This blended learning model appears to have provided more flexibility and accessibility for staff as they navigate their respective working hours and meet their development requirements and needs.

Across all services, there were a number of developments:

- Newly Qualified Social Workers (NQSW) are supported within all services and recently acquired funding via the SSSC allowed for the provision of further learning support – specifically, enhancing induction processes, supervision training for NQSW and their supervisors (incorporating the Solihull Approach to Supervision) and enhancement of digital resources available to all social workers and associated colleagues.
- Trauma training has been available online across services (Transforming Psychological Trauma Training at levels 1 and 2 of the National Trauma Training Framework). The provision of a specific Project Manager for Trauma training from Sept 2022 will help enhance the development in this area in the coming year.
- Services have engaged in Organisational Development activity in a number of ways - through bespoke team development sessions, coaching modules and reflective discussion spaces. The introduction of the Our People Matter framework allows management to consider ways in which to further support the workforce in undertaking their respective roles and responsibilities. All these resources form part of a programme to enhance dialogue and reflection on Leadership development within the services. Children's services staff will form part of a cohort that will engage in a Steps to Leadership Success programme that is currently being developed for all services.

- Specific post graduate courses were funded within all services according to specific practice need and in the context of succession planning. This has more recently included the offering of funded places on Social Work Diploma and Social Work Degree courses. There is ongoing provision in a number of SQA qualification areas that meet registration requirements, and which offer continuous professional learning opportunities for respective services.

Within Children services, a wide range of training opportunities have been provided, with specific focus on The Promise, which has been embedded in all training and development content to ensure it is integrated in culture and practice among all colleagues and carers involved in supporting children.

As part of the Whole Family Wellbeing approach (linked to the Promise), a specific focus will be given to the learning and development needs of social work and multi-agency partners to ensure deliver of practice excellence in relation to GIRFEC, risk assessment, Child Wellbeing Pathways and Trauma Informed Practice

Motivational interviewing, Theraplay, Connected Parenting, Working with Unaccompanied Refugees and Working with Interpreters are among the new courses offered to colleague across C&F operational and family placement resources teams, alongside the mandatory rolling programme training that exists.

The Social Work single agency child protection training continues, with specific review to ensure it reflects the Scottish Governments national CP guidance update. It is anticipated that the positioning of the multi-agency Child Protection Workforce Development Lead Officer within the Workforce Development Team will allow for closer alignment of all multi-agency services training needs.

Residential Childcare Training Pathways have been updated to reflect the expanding resources and associated learning and development needs of staff. This includes the provision of Solihull training and Attachment Based practice with Adults.

While Justice Services engages in a programme developed through Community Justice Scotland, internal offerings have included Trauma e-learning (Specialist and Trauma Informed Report Writing), Gambling Harms, Drug and Alcohol Awareness and Professional Supervision training.

As with other services, standard Child and Adult Protection training is provided in addition to MAPPA (Multi Agency Public Protection Arrangements) training.

Within the Health and Social Care Adult Services, development around the importance of both services users and staff's mental health and wellbeing has been a priority, along with a wide range of training which offers the chance to develop knowledge skill and values bases in respective fields.

In particular, Supporting Individuals with Autism has remained an importance focus - collaborative working among Local Authority, Health and Third Sector was considered in the provision of additional learning modules and facilitated discussion sessions between multi-agency professionals. Risk Assessment, Care Programme Approach and LGBT Awareness training has also been developed.

Adult Support and Protection training is provided with additional courses relating to Crossing the Acts on offer to support staff in understanding the manner in which the suite of legislation can interlink to maximise support for service users. Implementing the Carers Act has also provided colleagues with invaluable updates and reflection on support carers. The launch of the revised Adult Protection National Guidance will

The National H&SCP Workforce Strategy has informed discussions around the learning and development support required for the workforce going forward, and the Workforce Dev team are engaged in multi-agency discussions within the partnership around how to progress this.

Fife Justice Social Work Service – Workforce Update

Over the last 12 months, with a focus on Early Intervention, the Early Intervention Service was established as an extension to the award-winning Enhanced Bail Supervision team. This team now encompasses all the Diversion from Prosecution cases and Structured Deferred Sentences, adding to the successful implementation of Enhanced Bail Supervision work undertaken by the team. Alongside this, Youth Justice Service, recently acquired from Children and Families Service, are also included, creating an early intervention approach for young people involved in the Justice System.

Alongside this newly developed team, there are five Community Payback Area Teams which are set up to deliver Services across Fife:

- Dunfermline
- Cowdenbeath
- Kirkcaldy
- Levenmouth
- Glenrothes

There are two Throughcare area teams covering West and East Fife who supervise those who are subject to post-sentence supervision.

Specialist teams include DTTO (Drug Treatment and Testing Orders), Unpaid Work Team, Groupwork Services Team and Women's Justice Team who work across Fife, delivering services in geographical 'patch' areas. Specialist services are also delivered to both men and women through our bespoke 'TURN' and 'Fife Connect' services respectively.

Staffing and Recruitment

Fife Justice Service continue to invest in workforce development and ensure that they are best placed to deliver Services to those who need it. Scottish Government additional funding in the form of COVID-19 consequential funding provided the Service with an opportunity to recruit staff in preparation for increased workloads due to Court backlogs. Despite the Courts not increasing their capacity as expected, the staff recruited have been a welcomed addition to the Service. As we move forward, it is hoped that continued funding is confirmed, which would allow for staff to be offered longer term contracts, thus improving staff retention and support workforce planning.

With significant budget constraints the services currently delivered will need to be achieved with reducing resources. To ensure that delivery of core services is not compromised, the approach taken to delivering services will have to be adapted to consider this possibility.

Workforce Development

Fife Justice Service continue to invest in the development of staff through learning and development. Ensuring staff have the appropriate learning and experience to support service users is an ongoing priority for the Service. Working in conjunction with HR Workforce Development and Strategy, a training plan for was created, including core training required as a baseline for those working in Justice Services.

With most of the training arranged centrally through colleagues at Community Justice Scotland this collaboration ensures that Fife Justice staff have access to the key training to undertake their role. In addition to core training, Fife Justice Service prides itself in developing a training plan which is based around the needs of the workforce, with bespoke training developed around what staff would identify as gaps in learning or would support their understanding and implementation of practice. These include:

- Trauma L1 and L2 eLearning
- Trauma L3 (Epione via Community Justice Scotland)
- DSE L1
- Child Protection & Adult Protection
- MAPPA (Multi Agency Public Protection Arrangements) eLearning
- Prevent eLearning
- Trauma informed CJSWR (Criminal Justice Social Work Report) writing for SW's
- Diversion and SDS (Structured Deferred Sentence) Training for SWA's
- Data Protection
- Cyber Security
- SWIFT JSW module / LiquidLogic equivalent
- Motivational interviewing training
- Sentencing and guidelines for Young People
- Environmental risk assessments

In addition to this training available to all frontline practitioners, we are also supporting to Newly Qualified Social Workers to engage with the SSSC (Scottish Social Services Council) pilot programme which looks to develop a supported year for all new social workers. The staff members included will provide invaluable feedback to the course facilitators and help to shape the initiative for future NQSW (Newly Qualified Social Workers).

23rd March 2023

Agenda Item No. 13

Fife Adult Support and Protection Committee Biennial Report

Report by: Alan Small, Independent Adult Protection Committee Chair

Wards Affected: All

Purpose

This Adult Support and Protection biennial report is to update on the work of the committee.

Recommendation(s)

This biennial report is for assurance and for noting

Resource Implications

There are no resource implications arising from this report.

Legal & Risk Implications

None arising from this report.

Impact Assessment

There is no requirement for an impact assessment as the report is for noting only.

Consultation

This ASPC biennial report has been developed in line with the wider partnership and strategic adult protection leads.

The report was approved by Fife Adult Support and Protection Committee on 16th November 2022.

The report was endorsed by Fife Chief Officer Public Safety Group on 10th Jan 2023.

1.0 Background

- 1.1 The Adult Support and Protection Scotland Act - (2007), Section 46, states that the Convener of an Adult Protection Committee (ASPC), must prepare a biennial report on the exercise of the Committee's functions.
- 1.2 The Scottish Government (SG) set the reporting period in line with the fiscal calendar. The template for the report was agreed by SG in collaboration with ASPCs to enhance consistency and assist in carrying out a Scotland wide analysis of the work of ASPCs.
- 1.3 The report presented covers the reporting period of 1st April 2020 to 31st March 2022 and provides a degree of statistical data in respect of the characteristics of adults at risk of harm.
- 1.4 The report contains a summary of local activity over 2020 - 2022 and how the functions of the Adult Support and Protection Committee were maintained during the Covid-19 pandemic, the challenges faced, our response to these and sets out priorities for the future.
- 1.5 It contains a summary of the findings of the Joint Inspection of Adult Protection which took place between May and August 2021.
- 1.6 Fife Adult Support and Protection Committee has a shared vision that all adults at risk feel safe, supported and protected from harm.
- 1.7 The ASPC is the primary strategic planning mechanism for inter-agency adult support and protection work in Fife. The Committee is made up of senior representatives of key agencies who work together to effectively discharge its obligations in respect of policy and practice in adult support and protection matters.
- 1.8 Fife's ASPC reports on its work and progress and is accountable to the Chief Officer Public Safety Group.

The key functions of the ASPC as defined in the 2007 Act are:

 - To keep under review the procedures and practices of the public bodies and office holders relating to the safeguarding of adults at risk;
 - To give information or advice, or make proposals on the exercise of functions which relate to the safeguarding of adults at risk;
 - To make, assist in, or encourage the making of, arrangements for improving the skills and knowledge of officers or employees who have responsibilities relating to the safeguarding of adults at risk; and
 - Any other function relating to the safeguarding of adults at risk as the Scottish Ministers may specify.
- 1.9 The report outlines the ASPC's response to the pandemic. Fife Adult Support and Protection Committee, alongside all ASPC's across Scotland, required to quickly adapt to the unknown and regularly changing circumstances surrounding Covid-19

- 1.10 New ways of working were developed and virtual communication through MS Teams became the established medium for all meetings of the Committee and its working groups. A Public Protection Group was set up to ensure oversight of the safe and effective delivery of service across all areas of Public Protection. The group were tasked with ensuring that risks or spikes in COVID-19 were identified early and addressed, trends monitored through relevant data analysis, and implications for staff welfare were considered.
- 1.11 Despite these unprecedented changes to our ways of working, the strategic work of the ASPC and its sub-committee groups continued. The report covers this in more detail within a specific section dedicated to our response to the pandemic.
- 1.12 Prior to the pandemic Scottish Ministers had instigated the first Scotland wide joint inspection regime specific to Adult Support and Protection. Whilst the programme was initially stalled it restarted in 2021 and the Fife Partnership was selected for inspection in the spring of 2021. As with any inspection the preparation and ongoing supply of information to the inspection team was a significant undertaking, but especially given the state of recovery the nation was in following the pandemic.
- 1.13 The joint Inspection team engaged virtually throughout the inspection which albeit a challenge was found to be relatively focused and proportionate. We received the following outstanding feedback from the Care Inspectorate.

Strengths

- Adults at risk of harm typically experienced improvements to their safety, health and wellbeing due to the collaborative efforts of social workers, health professionals, and police officers.
 - The partnership's initial inquiry practice was highly effective, with well documented interagency referral discussions. Partners' participation in these discussions was consistent and purposeful.
 - Adults at risk of harm benefitted from sound, well-documented investigative practice, and effective adult protection case conferences and review case conferences.
 - Independent advocates ably supported adults at risk of harm throughout their adult protection journey.
 - Partnership leaders promoted a collaborative ethos. It led to improved outcomes for adults at risk of harm.
 - Adults at risk of harm played a key role on the adult support and protection committee. A third sector body effectively supported their meaningful participation.
 - Partnership leaders exercised sound, collaborative leadership for adult support and protection. They initiated constructive quality assurance and self-evaluation work.
- 1.14 The inspection report did identify an area for improvement around chronologies which I am pleased to say had already been identified by the ASPC and was under development.

- 1.15 Since the joint Inspection Reports was published the ASPC has worked with the Care Inspectorate around this area of improvement and chronologies are now embedded within the Adult Support and Protection process. The Care Inspectorate are satisfied that Fife ASPC have completed the improvement to the required standard. There is still work to be done to further embed the use of chronologies as a means of early identification of support need or harm and there is ongoing work with the Scottish Government to explore what this may look like.
- 1.16 The report highlights our (Appendix 4) Communication and Engagement Strategy which builds on already impressive work to listen to the voices of those with lived experience and involve those we aim to protect in service design and delivery. This was a key finding of the Joint Inspectors who stated that *“adults at risk of harm participated meaningfully in the adult support and protection committee. The lived experience of an adult at risk of harm enhanced the committee’s capacity to operate effectively.”*
- 1.17 The strategy has seen an intensive media campaign aimed at increasing awareness of the types of harm that adults can be at risk from and encouraging reporting. Working in partnership with Kingdom FM the ASPC has initiated quarterly radio campaigns supported by Kingdom FM’s social media pages. Whilst the overall impact of such campaigns are hard to assess the hard data of follow up social media hits indicate that the results are on a par with any major local commercial campaign.
- 1.18 The report contains a range of statistics which the ASPC use as part of their evaluation of trends and to validate our improvement journey. Some highlights are:
- 2798 reports of harm were received, representing a percentage decrease of 5.7% since the 2019-20 report. Of the 1876 individuals referred, 29% of individuals had multiple reports of harm recorded.
 - 460 Investigations were undertaken in the year, whilst this is an increase from the data reported to the Scottish Government last year (385) it must be noted that following a number of data validation exercises in 2020-21, the number of investigations now recorded on the social work system for 2019-20 has risen to 459 therefore there is no significant change noted.
 - 126 initial and review case conferences are reported this year, an increase from 2019-20, 73% of these were undertaken in adults teams.
 - Two Large Scale Investigations (LSIs) were started in Quarter 4 of 2020-21, this is a decrease from 3 last year.
 - Continuing the trend from previous years, the majority of investigations relate to individuals aged 16-65 (63%), and those identifying as female (58%).
 - There has been a 72% increase in investigations relating to adults with mental ill health from 58 last year to 100 in 2020-21.
 - The main types of harm recorded for cases at Investigation stage were Financial harm (25%), Physical harm (25%) or Psychological/emotional harm (21%). There has been a notable increase in the number of Investigations relating to self-harm.
 - Reflecting data in previous years, the most likely location of harm investigated was an individual’s own home (62%), and very small numbers are recorded within care home settings (5%) when compared to the national average for last year (22%). There are actions already in place to investigate reasons for this.

- 1.19 The report looks forward to the current reporting period and the ASPC has recently signed-off the committee improvement plan for 2023 -2025. The plan looks to build on previous achievements with a particular focus on:
- Engagement with all stakeholders.
 - Workforce Development.
 - Review of policy and procedures.
 - Audit and improvement monitoring to evidence improved outcomes.
 - Continued Covid 19 recovery.

2.0 Conclusions

- 2.1 The attached report is submitted to the Scottish Government as part of the statutory role of the Independent Chair of the Adult Support and Protection Committee.
- 2.2. Members are asked to note the role and range of functions covered by the Adult Support and protection Committee.

List of Appendices

1. The 2020/22 Adult Support and protection Committee Biennial report

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Fife Adult Support & Protection Committee
Biennial Report 2020-2022
October 2022

Author: Ronan Burke, Quality & Assurance Officer

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Foreword

As Independent Chair of Fife Adult Support and Protection Committee I am delighted to introduce this Biennial Report for 2020-2022. The last 24 months has been challenging for people within our community, practitioners, and services.

As a result of the Covid-19 restrictions many people have experienced a range of personal and professional challenges and despite the restrictions on our daily lives, many of us will still know people who became seriously unwell or sadly died during this period.

Within Fife there is a real strength to have so many individuals, practitioners, organisations, and agencies focussed on supporting the wellbeing of others. In these unprecedented times we have seen an extraordinary commitment to support and protect people from across our communities.

The Adult Support and Protection Committee has worked hard to fulfil its functions, as outlined by the Adult Support and Protection (Scotland) Act 2007. Throughout the reporting period, Fife Adult Support and Protection Committee adapted to the pandemic by identifying new ways of working and identifying risks and challenges with new approaches and a renewed dedication to making a difference even in the most difficult of circumstances. Through strong partnership working, commitment and resilience the Committee and Working Group members have; ensured training and development opportunities were delivered virtually to enable the confident application of Adult Support and Protection (Scotland) 2007 legislation across our frontline workers; developed a Committee Covid-19 Recovery Plan ensuring any risks and trends were identified and acted upon at the earliest opportunity; updated and developed policy and procedure including the Interagency Engagement and Escalation protocol and the Herbert Protocol; successfully raised awareness of Financial Harm and strengthened partnership working to identify and report this and initiated a short life working group focussing on hoarding and self-neglect.

Over the course of this reporting period our priorities have been driven and guided by our Strategic Improvement Plan 2019/ 2020 and 2021/2023. The Adult Support and Protection Team work to ensure the effective alignment of local work and priorities with that of the National forum.

The committee continues to work alongside colleagues in the Child Protection Committee, Fife Violence Against Women's Partnership, Fife Alcohol and Drug Partnership, and MAPPA (Multi-agency Public Protection Arrangements) to ensure there are shared learning opportunities and a mutual understanding of protection, harm and responsibility across all partners throughout the life span.

The Adult Support and Protection Committee has continued to drive forward improvement actions despite unprecedented times throughout 2020 – 2022. The contribution of all agencies represented on the Adult Support and Protection Committee who have given their on-going support, dedication, resilience, and creativity has been greatly appreciated.

I would like to offer my sincere thanks and appreciation to all those who have worked tirelessly with resilience and dedication to keep members of our community safe from harm.

A handwritten signature in black ink, appearing to read "Alan Small". The signature is written in a cursive style with a large initial 'A'.

Alan Small, Fife Adult Support and Protection Committee Chair

Introduction

The Adult Support and Protection Committee (ASPC) is a statutory body established under section 42 of the Adult Support and Protection (Scotland) Act 2007 (the 2007 Act) within each council area. The committee is chaired by an independent convenor who is neither a member nor an employee of the Council.

The ASPC is the primary strategic planning mechanism for inter-agency adult support and protection work in Fife. To operate effectively, all office holders and public bodies collaborate on the exercise of functions which relate to the safeguarding of adults at risk in Fife.

The ASPC is made up of senior representatives of key agencies who work together to effectively discharge its obligations in respect of policy and practice in adult support and protection matters. Fife's ASPC reports on its work and progress and is accountable to the Chief Officer of Public Safety (COPS).

The key functions of the ASPC as defined in the 2007 Act are:

- To keep under review the procedures and practices of the public bodies and office holders relating to the safeguarding of adults at risk;
- To give information or advice, or make proposals on the exercise of functions which relate to the safeguarding of adults at risk;
- To make, assist in, or encourage the making of, arrangements for improving the skills and knowledge of officers or employees who have responsibilities relating to the safeguarding of adults at risk; and
- Any other function relating to the safeguarding of adults at risk as the Scottish Ministers may specify.

In performing these functions, the ASPC must have particular regard to improving co-operation between and across each of the public bodies and office holders.

Fife's ASPC has continued to meet on a regular basis throughout the Covid-19 pandemic, moving to 'virtual' online meetings via Microsoft Teams. This has ensured and enabled a continued focus on adults at risk of harm and the timely oversight and identification of any themes and/or trends as they arose. This Biennial Report 2020-22 offers an oversight of how this focus was maintained during this time and shares the resulting outcomes.

Impact of the COVID-19 Pandemic

At the end of March 2020 Fife Adult Support and Protection Committee, alongside all ASPC's across Scotland, required to quickly adapt to the unknown and regularly changing circumstances surrounding Covid-19. The restrictions and implications linked to COVID-19 meant we had to develop new ways of working. Fife Public Protection Group was set up in order to ensure oversight of the safe and effective delivery of service across the Public Protections. Senior representatives from statutory partners (Social Work, Health and Police) met virtually on a weekly basis to ensure that all partners were supported, that risks or spikes in COVID-19 were identified early and addressed, trends monitored through relevant data analysis, and implications for staff welfare were considered.

All representatives of the ASPC received briefing and awareness raising materials throughout both periods of lockdown to support the continued importance of reporting Adult Protection concerns. Council Officers continued carrying out adult protection related work and visits with the aid of PPE and staff were provided with the appropriate technology and access to virtual meeting systems to allow virtual IRD and Case Conferences to continue.

It is also important to note that despite these unprecedented changes to our ways of working, the strategic work of the sub-committee groups continued, with many of the strategic outcomes being delivered from 2020-22, which the Biennial Report will illustrate.

Finally, it is vitally important to note that the commitment, dedication, creativity and flexibility of our ASPC members were critical in ensuring the support to our service users, patients, communities and workforce continued throughout this period. An integral part of this was the Partnership's Covid Recovery Plan which was first developed in June 2020. This kept, and continues to keep, all processes under review in light of Covid-19 and helps to identify and act on any practice issues raised. The Covid Recovery Plan takes into account ASPC functions, the working groups, learning and development, communication, national networks, working arrangements, service user contact/engagement, data, human rights and identifying harm and hidden harm as a result of the pandemic. This plan has helped ensure that harm continues to be identified and reported and that services and supports are able to reach all those who need it.

What our data tells us

For the past two years the Committee has been provided with detailed statistical summary reports following the submission of the Scottish Government data return. Reports provide trend analysis, information on types of harm being investigated and demographic details of adults at risk, all of which has helped to inform our local improvement planning discussions for the next reporting period. In addition, it has prompted a number of interagency self-evaluation activities to provide context to emerging trends, for example the annual Adult Support and Protection case file audit, a Mixed Methods Review in relation to care home statistics and future audit of all Large Scale Investigation activity over the last reporting period. A summary of the data is provided below.

Key Statistics

- 5717 reports of harm were received between 2020-22, representing a percentage increase of 0.70% since the 2018-20 report (5677).
- 835 Investigations were undertaken in the reporting period 2020-22, which is an increase of 15% compared to the 2018-20 Biennial Report (724).
- 223 initial and review case conferences were convened in 2020-22, an increase of 48 in comparison with the previous 2 years. This is a 27% increase in total.
- 17 Large Scale Investigations (LSI) were commenced 2020-22, compared with 4 across 2018-20. This is an overall increase of 325%. This is clearly a notable increase within the reporting period, with audit activity planned within the next reporting period to investigate this further.
- Continuing the trend from previous years, within 2020-2022 the majority of investigations relate to individuals aged 16-65 (64%), compared to 59% for 2018-2020.
- In terms of gender demographics, those identifying as female counted for 59% of total investigations from 2020-22, rising from 56% during the 2018-20 reporting period. For those identifying as male, we see a drop from 44% of total investigations in 2018-20 down to 41% from 2020-22.
- We see an increase from 14% in 2018-20, to 19% in 2020-2022 of total investigations where the adult's client category was recorded as adults with mental ill health. Interestingly, we see a drop of 2% for investigations where the adult's client category was recorded as physical disability (28% in 2018-20, 26% for 2020-22), and a drop of 1% for where it was identified the client category was infirmity due to old age (14% for 2018-20, 13% for 2020-22).
- The main types of harm recorded for cases at Investigation stage for the 2020-22 reporting period were Financial harm (23%), Physical harm (23%) or Self-harm (20%). In comparison, from 2018-20, the main types of harm recorded for cases at investigation stage were Psychological harm (25%), Financial harm (21%) and Physical harm (19%). We see a drop of 6% in reporting periods for Psychological harm. Self-harm statistics continue to rise which is something that has been noted across the adult's social work service for further development in terms of training offerings for frontline workers moving forward.
- Reflecting data in previous years, the 2020-22 reporting period demonstrated that the most likely location of harm investigated continues to be an individual's own home (59%), followed by Not known (10%) and Care home (5%). In comparison, 2018-20 data shows the main locations of harm

were the individual's own home (63%), Not Known (12%) and Care Home (10%). In particular, Fife's Care home statistics are of note. Not only have these numbers halved between the two reporting periods, they are also significantly lower than the 22% national average recorded in 2020. There are actions already in place to investigate reasons for this, including the addition of presentations by the Adult Support and Protection Team to care homes to provide further information on harm and the processes for reporting this.

The available data is reflective of a number of similar trends to that of previous years and identifies a number of areas which may have been impacted upon by Covid-19. The perhaps smaller than expected increase in reports of harm is likely to directly correlate with a reduction in face-to-face contact and engagement with members of the community due to lockdown restrictions at this time in 2020-21 in particular. The ASPC has developed a Stakeholder Engagement Strategy which is particularly relevant and raised the awareness of the continued need of practitioners to remain vigilant to identifying and reporting harm whilst we gradually came out of restrictions. It is not surprising that the most likely location of harm remains a person's own home given the restrictions that were in place for a large part of 2020-2021, however, there remain questions about the low level of investigations being progressed for adults in care homes. A mixed methods review has been taken forward in 2022 and will continue into 2023 to provide exploration and assurances as to the reasons behind this and any supportive action required following.

This report has highlighted that there is a growing number of investigations where the adult is experiencing mental ill health, and a growing number relating to self-harm. There is a possibility that this is reflective of the impact of lockdown restrictions on our individuals and communities. The volume and complexity of Adult Support and Protection work being undertaken across the service, particularly in relation to adults under the age of 65 is apparent. There are a high number of individuals whereby multiple reports of harm are received, and a number of individuals subject to repeat investigations. Existing audit processes will be used to identify learning and ensure that our processes in relation to multiple reports of harm and engagement escalation are sufficiently robust and to ensure that as an ASPC we are finding effective ways to keep people safe from harm.

Outcomes, achievements and service improvements

A number of different actions have been taken forward across the ASPC within the reporting period for the purpose of improving Adult Support and Protection related services, reducing the risk of harm and improving outcomes for adults at risk of harm.

Within the first 4 weeks of lockdown in March/April 2020, an extensive amount of shielding related work was carried out by Adult and Older Adult Social Work. Within Fife, over 10,000 people had been asked to shield and within this time frame 8,800 of them had been contacted by social work to carry out welfare checks. The remainder were contacted by letter and if this did not trigger contact, then these people were visited. Given the potential for social isolation and loneliness, these actions aimed to reduce the risk of harm for those forced to shield.

An Adult Support and Protection staff survey tool was developed in July 2020 to gather data regarding front-line worker's views on the ASP activity they were carrying out on a day-to-day basis. This included questions regarding confidence in the application of Adult Support and Protection

policy and procedures, as well as access to training, support and supervision to ensure ongoing learning and development.



At the same time, a service user feedback tool began development in July 2020 to gain information about how people with lived experience feel about the effectiveness of adult support and protection interventions. It was noted by the Adult Support and Protection Team that previous data focused on the number of investigations, IRDS, Case Conferences for example, but not on the views of those actually involved in these interventions. The aim of this tool was to have a greater understanding of these experiences and to identify gaps and routes for improvement. An initial 6 month review of the tool's effectiveness is planned for December 2022.

In addition, the Adult Support and Protection staff survey tool underwent extensive multi-agency discussion and consultation within the relevant ASPC sub-committee groups throughout the reporting period with first drafts produced. This will be launched within the next reporting period.

Inter-agency Adult Protection policies, procedures and practice guidance have continued to underpin work relating to the support and protection of adults at risk of harm. The overarching Fife Interagency Procedures have been reviewed during the period, to reflect changes and improvements and promote best practice. This has also included individual guidance in relation to important matters such as Financial Harm, Hoarding and Self-Neglect, Domestic Abuse, Multiple Report of Harm, Engagement Escalation protocols and Large Scale Investigation guidance. Each of these updates have been approved by the Committee and went live in June 2022, with reviews due to be carried out within the next reporting period. Also crucial to this has been the development of an inter-agency chronology process which has been an integral service improvement carried out within the reporting period.

Resultant to the identification of an increase in Financial Harm in the previous year, the Financial Harm Working Group continued their campaign to raise awareness of identifying and reporting harm throughout 2020-22. With a concern that Financial Harm may rise due to increased use of technology within homes and loneliness and isolation, the Financial Harm Working Group, supported by the ASPC and The Adult Support and Protection Team, launched its first radio campaign in December 2020 in partnership with Kingdom FM. This campaign aimed to raise awareness of Financial Harm, how to spot it and identify it. Feedback from Kingdom FM analytics identified a very successful campaign with significant reach across the community.

DECEMBER POST CAMPAIGN

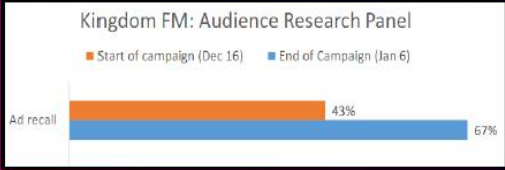



DETAILS

- AIRTIME
120 x PLAYS
7TH DEC – 3RD JAN
- DIGITAL DISPLAY
7TH DEC – 3RD JAN
- ADMESSENGER
100,000 IMPRESSIONS
7TH DEC – 3RD JAN

DELIVERY

- AIRTIME
140 x PLAYS
52,870 REACH – 6.2 OTH
- DIGITAL DISPLAY
75,439 IMPRESSIONS – 75 CLICKS
- ADMESSENGER
170,009 IMPRESSIONS – 2408 TAPS



Period	Ad recall (%)
Start of campaign (Dec 16)	43%
End of Campaign (Jan 6)	67%

The survey results showed an increase in:

Recall of hearing the advert jumped from 43% of listeners to 67% (equivalent to 37,654 listeners remembering your advert)

Positively, adverts in relation to the chosen category of harm were played approximately 6 times per day in December and reached a total of 52,870 listeners across the month. Given the population of Fife is approximately 370,000, this means the campaign reached 14% of this population across the month.

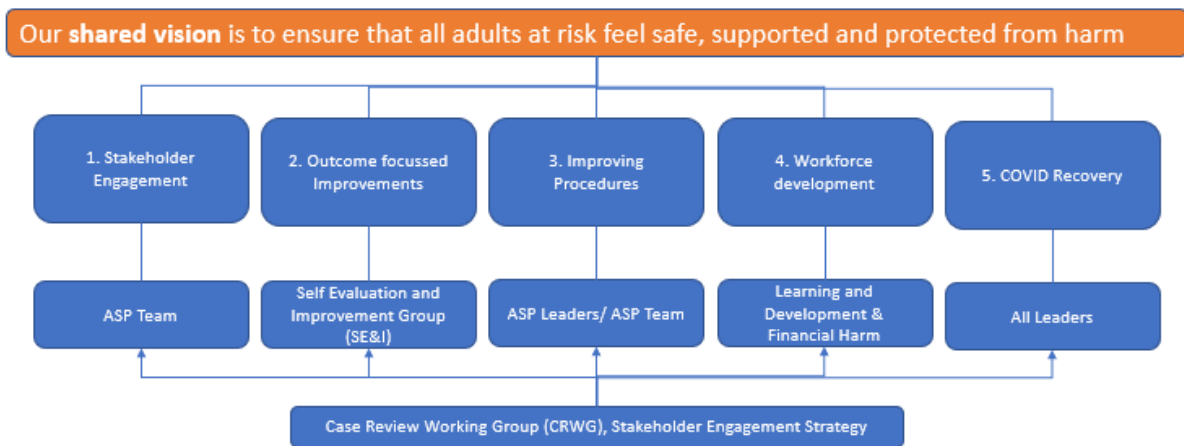
As a result of this, the campaign was run for a second time in February 2021, to align with National Adult Support and Protection Day. January 2021 saw the roll out of ‘A Year of Financial Harm Awareness Raising’ in the form of monthly SWAY documents, each raising the profile of a different type of scam or finance related harm. This campaign was hugely well received and continued throughout the full year. Linked to this, a pilot project commenced within the same period between Police and Trading Standards, which involved an information-sharing process whereby vulnerable person’s database entries related to Financial Harm would be shared with Trading Standards in order to ensure support and preventative action to ensure adults were empowered and supported to remain safe from further harm. This innovative piece of improvement work is now established practice due to the success of the pilot.

We have continued running quarterly radio campaigns throughout the 2021 and 2022 reporting period, both to align with this year’s Adult Support and Protection Day but also with different themes each quarter with the goal of raising Adult Support and Protection awareness. These have included Adult Support and Protection and Fire Safety, Adult Support and Protection and Social Media and alcohol and drug awareness. Analytics for each campaign have indicated positive engagement and reach for our topics, evidencing that our innovative strategy for reaching Fife residents has been successful.

In terms of quality assurance and audit activity analysis, this reporting period saw the addition of the Quarterly statistical data report added to the ASPC agenda. Specific indicators were identified to enhance discussion of the major adult support and protection themes affecting Fife and for all

agencies involved to understand more effectively what the data means. This in turn can better identify areas of improvement which are required and ultimately reduce the risk of harm for adults.

The reporting period also saw the introduction and work towards completion of Fife ASPC’s Strategic Improvement Plan for 2021-23. The Strategic Improvement Plan set out Fife’s vision for ASP and principles, five priority areas for development and subsequent aims and objectives for each. To ensure alignment and shared understanding of our vision, each priority has been driven forward by one of the ASPC sub-groups, the Adult Support and Protection Team or by Adult Support and Protection leads across partner agencies, who are tasked with developing and delivering a strategy or workplan to achieve the aims set out for each priority. The objectives within these plans have been specific, measurable, achievable, relevant and time-bound (SMART). The diagram below shows who has led the delivery of each of the five priorities with the Case Review Working Group (CRWG) feeding into all workplans as appropriate. Similarly, the Stakeholder Engagement Strategy and Performance Framework, which will be discussed later in this report, has actions linked to all priorities. From our vision and principles through to our workplans, this approach aims to be person centred and outcome focused.



Given the pandemic, the introduction of the above tools and methodologies has allowed the Partnership to further adapt to new ways of working which has proved to be a significant achievement.

Finally, a crucial aspect of our Adult Support and Protection outcomes, achievements and service improvements during this reporting period was the Fife Adult Support and Protection Inspection carried out by the Care Inspectorate. The focus of this inspection was on whether adults at risk of harm in the Fife area were safe, protected and supported. The joint inspection of the Fife partnership took place between May 2021 and August 2021.

The methodology for this inspection included four proportionate scrutiny activities. These were the following:

- Analysis of supporting documentary evidence and a position statement submitted by the partnership.

-A staff survey, where staff from across the partnership (738) responded to the Care Inspectorate's adult support and protection staff survey. This was issued to a range of health, police, social work and third sector provider organisations. It sought staff views on adult support and protection outcomes for adults at risk of harm, key processes, staff support and training and strategic leadership. The survey was structured to take account of the fact that some staff have more regular and intensive involvement in adult support and protection work than others.

-The scrutiny of the health, police, and social work records of adults at risk of harm, which involved the records of 50 adults at risk of harm where their adult protection journey progressed to at least the investigation stage. It also involved the scrutiny of recordings of 40 adult protection initial inquiry episodes where the partnership had taken no further action, in respect of further adult protection activity, beyond the duty to inquire stage.

-Finally, staff focus groups. The Care Inspectorate carried out two focus groups and met with 16 members of staff from across the partnership to discuss the impact of the Covid-19 pandemic on adult support and protection and adults at risk of harm. This also provided them with an opportunity to discuss how well the partnership had implemented the Covid-19 national adult support and protection guidance.

Positively, Fife received the following outstanding feedback from the Care Inspectorate.

Strengths

- Adults at risk of harm typically experienced improvements to their safety, health and wellbeing due to the collaborative efforts of social workers, health professionals, and police officers.
- The partnership's initial inquiry practice was highly effective, with well documented interagency referral discussions. Partners' participation in these discussions was consistent and purposeful.
- Adults at risk of harm benefitted from sound, well-documented investigative practice, and effective adult protection case conferences and review case conferences.
- Independent advocates ably supported adults at risk of harm throughout their adult protection journey.
- Partnership leaders promoted a collaborative ethos. It led to improved outcomes for adults at risk of harm.
- Adults at risk of harm played a key role on the adult support and protection committee. A third sector body effectively supported their meaningful participation.
- Partnership leaders exercised sound, collaborative leadership for adult support and protection. They initiated constructive quality assurance and self-evaluation work.

In terms of areas of improvement, Fife received the following:

Priority areas for improvement

- The partnership should develop standardised templates for adult protection chronologies, risk assessments, and protection plans, and use them consistently.
- The partnership should adopt the policy that all adults at risk of harm, who require them, should have a chronology, a risk assessment and an accompanying protection plan, whether they have been subject to a case conference or not.

These areas have been addressed by Fife's Inspection Improvement Plan, devised by the Adult Support and Protection Team, again throughout this reporting period. The route for the use of standardised adult protection chronology, risk assessment and protection plan earlier in the ASP journey than previously has been reviewed and agreed at Committee, with clear guidance given to practitioners as part of the overarching updated inter-agency Adult Support and Protection procedures which went live from June 2022 onwards. This will again be reviewed during the next reporting period to assess its effectiveness and ensure these are being used appropriately. To assist with this, Fife's inter-agency case file audit methodology has been reviewed and updated to ensure a focus on the above moving forward.

Training, learning and development

For a number of months following the initial period of lockdown, there was no Adult Support and Protection Training available. To ensure that there were enough Council Officers available to progress statutory Adult Support and Protection activity, an interim guidance was put in place. By December 2020 all ASPC Training, including Council Officer Training, was launched on Microsoft Teams which allowed practitioners an alternative way of receiving Adult Support and Protection learning and guidance. This focus was necessary given lockdown measures prevented any in-person training taking place. As a result, important Adult Support and Protection training was able to continue in extremely challenging circumstances, positively impacting on both adults at risk of harm and the continued learning and development of Council Officers and practitioners across all services.

We have continued to develop training and learning opportunities for front line staff since then, throughout the reporting period. Priority 4 of Fife's Adult Support and Protection Committee's Strategic Improvement Plan 2021-23 states that the Learning and Development sub-group "will continue to support our workforce, ensuring staff across all agencies are confident, knowledgeable and supported". This has included the development of training opportunities for our Adult Support and Protection training facilitators as well as Adult Support and Protection Senior Manager sessions.

Other essential aspects have included making sure that "training is supported and sustained through active implementation, supervision and coaching and a continued focus on staff wellbeing. This means building in enough time and resources where staff can talk, reflect, and be listened to". The overall aim for priority 4 of the Strategic Improvement Plan has been for all staff across partner agencies to feel supported and confident in identifying and responding to harm and in providing an integrated response to reduce harm. To help achieve this priority the Self Evaluation and Improvement Group launched an Adult Support and Protection post-training questionnaire in September 2021. Another purpose of the questionnaire is to gather data to allow assessment of the effectiveness of the current Adult Support and Protection training offerings across the Partnership.

Training evaluation reports have been completed quarterly and provided to the Learning and Development sub-group to allow discussion to take place at their quarterly Group meetings moving forward, as well as at the wider Committee meetings, also on a quarterly basis. Over 95% of all feedback received across all the Adult Support and Protection training courses since the questionnaire went live has either agreed or strongly agreed that these have resulted in increased Adult Support and Protection knowledge as well as increased confidence in carrying out the Adult

Support and Protection role across the frontline. This is a significant achievement considering the sudden unexpected change to learning via Microsoft Teams as a result of the pandemic at extremely short notice, which emphasises the strength of our Adult Support and Protection training facilitators within the Partnership.

Linked to the above has been the introduction of the frontline Adult Support and Protection Practitioner's Forum. It was a challenge progressing this due to the pandemic. Initially, within the reporting period, the Learning and Development sub-group spent time considering alternative ways in which this could be progressed, including a proposal that this would be held virtually, on a Fife-wide basis. It was proposed that initially the forum would include a representative from each partner agency with the aim of the group identifying themes for the forum for the remainder of 2022. This has allowed representatives of the forum to collate views and questions from colleagues and allowed continued feedback of Adult Support and Protection related information to front-line teams and meant that those front-line workers views could continue to be heard, which was crucial during the pandemic period.

An aide memoir was developed in 2020 by the Learning and Development Group for the accompanying officers (second officers) supporting the progress of Adult Support and Protection investigations. This brought about greater understanding of the role of accompanying officer within Adult Support and Protection interviews/visits and supported staff's confidence to take on this role. This role can be progressed by any appropriate partner, alongside the Council Officer (social worker).

Finally, crucial to the Partnership's ongoing Adult Support and Protection learning and development has been a revamp of our Adult Support and Protection Competency Framework. This is used to focus specifically on ensuring that relevant workers have the competencies, knowledge and skills they need to carry out their roles in supporting and protecting adults at risk of harm. It can also be used to review what the workforce already know and understand, support 'Learning and Development Needs Analysis' and identify ongoing opportunities for this. It should inform and enhance practice for those who need a particular set of skills and can be used as a tool when writing job descriptions.

Adult Support and Protection and workforce development should be seen as an essential part of continuous improvement, and the Framework is designed for use as part of agencies' continued professional learning. The individual learning and development needs of each worker should be considered and reviewed, including Adult Support and Protection where relevant, in how workers and managers will meet the Continued Professional Learning (CPL) requirements of particular roles. The competencies, knowledge and skills can be 'mapped' at an individual level (to any other forms of learning and development that workers take part in).



Each staff member will now read the table above and identify which Group describes their current role. Once this has been established they will be aware of which competencies they need to be able to demonstrate within their own work environment and be able to use this framework in order to evidence them appropriately. See appendix 2 for a full copy of the new framework. The purpose of changing the existing ASP Competency Framework was to simplify the process and provide a document which can be used clearly within frontline worker’s supervision sessions with their line manager. It is clear what specific competencies are required for specific roles, prompting a good conversation within supervision as to how gaps of knowledge can be filled to ensure adults continue to be as safe from harm as possible.

Engagement, involvement, and communication

Continuing to engage with and involve people with lived experience has proved to be challenging within this period due to the lack of face-to-face meeting opportunities caused by lockdown measures. Despite this, the ASPC’s Engagement and Participation Coordinators endeavoured to adapt to these changed circumstances as much as possible.

As lockdown measures commenced, a wide range of easy read resources were distributed around the ASPC so these could be shared with a wide range of service users.

The ASPC newsletter continued to be released on a monthly basis with links to sources of support and advice, and updates in relation to legislation. Fife Council’s Deaf Communication Service was

involved in making material available in British Sign Language (BSL) to ensure members of our deaf community had access to all of the information needed to confidently identify and report harm.

A hugely important piece of work carried out during this period was the “Staying Safe, Keeping Well” booklet. This was created as a paper resource for those who do not get their information online or from social media. The leaflet contained numbers for emergency support, Council Covid Community helpline, general council numbers related to types of harm including domestic abuse, advice regarding scams, and general hints and tips for getting through the lockdown period. 13,500 were printed and distributed through Fife Voluntary Action Helping Hands volunteers – to people self-isolating, and vulnerable people who may not have had family/friend/neighbour support. Additional distribution was done through Meals on Wheels, Home Care and Community Learning and Development Teams. This demonstrates the effective engagement and joint working across our 3rd sector groups within ASP work and again showed an innovative communication method in challenging times.

Another example of engagement with the community was the ASPC’s supermarket campaign carried out in May 2020. All Fife supermarkets were contacted (see appendix 3 for the covering letter which was distributed) and asked to display posters with the Fife Council Contact Centre telephone number and information as to how to make a referral. This was done in response to adults at risk of harm potentially being out of sight at the time due to lockdown measures. Please see below for the poster itself which was displayed.



Adult and Child Protection means protecting the most vulnerable from harm and neglect.

**Harm and neglect can be perpetrated by anyone.
Harm can be a crime.**



If you see something, are told something or something doesn't feel right you need to report it.



Adult Protection: 01383 602200

Child Protection: 03451 55 15 03

If someone is in immediate danger call 999



www.fife.gov.uk/adultprotection

www.fifechildprotection.org.uk

The ASPC Engagement and Participation Officers also engaged with community groups as part of Teams/Zoom meetings throughout 2020-21 to continue to better understand the experiences of service users and include them in the co-production of services, policy and procedures as well as offering awareness raising sessions and the space to ask questions. Part of this engagement also included working with the Partnership's Deaf Communication Team so that our ASP policy and procedures could be translated into British Sign Language before being uploaded to Fife Council's Adult Protection information website. This has helped us be as inclusive as possible when raising awareness of ASP within our area.

Finally, an integral part of the Partnership's drive to enhance engagement, involvement, and communication within the reporting period has been the creation of our Communication and Stakeholder Engagement Strategy for 2022.

Section 42 of the [Adult Support and Protection \(Scotland\) Act 2007](#) states that:

- Any actions undertaken by an Adult Protection Committee must have regard to improving communication and cooperation amongst its members;
- Formal inquiries consistently identify effective communication, information sharing and co-ordination as critical in protecting adults at risk of harm; and
- Adult Protection Committee's will have an opportunity to provide a model of joint working by the way they themselves operate and will require to promote good working relations between agencies and staff working within them.

The overall aims of this Communication and Stakeholder Engagement Strategy, in seeking to ensure achievement of the above, are:

- to set out how appropriate and effective communication will support the achievement of the ASPC's key strategic objectives;
- to promote effective communication in all aspects of adult support and protection; and
- to ensure that key stakeholders are aware of, understand and are engaged in this work.

Communication is a continuous process and the benefits of good communication include:

- Establishing collaboratively, and based on evidence, local priorities and plans which meet local needs;
- Continuous striving to improve outcomes for stakeholders;
- Working together to manage risk at an appropriate level;
- Taking collective responsibility for the achievement of a shared vision; and
- Assisting in the planning and development of more effective services, effective professional practice and stakeholder satisfaction, developing a learning approach across all partner organisations.

Our ASPC has resolved to develop a strong focus on engagement and communication across key stakeholders, including with those at risk of harm and their carers, to ensure the effectiveness of local safeguarding practice.

The ASPC Communication and Stakeholder Engagement Strategy sits within the wider context of the ASPC's Strategic Improvement Plan 2021-23, which sets out the principles and approach to the engaging with individuals, groups and communities in service planning and development to ensure positive outcomes. This plan then evaluates the impact of our activities and allows The Partnership to gain greater insight of the quality of our response to reports of harm, and the lived experience of all stakeholders.

The Action Plan at Appendix 4 has been developed to support the ASPC's Communications and Stakeholder Engagement Strategy. It outlines the communications and engagement activity that will take place over the course of the Strategy to implement and improve the ways in which we communicate with our different audiences. These have taken place within the reporting period, but also cross over into the next. Ultimately, the action plan has detailed how we have and will continue to work together with partners, individuals and in our communities to raise awareness and support the safety of vulnerable people in Fife who may be at risk of harm. Value has been placed on eliciting the voices of people with lived experience of the ASP process to drive outcome focussed improvements to practice.

Progress on delivery of the action plan has and will continue to be reported to the Fife Adult Support and Protection Committee. The development and delivery of this plan is a major achievement for Fife when taking into account the ongoing pandemic and the difficulties in engaging with others on a face-to-face basis during this reporting period.

Areas for Improvement/Looking forward

The key areas of work and improvement will be driven forward within the next reporting period by the ASPC Strategic Improvement Plan 2023-25. This will be written in the last quarter of 2022 before being approved at committee in January 2023 for the two years to follow.

Our shared vision is to ensure that adults at risk feel safe, supported and protected from harm. This strategic Improvement Plan for Fife will set out the actions we will take over the next reporting period and next two years in total to work towards achieving this vision.

The plan will build on achievements to date, using the previous improvement plan (2021-23) as our foundation and drawing on learning from Single and Interagency Case File Audits, Activity and Performance Data, Stakeholder feedback, and Initial and Significant Case Reviews.

The plan will out the ASPC's vision and principles, priority areas for development and subsequent aims and objectives. We understand particular improvements will be required and contained within strategic planning moving forward. These include an audit of Large Scale Investigations carried out within Fife, annual Initial Case Review reporting, the roll out and embedding of Learning Review guidance, Hoarding and Self-Neglect related guidance work, the creation of a Friends of the

Committee group to further develop our community links within Fife and improve stakeholder engagement further, and also the roll out of the new Liquid Logic case management system.

We need to continue to think differently in how we measure outcomes and move away from a focus on numbers and performance indicators to a more qualitative, deeper understanding of the complexities of people's lives. Underpinning our approach is a focus on transforming the way that we collect and use data to evaluate the impact of our activities and gain greater insight of the quality of our response to reports of harm, and the lived experience of all stakeholders.

A range of outcome focused indicators will be developed to evaluate our success against a number of strategic outcomes.

These will be measured through an outcome focused performance framework which was a fundamental objective of the previous Strategic Improvement Plan. All actions throughout this plan will be linked to the achievement of these outcomes.

Chairs closing remarks

There has been considerable work undertaken by all partners throughout 2020 – 2022 under the auspices of the Committee. Throughout this time period we were impacted upon by an unprecedented local and national challenge resultant to the sudden impact of COVID-19. The Committee has evidenced dedication, commitment, adaptability, resilience and creativity during this time and has ensured its function has been fulfilled. A robust Strategic Improvement Plan has been created on a foundation of partnership working, continuous improvement and a strive for excellence, where we will endeavour to ensure that learning identified during this time is embedded into practice.

Once again, I would like to offer my sincere thanks and appreciation to individuals, families, carers, practitioners, organisations and agencies within Fife who are involved in preventing harm and supporting those who have been harmed.

This will be my last Fife Adult Support and Protection Biennial report as I intend to stand down as Independent Chair in March 2023. Whilst my time as chair will come to an end I very much look forward to learning of further successes and initiatives undertaken by the Committee to help keep adults safe.



Alan Small, Fife Adult Support and Protection Committee Chair

Appendix 1-Annual Data Reports, 2020-2022

www.fifehealthandsocialcare.org



Fife Health & Social Care Partnership



Adult Support & Protection Annual Return 2020-21

Summary Statistics

May 2021

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Introduction:

This report summarises the data collated for the annual Scottish Government Adult Support & Protection (ASP) statistical return.

It provides a count of referrals, investigations, Case Conferences and Large-Scale Investigations (LSIs) undertaken between 1st April 2020 and 31st March 2021, an overview of the types and location of harm investigated, and the demographic profile of adults subject to ASP Investigation in the same time frame. Where appropriate, trend or further analysis of the data has been provided. Summary tables are presented in [Appendix 1](#) which detail the data submitted to the Scottish Government over the past 5 years. It is expected that a new quarterly minimum dataset for ASP will be developed which is intended to replace this return in future years.

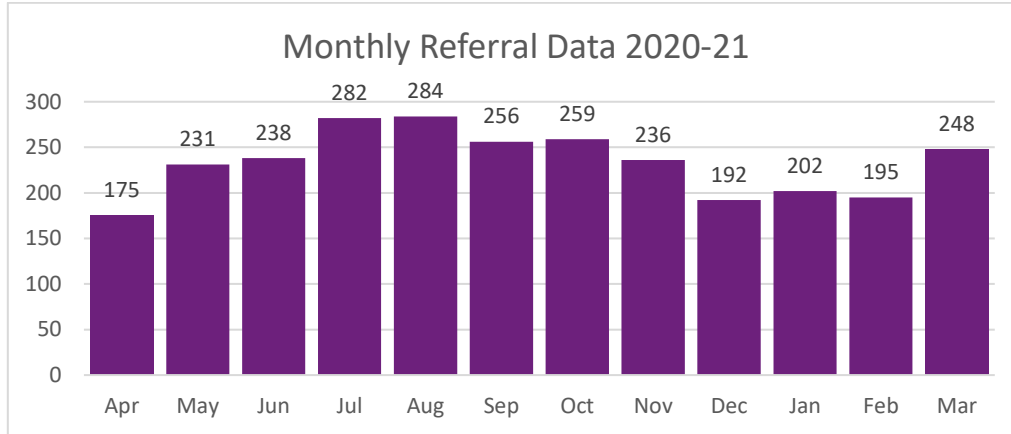
Analysis of the data has raised a number of key areas for further exploration and this report highlights a few areas for consideration at Self Evaluation and Improvement Group (SE&I) to agree if they should be integrated into relevant improvement plans.

Key Statistics

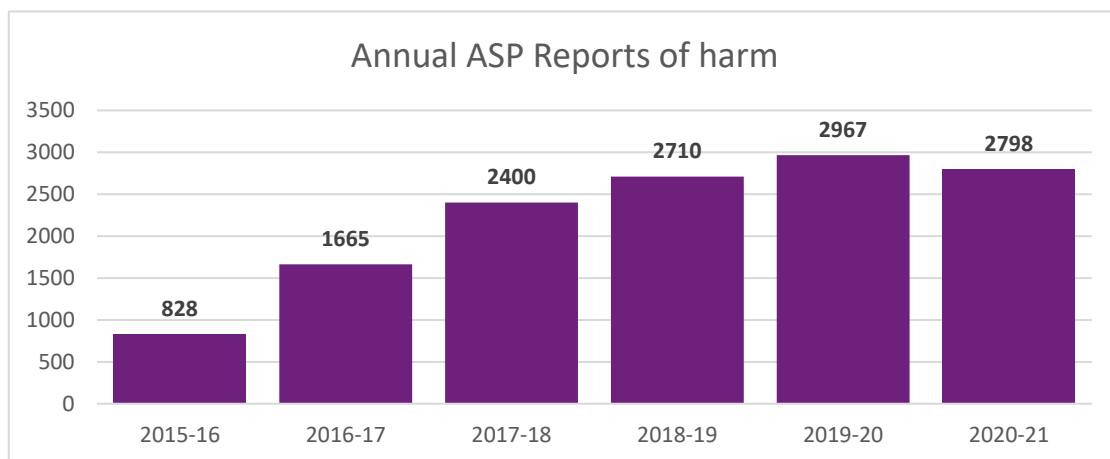
- 2798 reports of harm were received, representing a percentage decrease of 5.7% since the 2019-20 report. Of the 1876 individuals referred, 29% of individuals had multiple reports of harm recorded.
- 460 Investigations were undertaken in the year, whilst this is an increase from the data reported to the Scottish Government last year (385) it must be noted that following a number of data validation exercises in 2020-21, the number of investigations now recorded on the social work system for 2019-20 has risen to 459 therefore there is no significant change noted.
- 126 initial and review case conferences are reported this year, an increase from 2019-20, 73% of these were undertaken in adults teams.
- Two LSIs were started in Quarter 4 of 2020-21, this is a decrease from 3 last year.
- Continuing the trend from previous years, the majority of investigations relate to individuals aged 16-65 (63%), and those identifying as female (58%).
- There has been a 72% increase in investigations relating to adults with mental ill health from 58 last year to 100 in 2020-21.
- The main types of harm recorded for cases at Investigation stage were Financial harm (25%), Physical harm (25%) or Psychological/emotional harm (21%). There has been a notable increase in the number of Investigations relating to self-harm.
- Reflecting data in previous years, the most likely location of harm investigated was an individual's own home (62%), and very small numbers are recorded within care home settings (5%) when compared to the national average for last year (22%). There are actions already in place to investigate reasons for this.

Reports of Harm:

In 2020-21, 2798 reports of harm were received, representing a 5.7% decrease since the previous year and reversing the upward trend that we had seen since 2015¹. It is suspected that this is partly due to the impact of Covid-19 restrictions which meant that some agencies did not have as much contact with individuals as would usually be the case. Monthly referral data shows that there were fewer reports of harm in months with the strictest lockdowns and would therefore support this theory.



In the counts below, an adult at risk of harm can be counted more than once where multiple referrals are made. In 2020-21 there were 2798 reports of harm for 1876 individuals, 551 individuals were referred more than once (29% of individuals had multiple referrals), with 45 people having 5 or more reports of harm recorded in the time period.



Base: SWIFT AIS- AP Contacts

Recommendations:

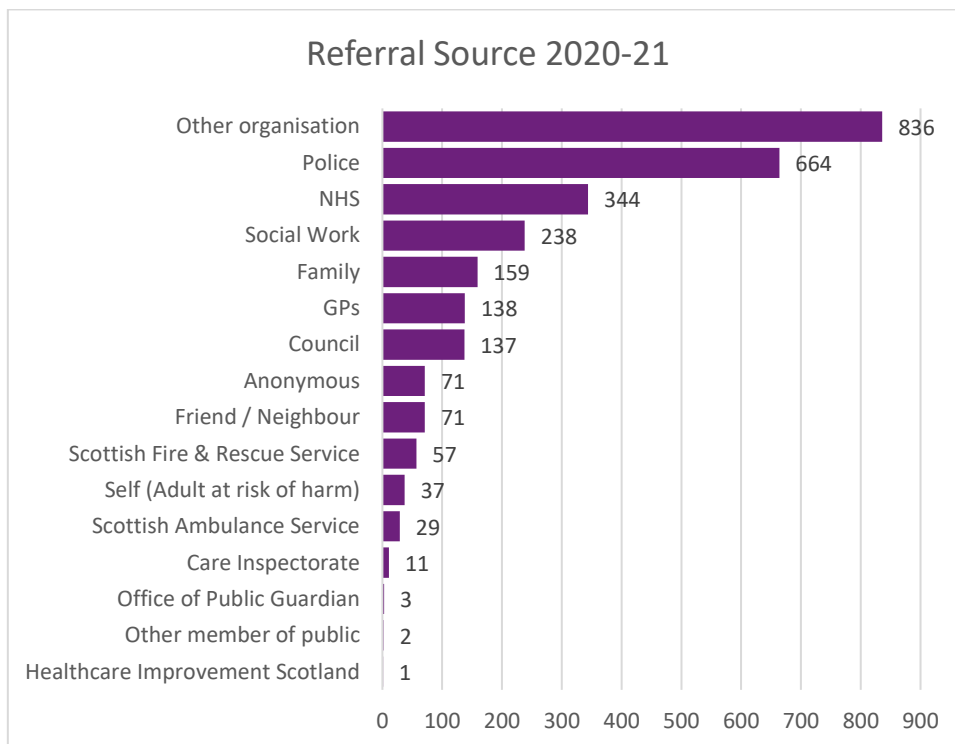
- *Adult Support & Protection Self Evaluation and Improvement Group (SE&I) to consider undertaking an audit of cases where there have been multiple reports of harm to evaluate the quality of the partnership’s response to preventing harm and identify any learning or improvement actions.*
- *Social Work to audit 45 cases with 5 or more reports of harm to ensure that the multiple report of harm protocol is being correctly taken forward (and engagement escalation if appropriate), chronologies are in place and there is evidence of defensible decision-making in line with social work recording guidance.*

¹ In Fife, all contacts where ‘Adult Protection’ is recorded as ‘contact reason’ are counted as a referral. If reports of harm are later deemed as not appropriate these may be later ‘reclassified’ and therefore not included in the counts. This may not be the case in all partnership areas and therefore caution must be taken when comparing the data to National data.

- *ASP Leaders to consider audit findings, set up short life working group to review the multiple report of harm protocol and engagement escalation process, updates to coincide with annual interagency procedure review.*

Referral Source:

The chart below shows the referral source as reported to the Scottish Government for all 2798 reports of harm in 2020-21.

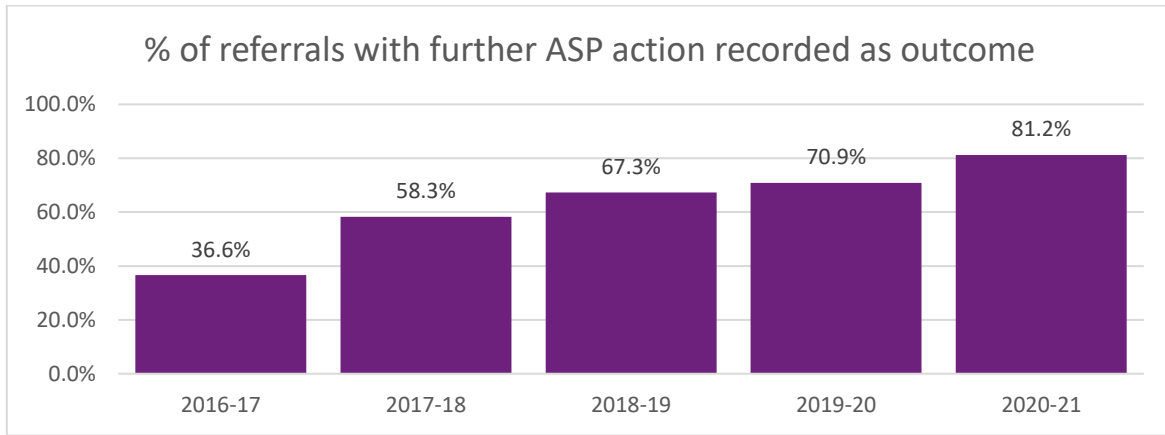


Whilst there has been an overall decrease in referrals this year, this is not consistent across all sources. There has been a significant increase in reports of harm from Police (664 compared to 377 in the previous year), and a notable increase in Scottish Ambulance Service (29 compared to 3 the previous year). Whilst there has been a significant decrease in reports of harm from 'other organisations' the number remains high, potentially indicating that a wide range of agencies are aware of what constitutes harm and how to report it. There has been a decrease in the number of self-referrals this year. As part of the ongoing 2021-23 workplan, the ASP Team will continue to strengthen links with all partners and raise awareness of our key messages throughout 2021-22 through the development and implementation of a stakeholder engagement plan.

The Summary Tables ([Appendix 1](#)) show the referral source for all reports of harm over the past 5 years. SE&I will continue to monitor referral source on a quarterly basis through quarterly reports.

Outcome of referral:

In comparison to previous years, a higher proportion of referrals (81.2%) required further Adult Protection action. Whilst this could point to improved practice in relation to the correct identification and reporting of harm, this could also be attributed to an alteration in recording practice at the Social Work Contact Centre (SWCC). There are inconsistencies in how contact reason is currently recorded when a case is reclassified which would also impact on this number. This makes interpretation of referral data difficult. The development of a national minimum data set combined with the procurement of a new case management system (Liquidlogic) for social work brings with it an opportunity to review and clarify recording practices in relation to how reports of harm are captured and reported on in future.



The table below shows the count for each outcome of the report of harm over the last 5 years, the increase in work progressed and the decrease in reports of harm where other non-AP action was required could potentially indicate that practice has strengthened across the partnership with appropriate identification and reporting of harm.

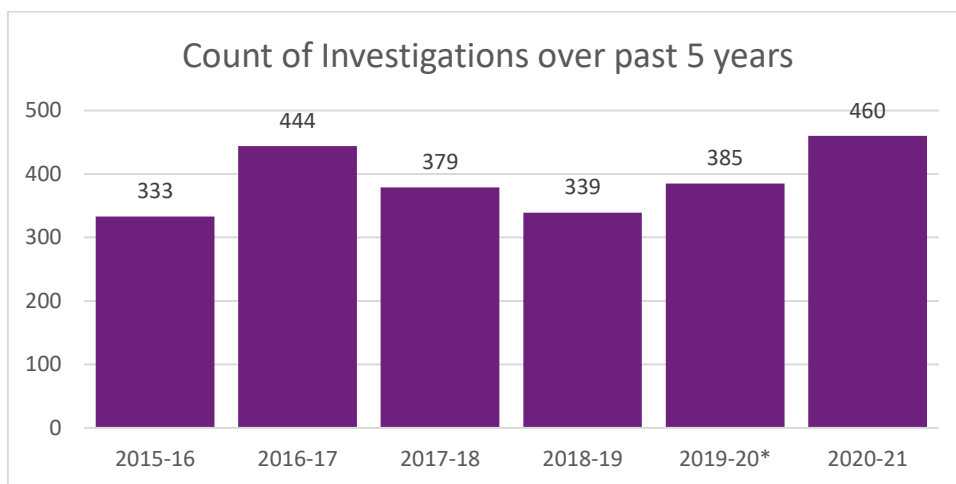
Outcome	2016 17	2017 18	2018 19	2019 20	2020 21
Further Adult Protection Action	610	1398	1825	2103	2272
Further Non AP Action	301	332	242	256	130
No further action	713	610	560	518	342
Not recorded	41	60	83	90	54
Total	1665	2400	2710	2967	2798

Recommendation:

- ASP Team, PIP Team, Social Work and Workforce Development to work with the SWIFT replacement team to ensure that the Liquidlogic system is able to effectively capture and report on count, source and outcome of all reports of harm.

Investigations:

In 2020-21 there were 460 ASP Investigations undertaken, whilst this demonstrates an increase from the 385 Investigations reported in the Annual Statutory Return last year, much work has been done with respect to data quality this year which resultantly increased the number of Investigations recorded last year to 459, a similar number to this year. The graph below shows the number of Investigations reported to Scottish Government Annual Return over the past five years.



*This figure has been revised to 459 in the social work performance reports

The number of individuals for whom an investigation has taken place is 428, this is because 29 Individuals have had more than one ASP Investigation undertaken within the time period. A breakdown by age shows that 24 of the 29 individuals who had multiple investigations were aged under 65. Data shows that 9% of all adults aged under 65 are subject to multiple investigations, compared to 3% of those aged over 65.

Recommendations:

- *SE&I Interagency Audit to include a sample of cases where there have been multiple investigations with a view to evaluating if the partnership could strengthen its response to harm, particularly in relation to effectively supporting adults aged under 65.*
- *ASP Leaders to review cases and consider procedural implications (if any) where multiple investigations are taking place.*

Outcome of Investigations:

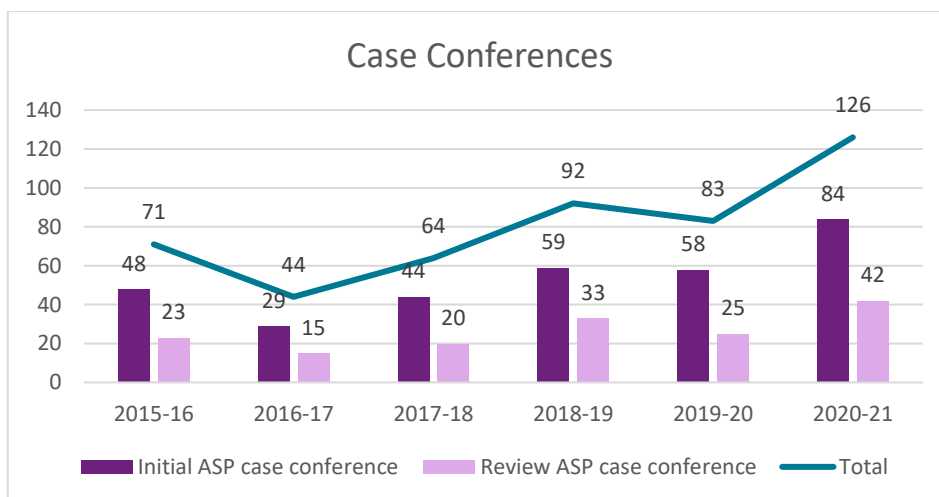
The proportion of cases progressed past investigation stage for further AP action remains similar to previous years.

Outcome	2016 17 (444)	2017 18 (379)	2018 19 (339)	2019 20 (385)	2020 21 (460)
Further AP action					
Further non AP action	48.2%	43.8%	30.1%	34.0%	37.4%
No further action	30.9%		48.7%		49.3%
Not known	4.1%	2.1%	11.2%	2.3%	0.4%

Overall 12.8% of cases were progressed for further ASP action, however of the 59 cases progressed, 44 relate to adults under the age of 65. 15.2% of cases relating to adults under 65 were progressed for further ASP action compared to 8.8% of adults aged over 65. This again points to the complexity of the ASP work being taken forward by Adults teams.

Case Conferences:

There has been a 52% increase in the overall number of ASP case conferences taking place since last year, of the 126 initial and review case conferences, 92 were undertaken by Adults Teams (73%).



Recommendation:

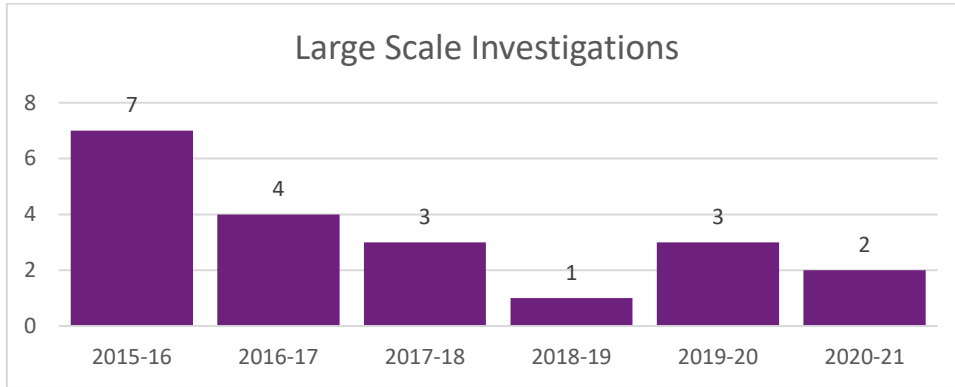
- *Social work service managers to continue to monitor through the Quarterly ASP Performance Process and consider resource implications, specifically as a result of the high number of case conferences undertaken within adults teams.*

Protection orders:

There were no protection orders granted in 2020-21

Large Scale Investigations:

There were two Large Scale Investigations undertaken in 2020-21, both commenced in Quarter 4 of the year.

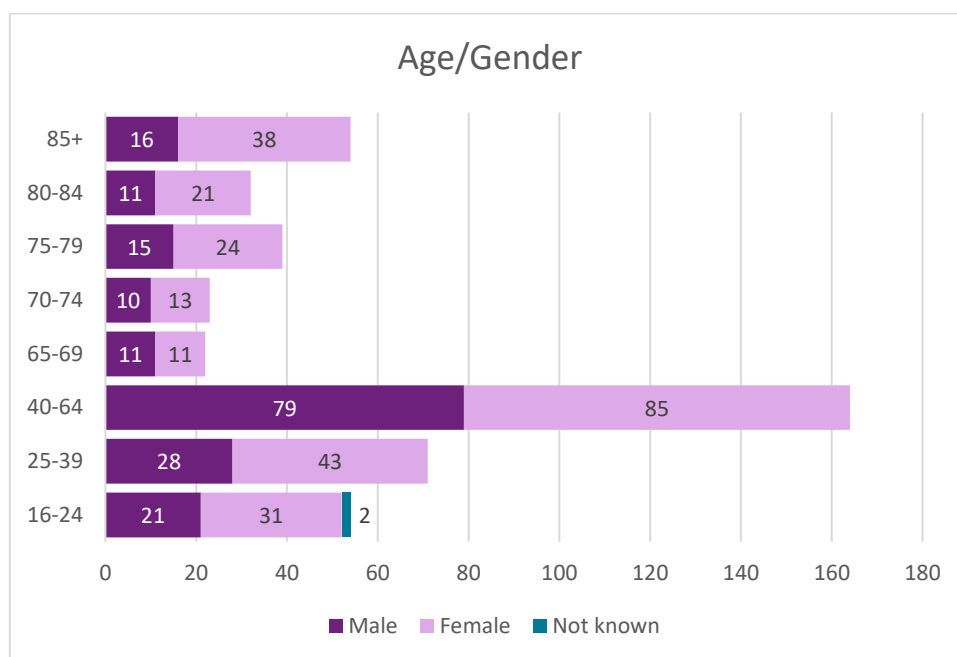


Demographic Information:

To plan and develop effective pathways and preventative support, it is essential to monitor who is at-risk, what type of harm they are experiencing and where this harm takes place. Nationally, this is reported on at Investigation Stage and this is what is reported on below. Please note an Adult at Risk of harm can be counted more than once in the below counts (where more than one investigation has occurred for an individual in the period). This data is reported to ASPC on a quarterly basis to enable continuous monitoring of any trends.

Age/Gender

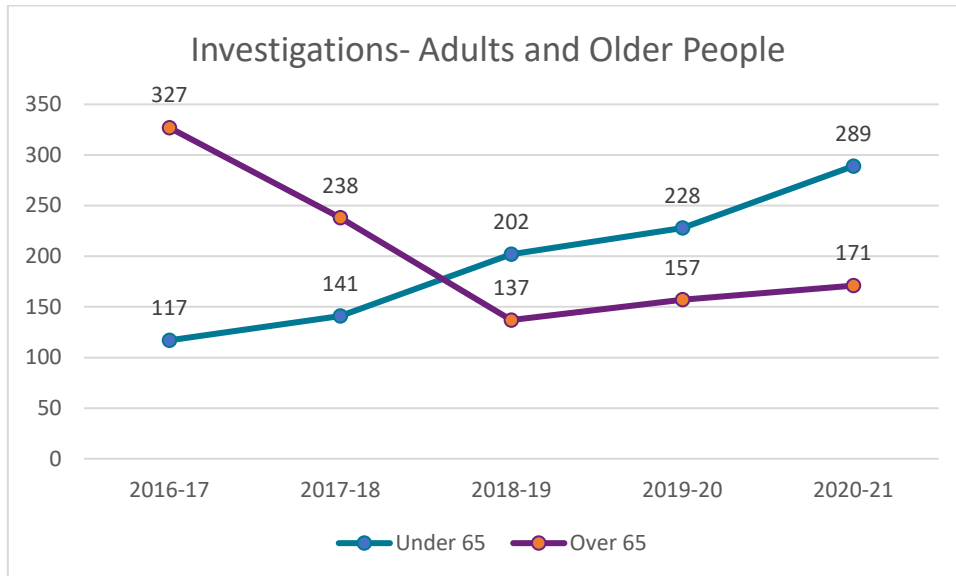
The graph below shows the count of investigations undertaken by gender and age group. Overall, more investigations relate to adults identifying as 'female' and this is the case across all age groups with the exception of the 65-69 group, where there is an equal number of male and female adults. Please note 'not known' relates to two individuals who have chosen not to identify as male or female as opposed to being not recorded.



In 2016-17 26.3% of all investigations related to an adult under 65, compared to 62.8% of investigations this year. A short paper has been produced to summarise the age profile of Adults subject to ASP investigation, the changes over the past 5 years, and to provide a context to this change. ([Appendix 2](#)).

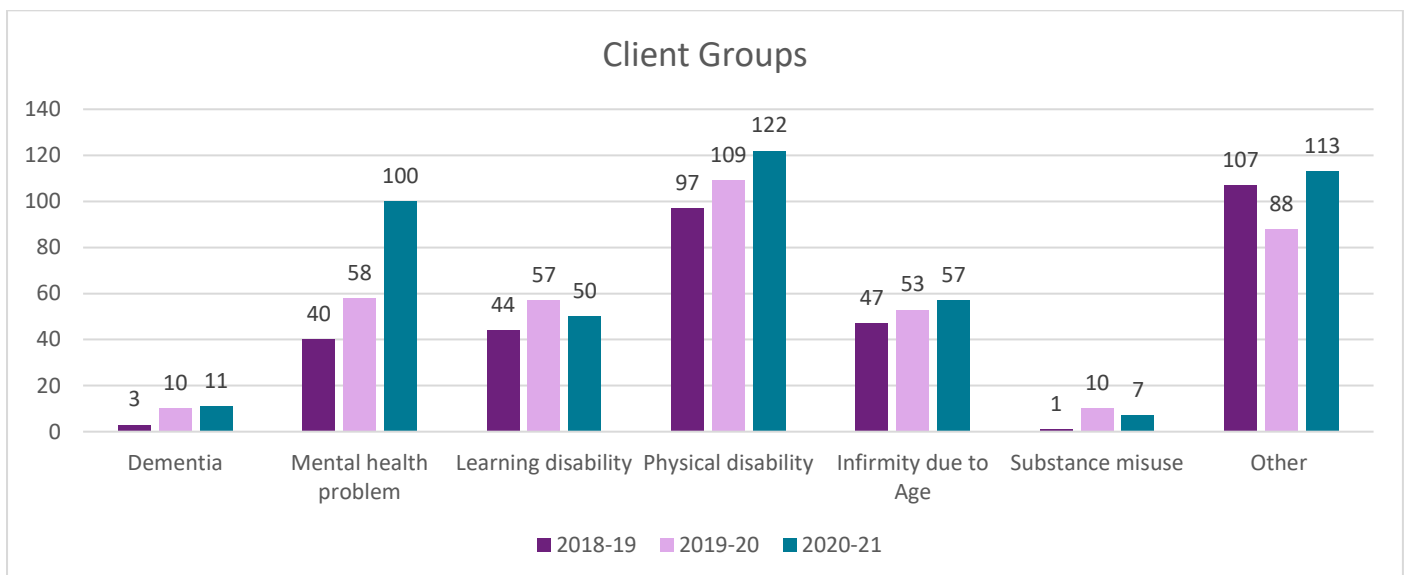
Investigations relating to adults aged under 65 has increased year on year, potentially this could be related to awareness raising and training across Fife to strengthen our approach to identifying and reporting harm. The reduction in reports of harm in older age groups is potentially related to work undertaken to ensure that practitioners are better able to differentiate between significant occurrences and harm and work to reduce the risk of harm occurring in care settings. The number of investigations relating to adults over 65 has been increasing for the past two years but at a slower rate than adults aged under 65.

The chart below shows the number of investigations relating to people under 65 and over 65 since the 2016 return.



Client Group

A high number of investigations relate to adults with a physical disability (26.5%) however in 2020-21 we have seen a substantial increase in the number of Investigations relating to adults with a mental health problem, with 21.7% of all investigations relating to an individual with mental ill health.



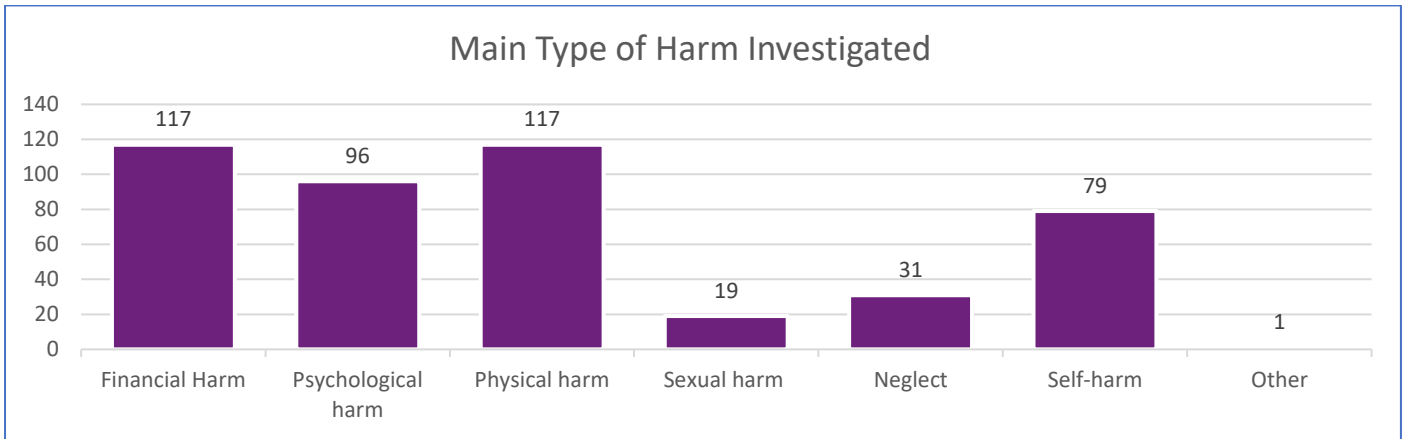
Recommendations:

- *Learning and Development to consider the increase in Investigations for adults with Mental ill health, staff confidence working across the acts and links with MH services. Review reach and effectiveness of Crossing the Acts training*

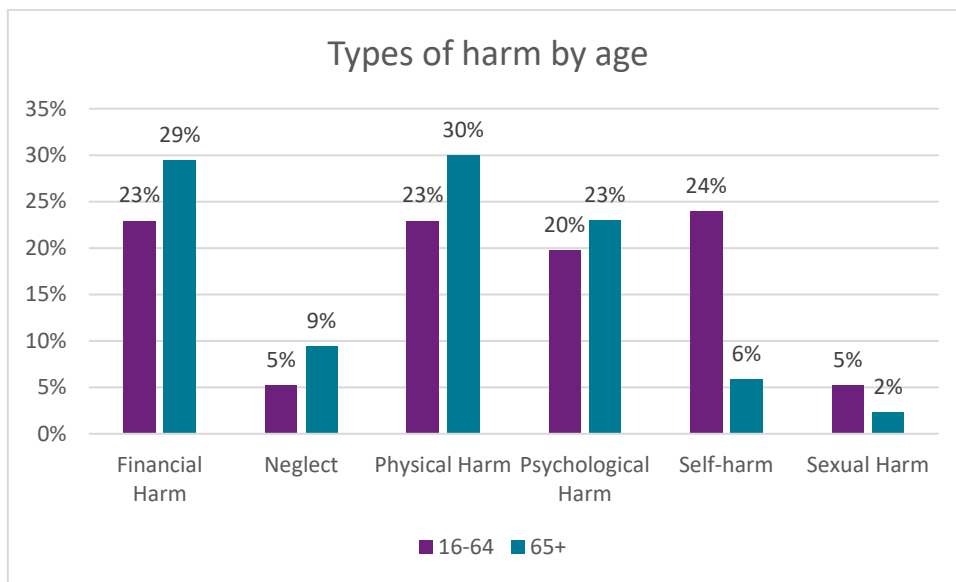
Incident Information:

Type of harm

In 2020-21, the most common types of principal harm recorded which resulted in an investigation was Financial (25%) and Physical (25%) harm. High numbers also related to psychological harm (21%) and self-harm (17%). The self-harm category has seen a substantial increase since last year (58% increase reported).



As in previous years, data shows that there is variance in types of harm experienced in different age groups, this is particularly the case with respect to investigations relating to self harm, with 87% of these investigations relating to individuals aged under 65, and accounting for 24% of all investigations where the adult was 16-64 (higher than any other harm type in this age range).

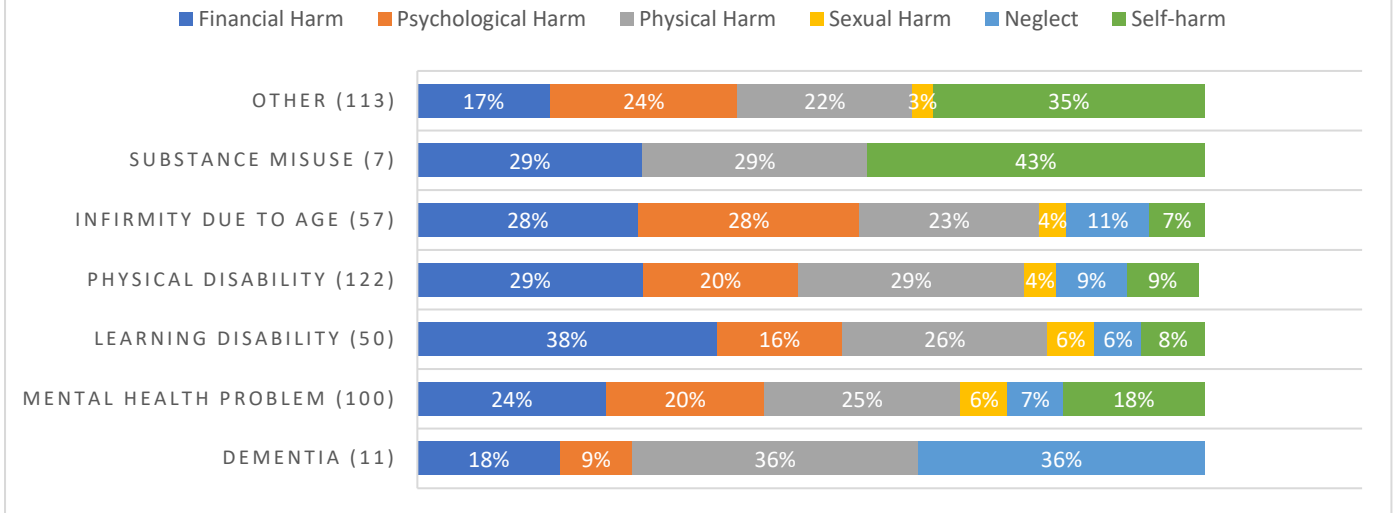


Recommendations:

- *Learning & Development to consider the increase in investigations relating to self harm, particularly in 16-65 age range, and the current training and resources in place to support staff to provide effective, timely support*

The type of harm investigated varies between client groups and although caution must be taken as counts broken into client group are small (shown in brackets below), it may be beneficial to consider this information as part of targeted communications campaigns.

CLIENT GROUP/ MAIN TYPE OF HARM



Recommendations:

ASP Team to consider the breakdown of client group and types of harm with a view to developing more targeted communications campaigns. For example, looking at increasing information regarding the prevention of financial harm to people with learning disabilities.

Location of harm

Where the location of harm is known, the vast majority of harm investigated (62%) took place in an individual's own home. This is universal across age group, gender, primary client group and ethnicity and reflects the data from previous years.

The number of investigations where the location of harm was reported as 'care home' remains low (5.4% compared to 22% national average) and has further reduced in number since last year (25 compared to 37 last year). The planned self-evaluation activity to scrutinise and understand reasons for this is planned in 2021.

Concluding remarks:

As the data is largely reflective of previous years, the ASPC Strategic Improvement plan and supporting workplans already have a number of actions which are reinforced by the findings in this report, notably the development of a stakeholder engagement strategy which is particularly relevant given the reduction in referrals this year, and the mixed methods review to provide reassurance and explore the reasons behind the low number of Investigations in care homes which has continued this year.

However, this report has highlighted a number of new potential areas for further investigation, namely that there is a growing number of investigations where the adult has mental ill health, and a growing number relating to self-harm. The volume and complexity of ASP work being undertaken across the service, particularly in relation to adults under the age of 65 is apparent. There are a high number of individuals whereby multiple reports of harm are received, and a number of individuals subject to repeat investigations. Existing audit processes could be used to identify learning and ensure that our processes in relation to multiple reports of harm and engagement escalation are fit for purpose and to ensure that as a partnership we are finding effective ways to keep people safe from harm. In response to these findings a small number of actions have been identified to take forward, if agreed, these will be embedded to existing workplans for 2021-23 and are outlined below.

To demonstrate ongoing quality improvement and evidence the work undertaken to progress these identified actions, the ASPC will provide analysis and outcomes of the report recommendations below within the Annual Return 2021/2022.

2020 21 Key Findings	Report Recommendations for consideration	Lead	When
Significant number of individuals for whom multiple reports of harm are received	<i>Adult Support & Protection Self Evaluation and Improvement Group (SE&I) to consider including a sample of cases in the interagency audit where there have been multiple reports of harm to evaluate the quality of the partnership's response to preventing harm/ responding to reports of harm and identify any learning or improvement actions.</i>	SE&I	Dec 2021
	<i>Social Work ASP lead to consider audit of 45 cases with 5 or more reports of harm to ensure that the multiple report of harm protocol is being correctly taken forward (and engagement escalation if appropriate), chronologies are in place and there is evidence of defensible decision-making in line with social work recording guidance (include sample within existing case file audit process)</i>	ASP SW Lead	Oct 2021
	<i>ASP Leaders to consider audit findings, and review the multiple report of harm protocol and engagement escalation process, updates to coincide with annual interagency procedure review.</i>	QA Officer/ ASP Leaders	Jan 22
Difficulty interpreting data relating to the outcome of a report of harm	<i>ASP Team, PIP Team, Social Work and Workforce Development to work with the SWIFT replacement team to ensure that the Liquidlogic system is able to effectively capture and report on count, source and outcome of all reports of harm.</i>	SW ASP Lead	Jan 22
Individuals subject to multiple investigations are more likely to be aged under 65	<i>SE&I Interagency Audit to include a sample of cases where there have been multiple investigations with a view to evaluating if the partnership could strengthen its response to harm, particularly in relation to adults aged under 65.</i>	SE&I	Dec 21
	<i>ASP Leaders to review cases and consider procedural implications (if any) where multiple investigations are taking place.</i>		

Fife Adult Support and Protection Committee Biennial Report 2020-2022

		ASP Leaders	Jan 22
High volume and complexity of ASP cases coming into adults teams	<i>Social work service managers to continue to monitor through the Quarterly ASP Performance Process and consider resource implications, specifically due to the high number of case conferences undertaken within adults teams.</i>	ASP SW Lead	Ongoing
Increase in investigations relating to adults with Mental ill health	<i>Learning and Development to consider the increase in Investigations for adults with Mental ill health, staff confidence working across the acts and links with MH services. Review reach and effectiveness of Crossing the Acts training</i>	L&D Group	Apr 22
58% increase in investigations relating to self harm	<i>Learning & Development to consider this trend (possibly through practitioner forum) and the current training and resources in place to support staff to provide effective, timely support</i>	L&D Group	Apr 22
Variance in the types of harm investigated by age and client group	<i>ASP Team to consider the breakdown of client group and types of harm with a view to developing more targeted communications campaigns as part of the stakeholder engagement strategy. For example, looking at increasing information regarding the prevention of financial harm to people with learning disabilities.</i>	ASP Team	Jan 22

Please contact Ronan Burke (Adult Support and Protection Team Quality Assurance and Development Officer) if you have any questions about the content of this report, or if you would like to request further analysis of the data from this return. Ronan.Burke@fife.gov.uk

Appendix 1

Summary Tables:

Section A: Data on referrals

Q1: Summary of Referrals over the past 5 years

	375	510	757	725	644
	427	502	659	757	822
	410	588	671	730	687
	453	800	623	755	645
	1665	2400	2710	2967	2798

Q2: Referrals by Source –over the last 5 years²

Source	2016-17	2017-18	2018-19	2019-20	2020-21
Mental Welfare Commission	0	0	0	0	0
Unpaid carer	0	0	0	0	0
Others	11	7	1	0	0
Healthcare Improvement Scotland	0	0	0	0	1
Other member of public	7	178	218	122	2
Office of Public Guardian	3	2	0	2	3
Care Inspectorate	15	31	0	7	11
Scottish Ambulance Service	3	3	0	3	29
Self (Adult at risk of harm)	38	40	49	50	37
Scottish Fire & Rescue Service	77	74	63	69	57
Friend / Neighbour	136	13	0	35	71
Anonymous	25	33	74	89	71
Council	272	343	194	193	137
GPs	45	64	131	180	138
Family	39	48	0	117	159
Social Work	216	258	293	310	238
NHS	229	365	322	411	344
Police	87	249	375	377	664
Other organisation	462	692	990	1002	836
Total	1665	2400	2710	2967	2798

Outcome of referral–over the last 5 years (Section E)

Outcome	2016-17	2017-18	2018-19	2019-20	2020-21
Further Adult Protection Action	610	1398	1825	2103	2272
Further Non-AP Action	301	332	242	256	130
No further action	713	610	560	518	342
Not recorded	41	60	83	90	54
Total	1665	2400	2710	2967	2798

Investigations – over the last 5 years (Section B)

	2015-16	2016-17	2017-18	2018-19	2019-20*	2020-21
Number of Investigations	333	444	379	339	385	460

* Following validations this number has been revised to 459 however the number here is what has been reported to SG in 2019-20

² Please note that Scottish Ambulance Service and Family are new dropdown categories to enable reports. The decline in 'other member of public' can be attributed to referrals being correctly classified into Friend/ Neighbour or Family in 2019-20

Investigations by client group - over the last 5 years (Section B)

Client groups	2016-17	2017 - 18	2018-19	2019-20	2020-21
Dementia	157	101	3	10	11
Mental health problem	37	54	40	58	100
Learning disability	63	70	44	57	50
Physical disability	54	46	97	109	122
Infirmity due to Age	49	48	47	53	57
Substance misuse	19	11	1	10	7
Other	65	49	107	88	113
Total	444	379	339	385	460

Investigations by type of harm - over the last 5 years (Section B)

Type of harm	2016-17	2017-18	2018-19	2019-20	2020-21
Financial Harm	68	91	52	97	117
Psychological harm	46	49	94	84	96
Physical harm	120	106	43	95	117
Sexual harm	20	19	29	17	19
Neglect	104	66	34	36	31
Self-harm	19	23	85	50	79
Other	67	25	2	6	1
Total	444	379	339	385	460

Investigation by location where principal harm took place - over the last 5 years (Section B)

Location of Harm	2016-17	2017-18	2018-19	2019-20	2020-21
Own home	264	246	226	227	285
Other private address	6	13	9	14	14
Care home	128	66	33	37	25
Sheltered housing or other supported accommodation	17	5	9	7	15
Independent Hospital	1	0	1	3	0
NHS	16	19	11	14	10
Day centre	1	5	0	1	0
Public place	9	20	27	16	16
Not known	2	5	23	66	95
Total	444	379	339	385	460

Outcome of Investigations - over the last 5 years (Section E)

Outcome	2016-17	2017-18	2018-19	2019-20	2020-21
Further AP action	75	48	34	44	59
Further non-AP action	214	166	102	131	172
No further action	137	157	165	201	227
Not known (ongoing)	18	8	38	9	2
Total	444	379	339	385	460

Number of Investigations by Age and Gender - over the last 3 years (Section B)

Number of investigations by age and gender												
Age Group	2018-19				2019-20				2020-21			
	Male	Female	Not known	All adults	Male	Female	Not known	All adults	Male	Female	Not known	All adults
16-24	17	15	0	32	16	22	2	40	21	31	2	54
25-39	28	26	0	54	37	29	0	66	28	43	0	71
40-64	56	60	0	116	55	67	0	122	79	85	0	164
65-69	6	9	0	15	10	8	0	18	11	11	0	22
70-74	9	10	0	19	6	11	0	17	10	13	0	23
75-79	9	13	0	22	9	16	0	25	15	24	0	39
80-84	10	20	0	30	17	27	0	44	11	21	0	32
85+	15	36	0	51	17	36	0	53	16	38	0	54
Not known	0	0	0	0	0	0	0	0	0	1	0	1
Total	150	189	0	339	167	216	2	385	191	267	2	460

Number of Investigations by Age and Ethnic Group - over the last 3 years (Section B)

Age Group	2018-19								2019-20								2020-21							
	White	Mixed or multiple ethnic groups	Asian, Asian Scottish or Asian British	African	Caribbean or Black	Other ethnic group	Not known	All adults	White	Mixed or multiple ethnic groups	Asian, Asian Scottish or Asian British	African	Caribbean or Black	Other ethnic group	Not known	All adults	White	Mixed or multiple ethnic groups	Asian, Asian Scottish or Asian British	African	Caribbean or Black	Other ethnic group	Not known	All adults
16-24	27	1	0	0	0	1	3	32	37	0	1	0	0	0	2	40	47	0	1	0	0	0	6	54
25-39	48	0	2	0	0	1	3	54	63	0	0	0	0	1	2	66	67	1	1	0	0	0	2	71
40-64	101	0	1	0	0	3	11	116	115	0	0	0	0	0	7	122	152	0	0	0	0	0	12	164
65-69	13	0	0	0	0	0	2	15	15	0	0	0	0	0	3	18	19	0	0	0	0	0	3	22
70-74	16	0	0	0	0	0	3	19	16	0	0	0	0	0	1	17	21	0	0	0	0	1	1	23
75-79	19	0	0	0	0	0	3	22	22	0	0	0	0	0	3	25	35	0	0	0	0	0	4	39
80-84	30	0	0	0	0	0	0	30	36	0	0	0	0	0	8	44	29	0	0	0	0	0	3	32
85+	47	0	0	0	0	0	4	51	48	0	1	0	0	0	4	53	52	0	1	0	0	0	1	54
Not known	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	301	1	3	0	0	5	29	339	352	0	2	0	0	1	30	385	422	1	3	0	0	1	33	460



ASP Case Conferences - over the last 5 years (Section C)

Type of ASP Case Conference	2016-17	2017-18	2018-19	2019-20	2020-21
Initial ASP case conference	29	44	59	58	84
Review ASP case conference	15	20	33	25	42
ASP case conference*	0	0	0	0	0
Total	44	64	92	83	126

Number of LSI commenced - over the last 5 years (Section D)

	2016-17	2017-18	2018-19	2019-20	2020-21
Total number of LSI	4	3	1	3	2

Appendix 2

Fife Adult Support and Protection

Summary of age profile of adults subject to ASP Investigation 2020-21

Introduction:

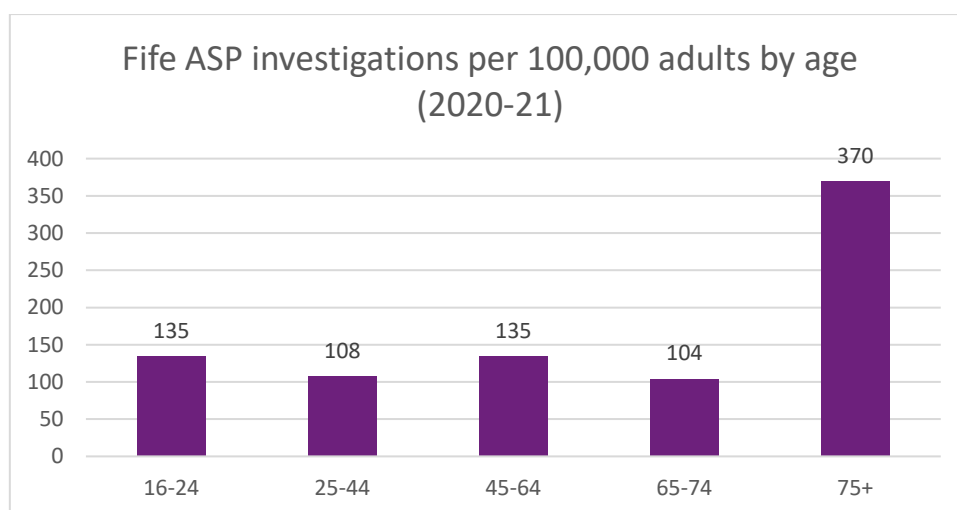
This analysis has been provided to give an overview of the age profile of adults in Fife subject to ASP Investigation. It should be read alongside the Annual Scottish Government Data report for 2020-21 which provides further detail of the data.

Data Overview:

Investigations per 100,000 population

In Fife, the breakdown per 100,000 adults by age group shows that people aged 65 and over are more likely to be subject to an ASP Investigation (225 adults per 100,000) than those of working age (124 adults per 100,000)³.

When age categories are broken down further, adults aged 75+ are the most likely group to being subject to ASP Investigation (370 per 100,000) as shown in the chart below. This is thought to be broadly reflective of the national picture when compared to available benchmarking data.

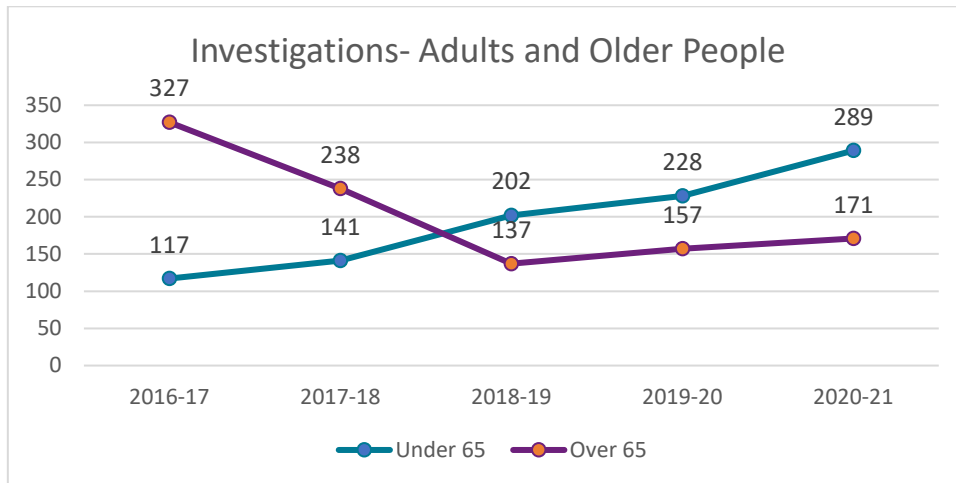


Count of Investigations:

Since 2016-17, the number of ASP Investigations relating to adults aged 16-64 has been increasing, 2020-21 data was no exception with figures showing a 27% increase in investigations in this age group since the previous year. Whilst the number of Investigations for Adults aged 65+ has also increased this year, this equates to a 9% increase.

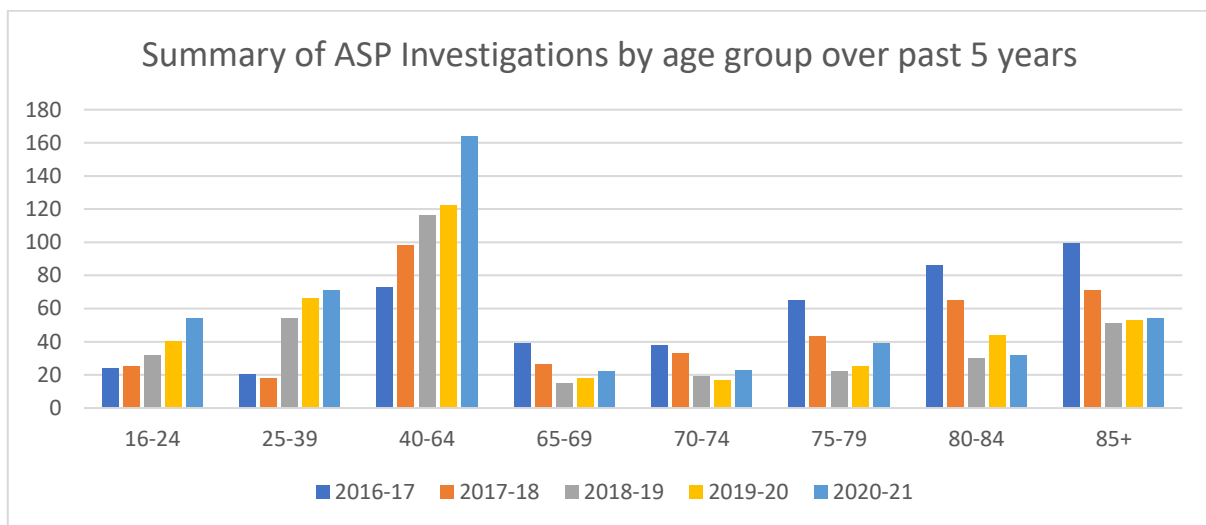
The number of investigations relating to adults aged 16-64 has been higher than those aged 65+ since 2018-19. For adults over 65, there was a sharp decline in Investigations between 2016-17 and 2018-19, followed by small increases over the past two years. The graph below shows the count of Investigations over the past five years by those aged under 65 and those over 65.

³ For calculation of rates per 100,000, the population data was sourced from National Records of Scotland: https://www.nrscotland.gov.uk/files/statistics/council-area-data-sheets/fife-council-profile.html#table_pop_est_sex_age



Source: SG Annual Return Data

Breaking down the age category further shows that since 2017-18 there are consistently more investigations relating to Adults aged 40-64 when compared to any other age categories. All age categories in the under 65 age group note increases in numbers over the past five years, whilst all age categories over 65 group note a decline between 2016-19, with most categories seeing slight increases over the past two years.



Source: SG Annual Return Data

The reduction of Investigations in older age groups between 2016-19, particularly within Care Home settings has been highlighted in previous data reports. It is hypothesised that this decrease is primarily because our workforce is increasingly confident in correctly identifying and reporting harm, preventing harm in care settings and better able to differentiate between significant occurrences and ASP. The decrease may correspond to training launched in 2016 which primarily targeted managers and deputies in care homes, with a focus on ‘early indicators’ of harm and preventing harm in care settings. Subsequent training and reviews to procedure increasingly support our workforce to be confident in identifying and reporting harm and case file audits would support that improvements have been seen in relation to correct application of the three-point criteria.

It is anticipated that we will find further evidence to support this hypothesis through;

- A mixed methods review of the approach to responding to harm in care home settings (SE&I action)
- A review of the approach to contracts monitoring of Significant Occurrences (ASP Leaders action)
- An interagency staff survey to measure confidence in identifying and reporting harm which will be distributed to Care at home and Care home staff. (SE&I Action)
- Post training questionnaire to measure confidence in recognising and reporting harm following training (SE&I action).

Conclusions:

Based on the information available at the time of writing, our data reflects the national picture showing that adults over the age of 75 are more likely to be subject of ASP Investigation than those in younger age groups.

Whilst this is the case, in terms of operational management of ASP work it must be noted that the number of Investigations is far higher in Adults Services (16-64) than Older People (65+) and appears to be increasing at a faster rate. In addition, both the Social Work Performance reports and the analysis of the data return has highlighted the complexity of ASP work being undertaken for younger adults, pointing to the numbers progressed for further AP action following investigation, the number of individuals subject to multiple investigations and the different types of harm, specifically self-harm, predominantly experienced in younger age groups.

We are working within our communities to continuously raise awareness of what constitutes harm and how to report it. It is likely that we will continue to see further increases in the number of Investigations undertaken as more people become aware of the signs of harm and how to report it.



Fife Health & Social Care Partnership



Adult Support & Protection Annual Return 2021-22 Summary Statistics

Report Date: August 2022
Report Author: Katie Jones



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1. Introduction

The following report is a summary of the data collected for the annual Scottish Government Adult Support and Protection (ASP) statistical return. The information gathered includes a count of referrals, IRDs, investigations, case conferences and large-scale investigations (LSIs) recorded between **1st April 2021 and 31st March 2022**. An overview of the types and location of harm of investigations and the demographic profile of nominals subject of ASP investigations has also been provided. Summary tables are given in Appendix 1 which shows the data submitted to the Scottish Government for the most recent reporting period and the five previous financial years (2016/17 to 2021/22). Analysis of the 2021/22 data has highlighted key areas for future exploration and this report highlights points for consideration at the Self Evaluation and Improvement Group (SE&I) to agree if they should be integrated into relevant improvement plans. Concluding remarks and an overview of recommendations are provided from pages 16 to 20.

2. Key Statistics

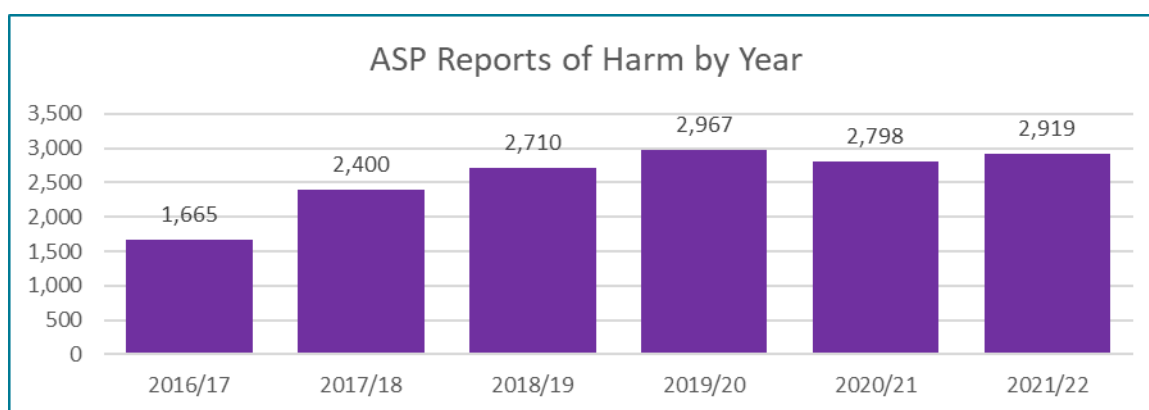
Data for the period 1st April 2021 to 31st March 2022 shows the following:

- There were 2,919 reports of harm received, a 4.3% increase on the 2020/21 report and a reversal of the decrease the previous year, with figures returning to similar levels observed pre-Covid.
- Of the 1,969 individuals referred, 27% had multiple reports of harm recorded (535), a small decrease on the 29% received the previous year but with a greater number of nominals with five or more referrals recorded (45 in 2020/21 and 50 in 2021/22).
- There were notable rises in ASP referrals from the NHS (+30.2%), possibly affected by remobilisation of NHS appointment leading to increased contact with clients in 2021/22. ASP referrals with further AP action continued to rise in 2021/22, marking the fifth consecutive year of increase.
- There were 375 investigations undertaken during 2021/22, which marks an 18.5% decrease on the previous year (460). Data validation exercises should be considered for the 2021/22 figures to ensure that the data is directly comparable.
- There were 97 case conferences reported this year, a 23% reduction on the 2020/21 report (126) and 76.2% of these were undertaken by the Adults team.
- There were 15 LSIs reported by team managers during 2021/22, a notable rise on the year before (2). An audit for LSIs 2020-2022 is currently being conducted to investigate possible reasons for this.
- Continuing the previous trend, the majority of ASP investigations related to nominals aged under the age of 65 (65.1%) and those identifying as female (60.3%).
- There was a notable decrease in investigations involving clients' mental health, which almost halved in 2021/22 (from 100 in 2020/21 to 57) following the rise observed the previous year (58 to 100).
- The main types of harm recorded at the ASP investigation stage were financial harm and psychological harm, consistent with previous trends and each accounting for 20.3% of total

investigations during 2021/22. Following the notable rise in investigations relating to self-harm last year (50 investigations to 79), this figure has increased further during 2021/22 (+5 to 84).

- As observed during previous years, the most likely location of harm investigated was the individual’s own home (55.5%). Care home settings have decreased further (from 25 to 18) and remain very low (4.8%) as compared to the previous national average (22%). Actions are ongoing to investigate the reasons behind this.

3. ASP Reports of Harm

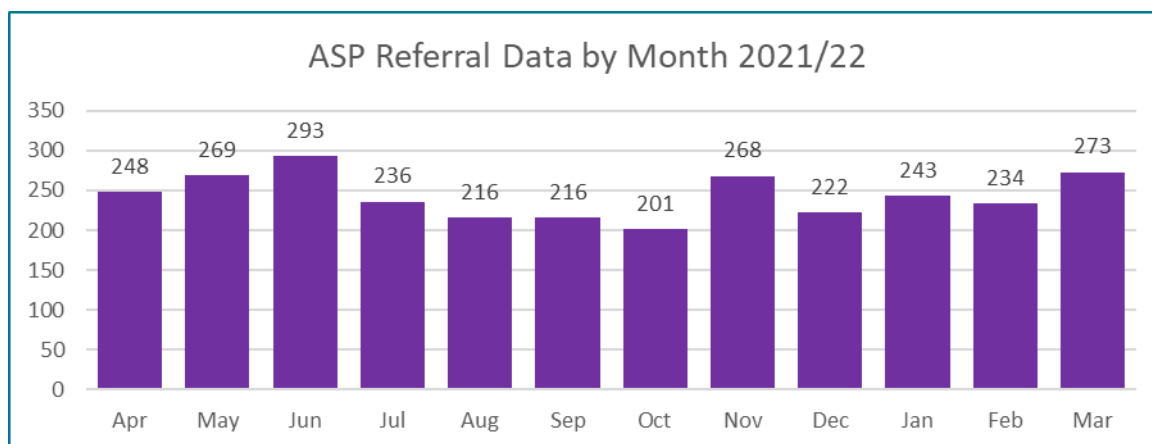


Source: SWIFT AIS.

The graph above shows that between 1st April 2021 and 31st March 2022, there were 2,919 ASP reports of harm recorded. This represents a 4.3% increase on 2020/21 (+121, from 2,798) and a return to the upward trend observed in previous years.

These figures reverse the 5.7% decrease observed during 2020/21, which was believed to be affected by Covid-19 restrictions reducing agencies’ contact with individuals. This was supported by there being fewer reports of harm recorded in months with the strictest lockdowns (April 2020, December 2021, January 2021 and February 2021).

The graph below shows the number of referrals per month for 2021/22, with volumes ranging from 201 to 293. The total number of referrals in 2021/22 (2,919) have returned to similar levels to pre-Covid (2,967 in 2019/20) as restrictions have eased and services have remobilised.



Source: SWIFT AIS.

In relation to referrals, an adult at risk of harm can be counted more than once where multiple reports of harm have been received about the same individual. During 2021/22, there were 2,919 referrals recorded about 1,969 nominals. In total, 27% of individuals had multiple reports of harm (535 of 1,969), with 50 clients having five or more referrals recorded in the time period examined.

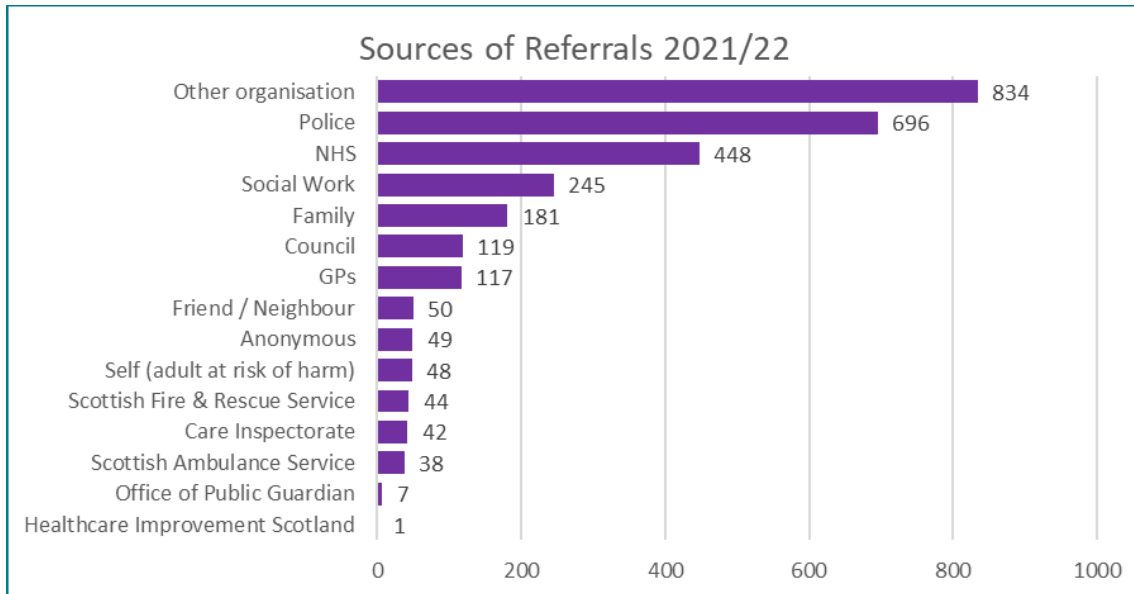
As compared to last year, this is a rise in relation to overall referrals (2,798 to 2,919) but a decrease in individuals with more than one reports of harm (from 29% or 551 to 27% or 535). During 2021/22, there were slightly more nominals with five or more reports of harm recorded (45 last year and 50 this year).

Recommendation 1: Adult Protection Self Evaluation and Improvement Group (SE&I) to consider undertaking an audit of cases where there have been multiple reports of harm (535) and / or an audit of cases with five or more reports of harm (50). This will help ensure that the multiple report of harm protocol is being correctly taken forward and that there is an escalation of engagement (where appropriate). It will also allow an evaluation of the quality of the partnership’s response to preventing harm and help identify any learning points or further actions for improvement moving forward. In addition, this would assist with a review of chronologies which will be an action point for the overarching Adult Support and Protection Committee (ASPC) strategic improvement plan for 2023-25 and could be considered for the forthcoming annual ASP audit for 2023. Given the volume of cases involved (535 multiple reports of harm, 50 of which have 5+ referrals), it may be more appropriate to consider a dip sample from both categories to ensure any audit is manageable but as representative as possible of the broader data. The PIP team can provide further data on multiple reports of harm as required.

Recommendation 2: The service aims to complete 85% of inter-agency referral discussions (IRDs) within five working days. However, IRD snapshots may include multiple reports of harm IRDs (MRH) which can lead to delays in the timescale being met due to the time taken to co-ordinate the availability of participants to conduct the face-to-face meetings required. ASP team and PIP to examine the current scale and consider ways in which this can be addressed (such as reviewing MRHs separately, for example).

4. Source of ASP Referrals

The graph below illustrates the source of the ASP referral as reported to the Scottish Government for the 2,919 reports of harm recorded during 2021/22.



Source: SWIFT AIS.

Overall, there was a 4.3% increase in the total number of referrals recorded during this period (+121, from 2,798 in 2020/21).

The most significant was a 30.2% rise in ASP referrals from the NHS (+104, from 344 to 448). This is likely to have been affected by remobilisation of NHS appointments leading to increased contact with clients in 2021/22. During the previous year, Covid-19 restrictions and subsequent pressures on the service had led to more routine surgeries and treatments being put on hold. Furthermore, the ASP team has reported a greater volume of referrals from NHS24, with analysis evidencing a notable jump this period and a rise year-on-year from 2019/20 (16 referrals to 23 in 2020/21 to 55 in 2021/22). The second most significant rise for the source of ASP referrals was the care inspectorate, with figures almost tripling from 11 in 2020/21 to 42 during 2021/22 (+31).

Increases in ASP referrals were also observed for police (+32, from 664 to 696) and Scottish Ambulance Service (+9, from 29 to 38). Both experienced a notable rise during the last return (referrals from police rose from 377 in 2019/20 to 664 in 2020/21 and reports of harm from SAS from 3 to 29 respectively). Further increases this year show this rise has been not only sustained but exceeded during the return for 2021/22. Other rises of note were evident for the adult's family (+22, from 159 to 181) and self-reporting from the adult (+11, from 37 to 48).

Despite an overall increase in the volume of ASP referrals recorded during 2021/22, not all sources of referral experienced a rise during this period. One of the most significant decreases was in relation to GP referrals (-21, from 138 to 117). This may have been impacted, at least in part, to the reduction in face-to-face appointments in favour of telephone consultations due to Covid-19 restrictions experienced in 2021/22. Other decreases of note included referrals from friends and neighbours (-21, from 71 to 50) and the council (-18, from 137 to 119).

As was observed the previous year, the highest number of ASP reports of harm during 2021/22 were received from other organisations, which accounted for over a quarter (28.6%) of referrals (834 of 2,919). This is comparable with the figure observed during 2020/21 (836) and indicates that a wide range of agencies are aware of what constitutes harm and adults at risk and how to report it.

The summary tables provided in Appendix 1 show the referral source for all reports of harm reported to the Scottish Government during 2021/22 along with the previous five financial years for comparison purposes.

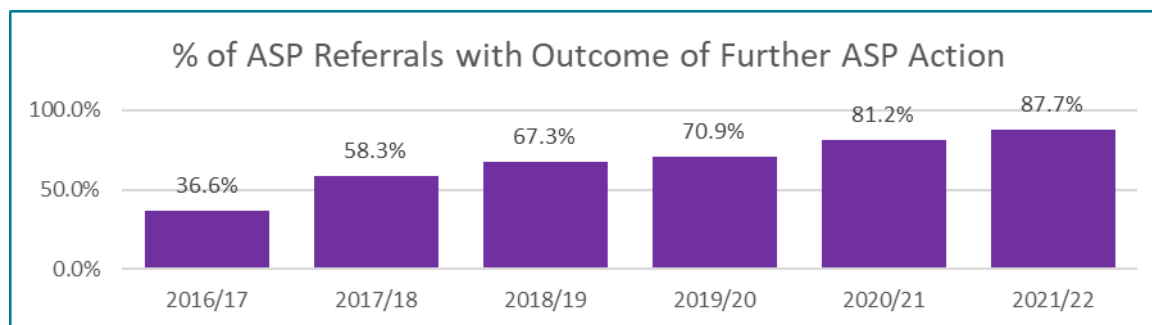
Recommendation 3: As per the ongoing 2021-23 ASP workplan, the ASP team will continue to strengthen links with all partners and raise awareness of the key ASP messages during the forthcoming year through development and implementation of a stakeholder engagement plan (planned in early 2023).

Recommendation 4: Audit and drug prevention activity from SAS were highlighted at ASPC in August 2022. Work is ongoing to further strengthen ASP links with SAS and reporting of harm moving forward.

Recommendation 5: SE&I group to continue to monitor the source of ASP referrals on a quarterly basis via analysis provided by the PIP team in the ASPC quarterly report.

5. Outcome of ASP Referrals

The graph below shows the outcome of the ASP referral as reported to the Scottish Government for the 2,919 reports of harm recorded during 2021/22.



Source: SWIFT AIS.

The proportion of referrals requiring further Adult Protection action rose by 6.5% during 2021/22 (from 81.2% to 87.7%). This continues the consistent increasing trend seen over six years examined (2016/17 to 2021/22). This may, in part, be a reflection of improved practice in the correct identification and reporting of harm, resulting from increased team knowledge, training opportunities and review at team level. A further contributory factor could be an alteration in recording practices at the Social Work Contact Centre (SWCC).

Further development and refinement of a national minimum dataset alongside the forthcoming new case management system for Social Work will enable review and clarification of recording practices on how reports of harm are collected and recorded. The launch of the new LiquidLogic system has now been rescheduled until mid-2023, allowing additional time for recording practices to be evaluated and refined to facilitate more consistent and robust performance reporting moving forward.

The table below shows the outcomes of ASP reports of harm from 2016/17 to 2021/22. The consistent increase in ASP referrals with further AP action since 2017/18 combined with a decrease in reports where non-AP action was required over the last three financial years indicates a further strengthening of practice across the partnership on the appropriate identification and reporting of harm in relation to adults at risk.

Referral Outcome	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Further Adult Protection action	610	1,398	1,825	2,103	2,272	2,560
Further non-AP action	301	332	242	256	130	90
No further action	713	610	560	518	342	206

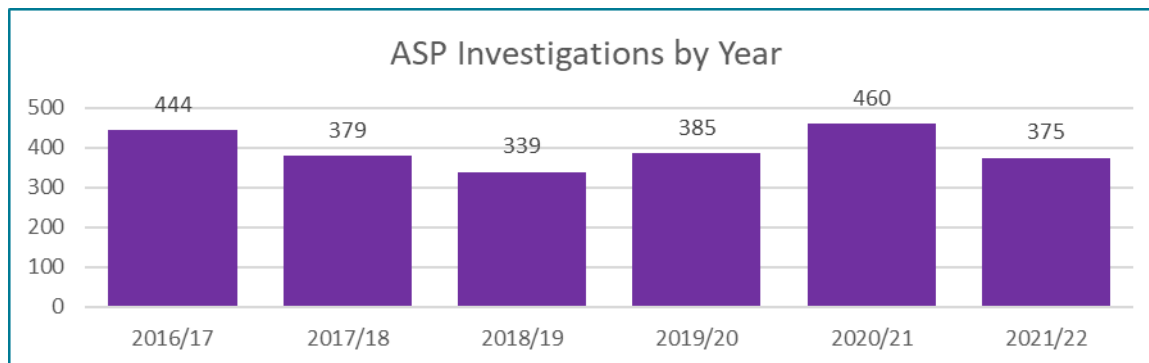
Not recorded	41	60	83	90	54	63
TOTAL	1,665	2,400	2,710	2,967	2,798	2,919

Source: SWIFT AIS.

Recommendation 6: Continuation of working group and regular meetings between ASP team, PIP team, Social Work, Workforce Development and SWIFT replacement team to ensure that the LiquidLogic system can effectively record and report on counts, source and outcomes of ASP referrals.

6. ASP Investigations

The graph below illustrates the number of ASP investigations as reported to the Scottish Government for the period 1st April 2021 to 31st March 2022.



Source: SWIFT AIS. Note: 385 recorded in 2019/20 rose to 459 following data validation exercises.

During 2021/22, the volume of ASP investigations conducted reduced by 18.5% as compared to the previous year (-85, from 460 to 375). The figures for 2021/22 (375) show a return to the levels observed during 2019/20 (385) and are generally consistent with the five-year average (401 per year based on figures from 2016/17 to 2020/21). However, it should be noted that data validations subsequently increased the 2019/20 figures from 385 to 459 (after this had been reported to Scottish Government). Similar actions should be considered for the 2021/22 figures in order to ensure that data is directly comparable.

Whilst 375 ASP investigations were conducted during 2021/22, this was in relation to 358 individuals. The majority of nominals were the subject of only one investigation (342), however 15 individuals had two ASP investigations undertaken and one nominal had three investigations conducted over the time period examined. It should be noted that this is a reduction in the number of individuals with multiple investigations as observed the previous year (29 in 2020/21).

Analysis by age group shows that 11 of the 16 nominals who were the subject of multiple ASP investigations were under 65 years, with five over the age of 65. Proportionally however, the figures are more

comparable, with 4.5% of adults aged under 65 years being the subject of more than one ASP investigation over the period examined (11 of 244) as compared to 3.8% of those aged 65 years and over (5 of 131).

Recommendation 7: ASP Team and PIP to investigate what data validation exercises were carried out during 2019/20 given the rise in investigations subsequently observed once this work had been carried out. Consider similar data validations for 2021/22. PIP team can provide data and analysis where appropriate.

Recommendation 8: SE&I interagency audit to consider including the 16 nominals who have been subject to multiple investigations during 2021/22 to evaluate if the partnership can strengthen its response to harm, particularly in relation to the support of adults under 65 years.

Recommendation 9: ASP team leaders to consider routine review of cases and any procedural implications where multiple investigations are being undertaken.

7. Outcome of ASP Investigations

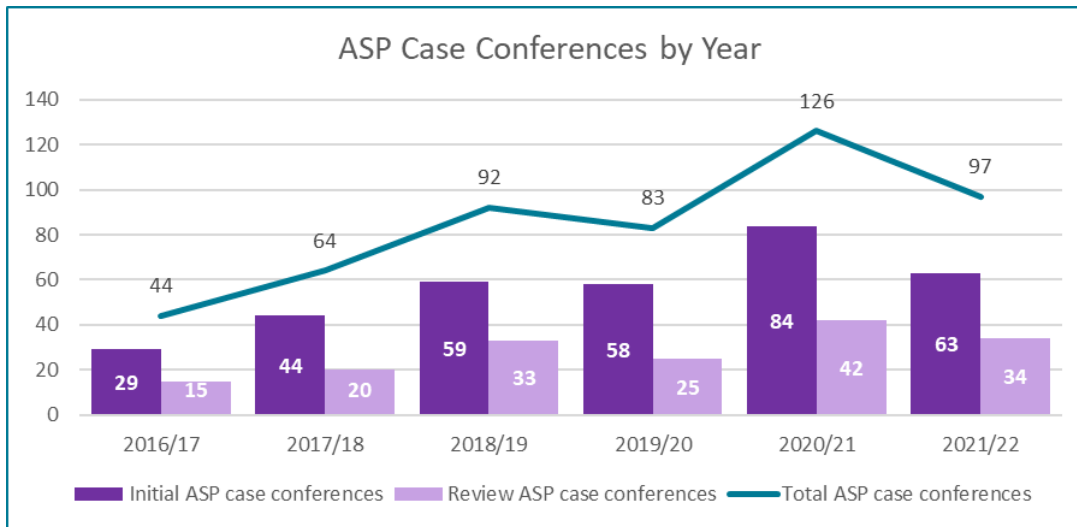
Investigation Outcome (%)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Further Adult Protection action	16.9%	12.7%	10.0%	11.4%	12.8%	10.1%
Further non-AP action	48.2%	43.8%	30.1%	34.0%	37.4%	34.4%
No further action	30.9%	41.4%	48.7%	52.2%	49.3%	53.9%
Not recorded	4.1%	2.1%	11.2%	2.3%	0.4%	1.6%

Source: SWIFT AIS.

The table above provides the proportion of cases progressed past investigation stage for further ASP action. Overall, the figures observed for 2021/22 remain similar to previous years. Overall, 10.1% of cases were progressed for further AP action. This relates to 38 investigations, a notable reduction on the previous year (59 during 2020/21). Of the 38 cases progressed for further ASP action, 32 related to nominals under 65. Work is ongoing in relation to how this data will be captured on and extracted from LiquidLogic.

Recommendation 10: Continuation of working group and regular meetings between ASP team, PIP team, Social Work, Workforce Development and SWIFT replacement team to ensure that the LiquidLogic system can effectively record and report on counts, outcomes and nominal demographics from ASP investigations.

8. ASP Case Conferences



Source: Team managers.

The graph above shows the number of ASP case conferences undertaken during 2021/22 as compared to the previous five financial years. Overall, the volume of ASP case conferences conducted during 2021/22 decreased by 23% (-29, from 126 in 2020/21 to 97). This decrease was evident across both ASP case conference categories, with initial ASP case conferences reducing from 84 to 63 and review case conferences from 42 to 34. This also follows the notable 52% rise observed the previous year (from 83 in 2019/20 to 126 in 2020/21). Of the 97 total ASP case conferences during 2021/22, 76.2% were undertaken by the Adults teams (74). Proportionally, this is broadly comparable with the volume observed during the previous year (73% by Adults Teams).

Recommendation 11: Social work service managers to continue to monitor the distribution of ASP investigations and case conferences and consider the resource implications, particularly in relation to the volume of case conferences undertaken by the Adults teams during 2021/22 (76.2% of total).

Recommendation 12: Data on case conferences is currently gathered from team managers via Microsoft Forms due to difficulties in recording and extracting figures from SWIFT AIS. Ways to enable the consistent and accurate recording and extraction of case conferences on LiquidLogic should be considered as a priority to enable robust and timely data is easily available to facilitate regular performance monitoring and the collation of the statutory Scottish Government annual return.

Recommendation 13: ASP Team and PIP Team to compile concise guidance sheet for use by team managers about which information to record on case conferences for the Scottish Government return. This can be used for training, will facilitate consistency of approach across teams, ensure that data is directly comparable year-on-year and assist with future LiquidLogic discussions. This should be accompanied by a simple table / spreadsheet to capture all data required for internal performance and statutory reporting and saved in a centralised Sharepoint location to allow comparison between periods and facilitate regular updates from team managers. PIP team to compile timetable for completion and send reminders throughout the forthcoming year. Consider for use in the interim pending the launch of LiquidLogic.

9. ASP Protection Orders

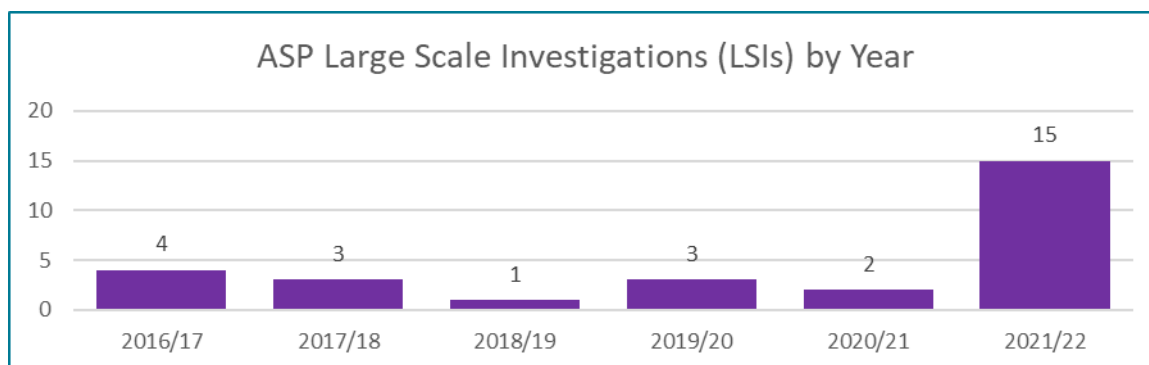
The Scottish Government return for 2021/22 requested information on protection orders granted, namely assessment orders, removal orders, temporary banning orders, banning orders, temporary banning orders with power of arrest and banning orders with power of arrest. There were no ASP protection orders granted in 2021/22 in Fife which is consistent with the previous year. Reporting of protection orders remains very low, and work is ongoing to investigate the reasons behind this. Consideration needs to be given to how information on protection orders will be recorded in and retrieved from the new LiquidLogic system and more streamlined and robust ways to capture the required information in the interim period.

Recommendation 14: Data on protection orders is currently gathered manually from team managers via Microsoft Forms due to difficulties extracting this information from SWIFT AIS (this data is currently recorded in profile notes which cannot easily be searched). Ways to enable the consistent and accurate recording and extraction of protection orders on LiquidLogic should be considered as a priority to enable robust and timely extraction to facilitate regular performance monitoring and statutory annual return.

Recommendation 15: ASP team and PIP team to compile concise guidance about what information to record on protection orders for the Scottish Government return along with a simple table / spreadsheet to capture all data required. This should be saved in a centralised Sharepoint location and used in the interim pending the launch of LiquidLogic (as per Recommendation 13).

Recommendation 16: ASP team to continue work on processes, information gathering and the recording procedure in relation to protection orders due to consistently low figures.

10. Large Scale Investigations (LSIs)



Source: Team managers.

The graph above shows the number of large-scale investigations (LSIs) reported to the Scottish Government. During 2021/22, there were 15 LSIs undertaken - a notable rise as compared to the previous five years, where the number of annual LSIs ranged from one to four annually. Three of the LSIs were undertaken by the Adults team, with the remaining 12 being conducted by the Older People teams. An LSI audit for the period 2020-2022 is currently being carried out by the ASP co-ordinator and the ASP quality assurance officer to examine reasons for the rise in LSIs experienced this year. LSI cannot be extracted from SWIFT AIS and as such, is currently gathered from team managers. Initial findings suggest that LSI IRD planning meetings may have been included in this year's figures (8) as well as formal full LSIs (6), however this would still constitute a rise in LSIs for 2021/22 as compared to the previous year (from 2 to 6).

Iriss, in partnership with the National Adult Protection Committee, have developed a free online learning resource explaining the role of LSIs within ASP practices in Scotland. This is split over four modules covering key principles, tasks / knowledge, potential practice dilemmas / errors, differences in singular investigations and an LSI and planning / structuring an LSI. The ASP team have been asked to consider this for delivery and training on a multi-agency basis. Iriss is also currently developing a national LSI framework to include learning, evidence and examples to encourage consistency in practice and ensure transparency of approach.

Recommendation 17: Social work service managers to continue to monitor distribution of LSIs and consider resource implications, particularly in relation to the number of LSIs undertaken by OP teams during 2021/22.

Recommendation 18: ASP team and PIP team to compile clear guidance on what LSI information is required for the Scottish Government and a table / spreadsheet to ensure consistency of approach across teams and on previous submissions (as per Recommendation 13). The lead should be taken from the Fife Interagency Guidance and Procedure for Large Scale Investigations of Adults at Risk of Harm (updated December 2021). The LSI review for 2020-22 is ongoing and has been added to the agenda of the next ASP managers meeting.

Recommendation 19: Ways to enable the consistent and accurate recording and extraction of LSIs on LiquidLogic should be considered as a priority to allow robust and timely extraction to facilitate regular performance monitoring and the statutory annual return to the Scottish Government.

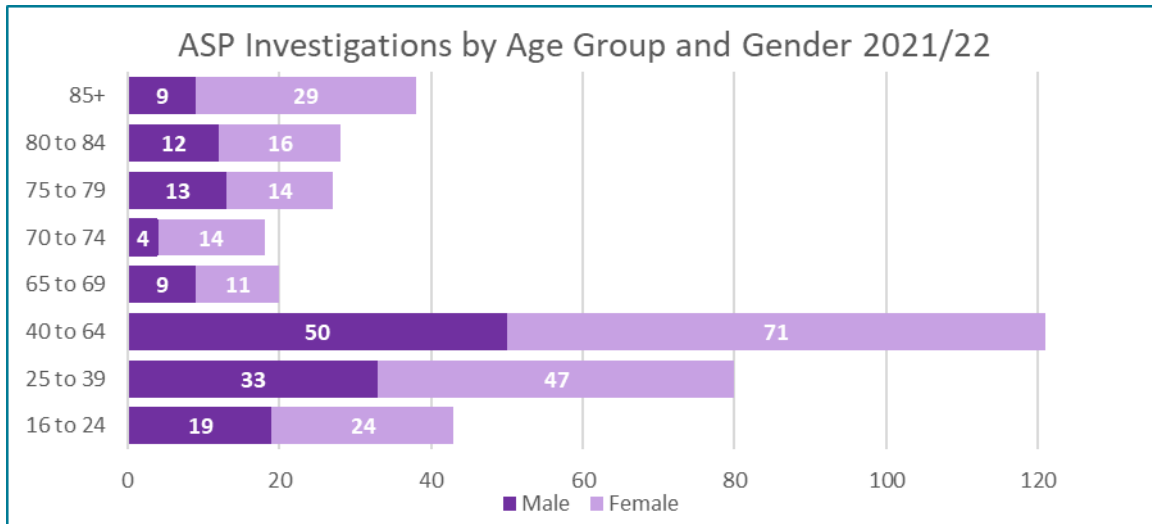
Recommendation 20: ASP are considering the LSI package from Iriss to compile a learning resource for delivery and training on a multi-agency basis.

11. Demographic Information

To facilitate planning and development of effective pathways and preventative support, it is essential to monitor details of adults of risk, the types of harm they are experiencing and where this is taking place. Nationally, this is reported on during the investigation stage of an ASP enquiry and analysis of this is

provided below. It should be noted that persons may be counted more than once within the following figures (where more than one investigation has been conducted for that nominal within the time period examined). Demographic data is reported to ASPC on a quarterly basis to enable continuous monitoring and early identification of trends or changes in data.

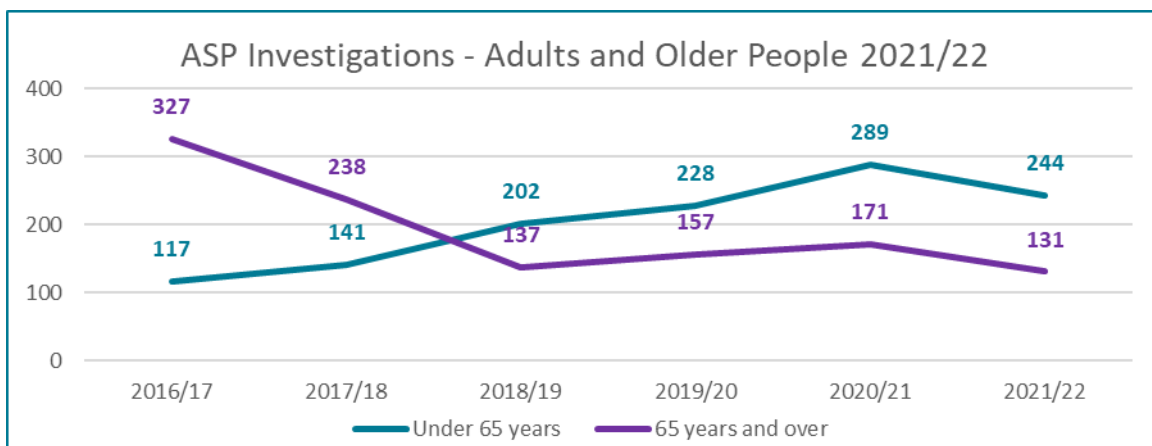
11.1. Age and Gender



Source: SWIFT AIS.

The graph above illustrates the count of investigations by gender and age group of the individual concerned.

Overall, a greater proportion (60.3%) of ASP investigations during 2021/22 related to adults identifying as female (226 of 375), which is the case across all age ranges considered. This trend was also observed consistently across all four quarters of the reporting period examined.



Source: SWIFT AIS.

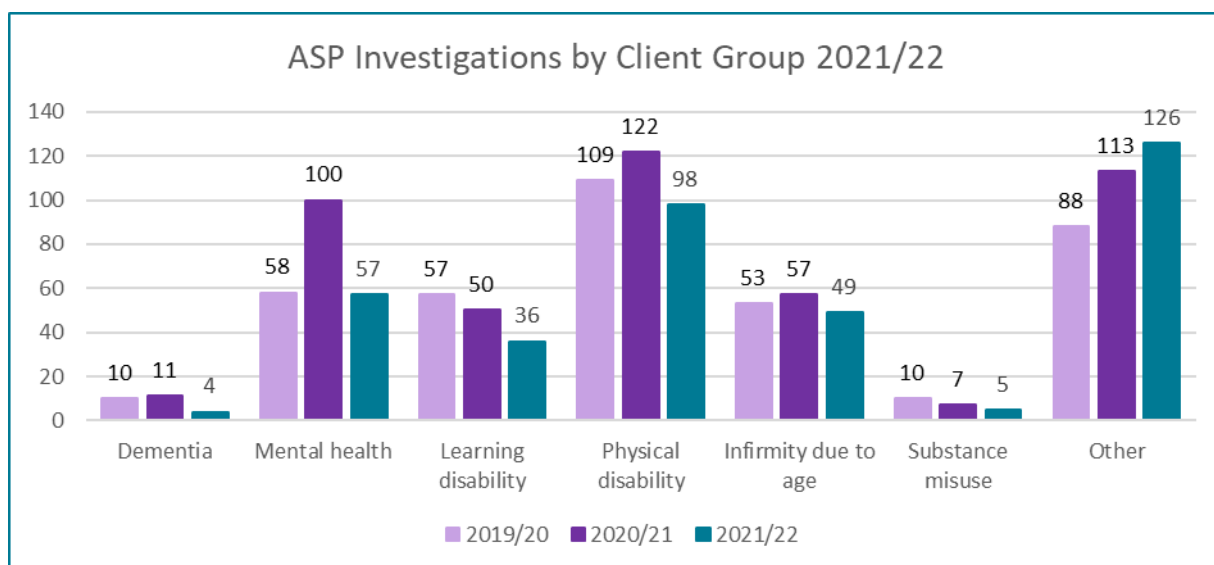
Age Group (%)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Under 65 years	26.4%	37.2%	59.6%	59.2%	62.8%	65.1%
65 years and over	73.6%	62.8%	40.4%	40.8%	37.2%	34.9%

Source: SWIFT AIS.

During 2021/22, just under two thirds (65.1%) of investigations conducted involved persons under the age of 65 years (244 of 375). The proportion of investigations for this age group has shown a consistent upward trend since 2016/17 and a year-on-year increase since 2019/20, which may be reflective of awareness raising and training across Fife strengthening our approach to identifying and reporting harm.

The resulting reduction in the proportion of investigations involving older age groups (from 73.6% in 2016/17 to 34.9% in 2021/22) could be related to ongoing work to ensure that practitioners are better able to differentiate between significant occurrences and harm.

11.2. Client Group



Source: SWIFT AIS.

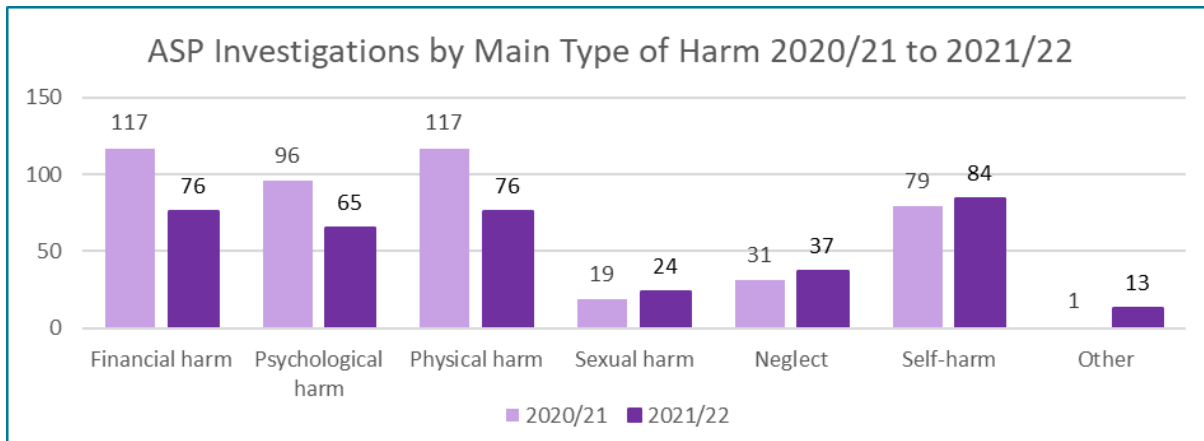
The graph above shows the number of investigations conducted for each client group category during 2021/22. Due to the overall decrease in the volume of investigations carried out over this period (from 460 in 2020/21 to 375 in 2021/22), there has been a resultant reduction in most of the client categories. The most notable is for mental health, which has almost halved in 2021/22 (from 100 to 57) following the rise observed the previous year (from 58 in 2019/20). One possible contributory factor to the rise seen in

2020/21 is the pandemic, with concerns over Covid-19, a reduction in available services and mandatory lockdowns likely to have had impact upon individual's mental health.

The only rise in client group during 2021/22 was in relation to the Other category (from 113 in 2020/21 to 126). The highest number of investigations were for Offenders (32) and Other Vulnerable People (30). It should be noted that for 19% of this category, the client group was listed as Not Recorded (24 of 126).

12. Incident Information

12.1. Type of Harm

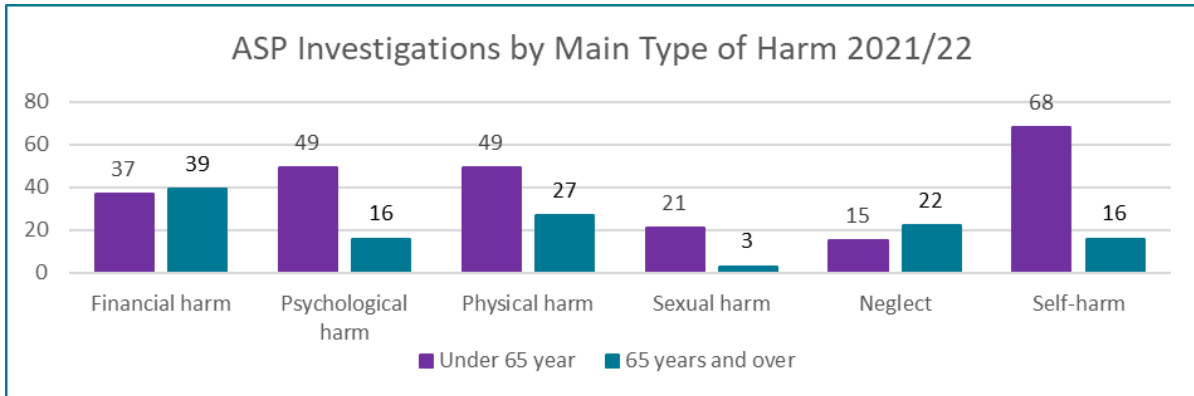


Source: SWIFT AIS.

The graph above shows the number of ASP investigations by main type of harm recorded. During 2021/22, the most common types of principal harm leading to an ASP investigation were financial harm and psychological harm, consistent with the previous year. Each accounted for 20.3% each of total investigations during 2021/22 (76 each of 375), a reduction in the proportions seen the year before (25% each in 2020/21).

Despite an overall decrease in the volume of ASP investigations carried out in 2021/22 (from 460 to 375), there were small rises in the volume and proportion of investigations involving sexual harm (+5, from 19 or 4.1% in 2020/21 to 24 or 6.4% in 2021/22; 18 nominals to 23), neglect (+6, from 31 or 6.7% to 37 or 9.9%; 31 nominals to 35) and self-harm (+5, from 79 or 17.2% to 84 or 22.4%; 75 nominals to 83). It is notable that the rise in investigations involving self-harm last year (from 50 to 79) has continued in 2021/22 (+5 to 84).

The graph below shows the main type of harm recorded in the ASP investigation by client age group for 2021/22. As in previous years, this demonstrates the variance in types of harm experienced over the different age groups. Consistent with the findings from 2020/21, the most notable is for investigations involving self-harm, with 80.9% of these involving under 65s (68 of 84) and accounting for 27.9% of all investigations involving adults aged 16 to 64 (68 of 244, higher than any other harm type for this age range).



Source: SWIFT AIS.

The type of harm investigated varies between client groups and it may be beneficial to consider this information to advise targeted communications campaigns. The highest count and percentage has been shown in red for each category in the table below for ease of reference. Caution must be taken when analysing the findings as counts for each can be small (given in the TOTAL column).

Client Group		Main Type of Harm							TOTAL
		Financial harm	Psychological harm	Physical harm	Sexual harm	Neglect	Self-harm	Other	
Dementia	Count	0	0	2	0	2	0	0	4
	%	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	100.0%
Mental health	Count	14	12	7	5	3	16	0	57
	%	24.6%	21.1%	12.3%	8.8%	5.3%	28.1%	0.0%	100.0%
Learning disability	Count	7	7	11	3	2	5	1	36
	%	19.4%	19.4%	30.6%	8.3%	5.6%	13.9%	2.8%	100.0%
Physical disability	Count	20	12	20	5	19	18	4	98
	%	20.4%	12.2%	20.4%	5.1%	19.4%	18.4%	4.1%	100.0%
Infirmity due to age	Count	17	4	14	1	4	4	5	49
	%	34.7%	8.2%	28.6%	2.0%	8.2%	8.2%	10.2%	100.0%
Substance misuse	Count	2	2	1	0	0	0	0	5
	%	40.0%	40.0%	20.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Other	Count	16	27	20	10	7	41	5	126
	%	12.7%	21.4%	15.9%	7.9%	5.6%	32.5%	4.0%	100.0%

Source: SWIFT AIS.

Recommendation 21: Learning and Development to consider the continued increase in investigations relating to self-harm and the current training and resources in place to support staff in providing effective and timely support.

Recommendation 22: ASP team to consider the breakdown of client group and types of harm with a view to developing more targeted communication campaigns based on the analysis above.

12.2. Location of Harm

The most frequent location of harm continues to be the individual's own home, accounting for over half (55.5%) of the ASP investigations during 2021/22 (208 of 375). This is a small decrease on the proportion observed the previous year (62%) but has remained universal across age group, gender, primary client group and ethnicity and is consistent with data from previous years. The number of investigations where the location of harm was reported as a care home has further decreased in 2021/22 (from 25 in 2020/21 to 18) and is very low (4.8%) as compared to the previous national average (22%).

Recommendation 23: Self-evaluation activity to scrutinise / investigate reasons for difference between number of investigations where location is a care home as compared to national average (ongoing).

13. Concluding Remarks

As has been observed previously, the data for 2021/22 is broadly consistent with the findings from past returns. As such, the ASPC Strategic Improvement Plan, updates and supporting workplans already contain ongoing actions which are further reinforced by the findings of this report. National statistics in relation to the Scottish Government returns for 2021/22 have not yet been published, but a comparison paper in relation to Fife statistics will be produced once this data becomes available.

Current work includes the development of a stakeholder engagement strategy and a mixed methods review to investigate the low number of investigations involving care homes as compared to the national average of 22% (volume in Fife decreased further in 2021/22, from 25 to 18 or from 5.4% to 4.8%).

Ongoing trends from previous years which have continued during 2021/22 include:

- Rising reports of harm from police (664 to 696) and Scottish Ambulance Service (29 to 38).
- Continued reduction in referrals from GPs (180 in 2019/20 to 138 in 2020/21 to 117 in 2021/22).
- Further increase in investigations involving self-harm, majority of which (80.9%) involve under 65's.

New potential areas for further investigation highlighted by the findings from this 2021/22 report include:

- Notable increase in referrals from NHS (from 344 to 448) – possibly due to greater service contact / involvement following easing of lockdown restrictions. Specific rise from NHS24 (from 23 to 55).
- Notable rise in ASP referrals from care inspectorate (from 11 to 42).
- Significant increase in the number of LSIs reported (from 2 to 15).

Overall, the volume and complexity of ASP work undertaken across the service, particularly in relation to those aged under 65 years, continues to increase. There has been a small reduction in the number of individuals for whom multiple reports of harm are received (551 to 535) but a rise in nominals with five or more referrals (from 45 to 50). The proportion of referrals requiring further adult protection action rose again 2021/22, marking the fifth consecutive year of increase. The proportion of ASP investigations involving those under 65 years of age has grown further (from 62.8% in 2020/21 to 65.1%).

Existing audit processes can be used to identify learning points and review and refine our processes regarding multiple reports of harm and escalation of involvement and engagement. This will help to ensure that we continue to move forward as a partnership in finding effective ways to keep people safe from harm. The tables overleaf provide an overview of the recommendations made from the findings in this report. If agreed to be taken forward, these can be embedded in the existing workplans for 2021-23 and the stakeholder engagement plans (as appropriate).

Recommendation 24: PIP team to produce a report on Fife ASP return for 2021/22 as compared to national statistics for Scotland once data becomes available from the Scottish Government (anticipated late 2022).

Please contact Katie Jones (Performance Improvement and Planning Officer) if you have any questions about the contents of this report or would like to request further analysis of the data from this return.

Email: Katie.Jones@fife.gov.uk

Key Finding and Report Section	Report Recommendation for Consideration	Lead	Required
<p>Small decrease in nominals with multiple reports of harm (from 29% or 551 to 27% or 535) but a rise in the number of individuals with five or more referrals recorded (from 45 to 50).</p> <p><i>(Section 3. ASP Reports of Harm)</i></p>	<p><u>Recommendation 1:</u> SE&I to consider undertaking an audit of cases where there have been multiple reports of harm (535) and / or an audit of cases with five or more reports of harm (50). This will help ensure that the multiple report of harm protocol is being correctly taken forward and that there is an escalation of engagement (where appropriate). It will also allow an evaluation of the quality of the partnership's response to preventing harm and help identify any learning points or further actions for improvement moving forward. In addition, this would assist with a review of chronologies which will be an action point for the overarching Adult Support and Protection Committee (ASPC) strategic improvement plan for 2023-25 and could be considered for the forthcoming annual ASP audit for 2023. Given the volume of cases involved (535 multiple reports of harm, 50 of which have 5+ referrals), it may be more appropriate to consider a dip sample from both categories to ensure any audit is manageable but as representative as possible of the broader data. The PIP team can provide further data on multiple reports of harm as required.</p>	SE&I ASP team	2023
	<p><u>Recommendation 2:</u> The service aims to complete 85% of inter-agency referral discussions (IRDs) within five working days. However, IRD snapshots may include multiple reports of harm IRDs (MRH) which can lead to delays in the timescale being met due to the time taken to co-ordinate the availability of participants to conduct the face-to-face meetings required. ASP team and PIP to examine the current scale and consider ways in which this can be addressed (such as reviewing MRHs separately, for example).</p>	SE&I ASP team	2023
<p>Changes in referral trends in 2021/22 include a 30.2% rise in ASP referrals from NHS (+104), a notable increase from care inspectorate (+31) and continued rises from police and SAS.</p> <p><i>(Section 4. Source of Referrals)</i></p>	<p><u>Recommendation 3:</u> As per ongoing 2021-23 ASP workplan, the ASP team will continue to strengthen links with all partners and raise awareness of the key ASP messages during the forthcoming year through development / implementation of a stakeholder engagement plan.</p>	ASP team	Early 2023
	<p><u>Recommendation 4:</u> Audit and drug prevention activity from SAS were highlighted at ASPC in August 2022. Work is ongoing to further strengthen ASP links with SAS and reporting of harm.</p>	ASP team SAS	2023

	<u>Recommendation 5:</u> SE&I group to continue to monitor the source of ASP referrals on a quarterly basis via analysis provided by the PIP team in the ASPC quarterly report.	SE&I PIP team	Quarterly
<p>Later launch of LiquidLogic allows additional time for ROH recording practices to be evaluated / refined for more consistent / robust performance reporting moving forward.</p> <p><i>(Section 5. Outcome of ASP Referrals)</i></p>	<u>Recommendation 6:</u> Continuation of working group and regular meetings between ASP team, PIP team, Social Work, Workforce Development and SWIFT replacement team to ensure that the LiquidLogic system can effectively record and report on counts, source and outcomes of ASP referrals.	ASP team PIP team SWIFT replacement team	As required

Key Finding and Report Section	Report Recommendation for Consideration	Lead	Required
<p>Investigations reduced on last year to 375, similar to 2019/20 (385), which rose to 459 following data validation exercises.</p> <p><i>(Section 6: ASP Investigations)</i></p>	<u>Recommendation 7:</u> ASP Team and PIP to investigate what data validation exercises were carried out during 2019/20 given the rise in investigations subsequently observed once this work had been carried out. Consider similar data validations for 2021/22. PIP team can provide data and analysis where appropriate.	ASP team PIP team	2023
<p>16 nominals were the subject of multiple ASP investigations during 2021/22 (albeit decrease on last year).</p> <p><i>(Section 6: ASP Investigations)</i></p>	<u>Recommendation 8:</u> SE&I interagency audit to consider including the 16 nominals who have been subject to multiple investigations during 2021/22 to evaluate if the partnership can strengthen its response to harm, particularly in relation to the support of adults under 65 years.	SE&I	2023
	<u>Recommendation 9:</u> ASP team leaders to consider routine review of cases and any procedural implications where multiple investigations are being undertaken.	ASP team	2023
<p>The recording and extraction of ASP investigation data from LiquidLogic.</p>	<u>Recommendation 10:</u> Continuation of working group and regular meetings between ASP team, PIP team, Social Work, Workforce Development and SWIFT replacement	ASP team PIP team	As required

<i>(Section 7: Outcome of ASP Investigations)</i>	team to ensure that the LiquidLogic system can effectively record and report on counts, outcomes and nominal demographics from ASP investigations.	SWIFT replacement team	
76.2% of case conferences completed by Adults teams in 2021/22 (74 of 97). <i>(Section 8: ASP Case Conferences)</i>	<u>Recommendation 11</u> : Social work service managers to continue to monitor the distribution of ASP investigations and case conferences and consider the resource implications, particularly in relation to the volume of case conferences undertaken by the Adults teams during 2021/22.	SW teams	2023
Recording of case conference information on Liquid Logic and for Scottish Government return and internal monitoring and reporting purposes. <i>(Section 8. ASP Case Conferences)</i>	<u>Recommendation 12</u> : Data on case conferences is currently gathered from team managers via Microsoft Forms due to difficulties in recording and extracting figures from SWIFT AIS. Ways to enable the consistent and accurate recording and extraction of case conferences on LiquidLogic should be considered as a priority to enable robust and timely data is easily available to facilitate regular performance monitoring and collation of statutory SG return.	ASP team PIP team SWIFT replacement team	2023
	<u>Recommendation 13</u> : ASP Team and PIP Team to compile concise guidance sheet for use by team managers about which information to record about case conferences for SG return. This can be used for training, will facilitate consistency of approach across teams, ensure data is directly comparable year-on-year and assist with LiquidLogic discussions. This should be accompanied by a simple table / spreadsheet to capture data required for internal performance and statutory reporting and saved in a centralised Sharepoint location to allow comparison between periods and facilitate regular updates from team managers. PIP team to compile timetable for completion and send reminders throughout the forthcoming year. Consider for use in the interim pending the launch of LiquidLogic.	ASP team PIP team	2023

Key Finding and Report Section	Report Recommendation for Consideration	Lead	Required
Recording of ASP Protection Orders. <i>(Section 9. ASP Protection Orders)</i>	<u>Recommendation 14</u> : Data on protection orders is currently gathered manually from team managers via Microsoft Forms due to difficulties extracting this information from SWIFT AIS (this data is currently recorded in profile notes which cannot easily be searched). Ways to enable the consistent and accurate recording and extraction of protection orders on LiquidLogic should be considered as a priority to enable robust and timely extraction to facilitate regular performance monitoring and statutory annual return.	ASP team PIP team SWIFT replacement team	2023
	<u>Recommendation 15</u> : ASP team and PIP team to compile concise guidance about what information to record on protection orders for the Scottish Government return along with a simple table / spreadsheet to capture all data required. This should be saved in a centralised Sharepoint location and used in the interim pending the launch of LiquidLogic (as per Recommendation 13).	ASP team PIP team	2023
	<u>Recommendation 16</u> : ASP team to continue work on processes, information gathering and the recording procedure in relation to protection orders due to consistently low figures.	ASP team	2023
Increase in volume of LSIs during 2021/22. <i>(Section 10. Large Scale Investigations (LSIs))</i>	<u>Recommendation 17</u> : Social work service managers to continue to monitor distribution of LSIs and consider resource implications, particularly in relation to the number of LSIs undertaken by OP teams during 2021/22.	ASP team	2023
Recording of LSIs. <i>(Section 10. Large Scale Investigations (LSIs))</i>	<u>Recommendation 18</u> : ASP team and PIP team to compile clear guidance on what LSI information is required for the Scottish Government and a table / spreadsheet to ensure consistency of approach across teams and on previous submissions (as per Recommendation 13). The lead should be taken from the Fife Interagency Guidance and Procedure for Large Scale Investigations of Adults at Risk of Harm (updated December 2021). The LSI review for 2020-22 is ongoing and has been added to the agenda of the next ASP managers meeting.	ASP team PIP team	2023

	<p><u>Recommendation 19</u>: Ways to enable the consistent and accurate recording and extraction of LSIs on LiquidLogic should be considered as a priority to allow robust and timely extraction to facilitate regular performance monitoring and statutory annual return to Scottish Government.</p>	<p>ASP team PIP team SWIFT replacement</p>	<p>2023</p>
	<p><u>Recommendation 20</u>: ASP are considering the LSI package from Iriss to compile a learning resource for delivery and training on a multi-agency basis.</p>	<p>ASP team</p>	<p>2023</p>

Key Finding and Report Section	Report Recommendation for Consideration	Lead	Required
<p>Continued rise in the number of ASP investigations for self-harm (50 in 2019/20, 79 in 2020/21 to 84 in 2021/22).</p> <p><i>(Section 12. Incident Information Section 12.1. Type of Harm)</i></p>	<p><u>Recommendation 21</u>: Learning and Development to consider the continued increase in investigations relating to self-harm and the current training and resources in place to support staff in providing effective and timely support.</p>	<p>L&D Group</p>	<p>2023</p>
<p>Variance in the types of harm investigated by age and client group.</p> <p><i>(Section 12. Incident Information</i></p>	<p><u>Recommendation 22</u>: ASP team to consider the breakdown of client group and types of harm with a view to developing more targeted communication campaigns based on the analysis above.</p>	<p>ASP team</p>	<p>2023</p>

<i>Section 12.1. Type of Harm)</i>			
Number of investigations where the location of harm was reported as a care home has further decreased and is very low as compared to the national average. <i>(Section 12. Incident Information Section 12.2. Location of Harm)</i>	<u>Recommendation 23</u> : Self-evaluation activity to scrutinise / investigate reasons for difference between number of investigations where location is a care home as compared to national average (ongoing).	ASP team	2023
Analysis of Fife annual ASP return for 2021/22 and other statistics for Scotland to provide comparison on national basis. <i>(Section 13. Concluding Remarks)</i>	<u>Recommendation 24</u> : PIP team to produce a report on Fife ASP return for 2021/22 as compared to national statistics for Scotland once data becomes available from the Scottish Government (anticipated late 2022).	PIP team	Late 2022 / early 2023

14. Reference Documents

This report should be considered in conjunction with the following additional reference documents, which outline strategies for the forthcoming period as well as ongoing workplans and partnership information (press Ctrl and right click on the link to access the documents).

Adult Support and Protection Committee Strategic Improvement Plan 2021-23

https://www.fife.gov.uk/_data/assets/word_doc/0031/176908/ASPC-Strategic-Improvement-Plan-2021-23-FINAL.docx

Adult Support and Protection Improvement Plan 2021-23

https://www.fife.gov.uk/_data/assets/pdf_file/0031/188086/ASPC-Vision-and-priorities-2021-23-1.pdf

Appendix 1: Summary Tables

Section A: Data on ASP Referrals

Question 1: Number of ASP referrals received

Summary of ASP Referrals	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Q1 (Apr to Jun)	375	510	757	725	644	810
Q2 (Jul to Sep)	427	502	659	757	822	668
Q3 (Oct to Dec)	410	588	671	730	687	691
Q4 (Jan to Mar)	453	800	623	755	645	750
TOTAL	1,665	2,400	2,710	2,967	2,798	2,919

Question 2: Source of principal referral

Source of ASP Referrals	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Mental Welfare Commission	0	0	0	0	0	0
Unpaid carer	0	0	0	0	0	0
Others	11	7	1	0	0	0
Healthcare Improvement Scotland	0	0	0	0	1	1
Other member of public	7	178	218	122	2	0
Office of Public Guardian	3	2	0	2	3	7
Care Inspectorate	15	31	0	7	11	42
Scottish Ambulance Service	3	3	0	3	29	38
Self (adult at risk of harm)	38	40	49	50	37	48
Scottish Fire & Rescue Service	77	74	63	69	57	44
Friend / neighbour	136	13	0	35	71	50
Anonymous	25	33	74	89	71	49
Council	272	343	194	193	137	119
GPs	45	64	131	180	138	117
Family	39	48	0	117	159	181

Social Work	216	258	293	310	238	245
NHS	229	365	322	411	344	448
Police	87	249	375	377	664	696
Other organisation	462	692	990	1,002	836	834
TOTAL	1,665	2,400	2,710	2,967	2,798	2,919

Section B: Data on Investigations

Question 3: Number of investigations commenced under the ASP Act

ASP Investigations	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number of investigations	444	379	339	385	460	375

Question 4a: Number of investigations commenced by age and gender

Age Group	2019/20				2020/21				2021/22			
	Male	Female	Not Known	TOTAL	Male	Female	Not Known	TOTAL	Male	Female	Not Known	TOTAL
16 to 24	16	22	2	40	21	31	2	54	19	24	0	43
25 to 39	37	29	0	66	28	43	0	71	33	47	0	80
40 to 64	55	67	0	122	79	85	0	164	50	71	0	121
65 to 69	10	8	0	18	11	11	0	22	9	11	0	20
70 to 74	6	11	0	17	10	13	0	23	4	14	0	18
75 to 79	9	16	0	25	15	24	0	39	13	14	0	27
80 to 84	17	27	0	44	11	21	0	32	12	16	0	28
85+	17	36	0	53	16	38	0	54	9	29	0	38
Not known	0	0	0	0	0	1	0	1	0	0	0	0
TOTAL	167	216	2	385	191	267	2	460	149	226	0	375

Question 4b: Number of investigations commenced by age and ethnic group

Age Group	2019/20								2020/21								2021/22							
	White	Mixed or multiple ethnic groups	Asian, Asian Scottish or Asian British	African	Caribbean or Black	Other ethnic group	Not known	TOTAL	White	Mixed or multiple ethnic groups	Asian, Asian Scottish or Asian British	African	Caribbean or Black	Other ethnic group	Not known	TOTAL	White	Mixed or multiple ethnic groups	Asian, Asian Scottish or Asian British	African	Caribbean or Black	Other ethnic group	Not known	TOTAL
16 to 24	37	0	1	0	0	0	2	40	47	0	1	0	0	0	6	54	40	0	0	0	0	0	3	43
25 to 39	63	0	0	0	0	1	2	66	67	1	1	0	0	0	2	71	74	0	1	0	0	1	4	80
40 to 64	115	0	0	0	0	0	7	122	152	0	0	0	0	0	12	164	105	2	2	0	0	0	12	121
65 to 69	15	0	0	0	0	0	3	18	19	0	0	0	0	0	3	22	20	0	0	0	0	0	0	20
70 to 74	16	0	0	0	0	0	1	17	21	0	0	0	0	1	1	23	18	0	0	0	0	0	0	18
75 to 79	22	0	0	0	0	0	3	25	35	0	0	0	0	0	4	39	26	0	0	0	0	0	1	27
80 to 84	36	0	0	0	0	0	8	44	29	0	0	0	0	0	3	32	27	0	0	0	0	0	1	28
85+	48	0	1	0	0	0	4	53	52	0	1	0	0	0	1	54	33	0	0	0	0	0	5	38
Not known	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
TOTAL	352	0	2	0	0	1	30	385	422	1	3	0	0	1	33	460	343	2	3	0	0	1	26	375

Question 5: Number of investigations commenced by primary main client group

ASP Investigations by Client Group	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Dementia	157	101	3	10	11	4
Mental health problem	37	54	40	58	100	57
Learning disability	63	70	44	57	50	36
Physical disability	54	46	97	109	122	98
Infirmity due to age	49	48	47	53	57	49
Substance misuse	19	11	1	10	7	5
Other	65	49	107	88	113	126
TOTAL	444	379	339	385	460	375

Question 6: Type of principal harm which resulted in an investigation (as defined under the ASP Act)

ASP Investigations by Type of Harm	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Financial harm	68	91	52	97	117	76
Psychological harm	46	49	94	84	96	65
Physical harm	120	106	43	95	117	76
Sexual harm	20	19	29	17	19	24
Neglect	104	66	34	36	31	37
Self-harm	19	23	85	50	79	84
Other	67	25	2	6	1	13
TOTAL	444	379	339	385	460	375

Question 7: Location of principal harm which resulted in an investigation (as defined under the ASP Act)

ASP Investigations by Location of Harm	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Own home	264	246	226	227	285	208
Other private address	6	13	9	14	14	17
Care home	128	66	33	37	25	18
Sheltered / supported accommodation	17	5	9	7	15	4
Independent hospital	1	0	1	3	0	0
NHS	16	19	11	14	10	5

Day centre	1	5	0	1	0	1
Public place	9	20	27	16	16	23
Not known	2	5	23	66	95	99
TOTAL	444	379	339	385	460	375

Section C: Data on ASP Case Conferences and Protection Orders

Question 8: Number of cases subject to an ASP case conference

Type of ASP Case Conference	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Initial ASP case conference	29	44	59	58	84	63
Review ASP case conference	15	20	33	25	42	34
TOTAL	44	64	92	83	126	97

Question 9: Number of protection orders granted

No protection orders were granted between 1st April 2021 and 31st March 2022.

Section D: Data on ASP Large Scale Investigations (LSIs)

Question 10: Number of LSIs commenced

ASP Large Scale Investigations (LSIs)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number of LSIs	4	3	1	3	2	15

Section E: Data on Outcomes

Question 11: What happened to referrals received

Outcome of ASP Referrals	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Further Adult Protection action	610	1,398	1,825	2,103	2,272	2,560
Further non-AP action	301	332	242	256	130	90

No further action	713	610	560	518	342	206
Not recorded	41	60	83	90	54	63
TOTAL	1,665	2,400	2,710	2,967	2,798	2,919

Outcome of ASP Referrals (%)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Further Adult Protection action	36.6%	58.3%	67.3%	70.9%	81.2%	87.7%
Further non-AP action	18.1%	13.8%	8.9%	8.6%	4.6%	3.1%
No further action	42.8%	25.4%	20.7%	17.5%	12.2%	7.1%
Not recorded	2.5%	2.5%	3.1%	3.0%	1.9%	2.2%

Question 12: What happened to investigations received

Outcome of ASP Investigations	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Further Adult Protection action	75	48	34	44	59	38
Further non-AP action	214	166	102	131	172	129
No further action	137	157	165	201	227	202
Not known / ongoing	18	8	38	9	2	6
TOTAL	444	379	339	385	460	375

Outcome of ASP Investigations (%)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Further Adult Protection action	16.9%	12.7%	10.0%	11.4%	12.8%	10.1%
Further non-AP action	48.2%	43.8%	30.1%	34.0%	37.4%	34.4%
No further action	30.9%	41.4%	48.7%	52.2%	49.3%	53.9%
Not known / ongoing	4.1%	2.1%	11.2%	2.3%	0.4%	1.6%

Appendix 2-Updated Adult Support and Protection Competency Framework

Group A – Competences 1-5

Members of this group have a responsibility to contribute to Adult Support and Protection, but do not have specific organisational responsibility or statutory authority to intervene.

- All Support Staff in Health and Social Care
- Day service Staff
- Housing Staff
- Council Based Office Staff
- HR Staff
- Elected Members
- Volunteers
- Befrienders
- Charity Trustees
- Drivers, other transport staff

Staff Group B - Competences 1-12

This group have considerable professional and organisational responsibility for Adult Support and Protection. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within an inter or multi-agency context.

- Social Workers
- Nurses
- Frontline Managers
- Team Managers
- Health and Social Care Providers Service Managers
- Senior Support Workers

Staff Group C - Competences 1-16

This Group is responsible for ensuring the management and delivery of Adult Support and Protection Services is effective and efficient. In addition they will have oversight of the development of systems, policies and procedures within their own organisations to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality services.

- Operational Managers
- Senior Management
- Heads of Assessment and Care Managers
- Service Managers
- Senior Social Workers

Staff Group D - Competences 1-5 and 16-20

This Group is responsible in ensuring their organisation is, at all levels, fully committed to Safeguarding Adults and have in place appropriate systems and resources to support this work in an intra- and inter-agency context.

- Senior Leadership Team
- Chief Executive

Demonstrating Competence

To demonstrate competence staff should present a combination of evidence to their line managers. This could include formal training, completion of vocational/professional awards and work products. The line managers may wish to carry out a professional discussion, question / answer session with you in order to ensure competency in a specific area. A full list of suggested evidence can be found at the end of this document (appendix 2)

If you are required to demonstrate more than one set of competences, for example your current role is within both B and C - you may want to look at both of these competences as you should be able to cross reference your evidence for competences in other groups.

Staff Group A

All Staff to complete this section:

Competencies 1-5	Description	Evidence or Demonstration of Competence/Confidence in this area	Any development Required?	Review Date (minimum of 12 monthly)
1.	I understand that <i>"adult support and protection is everyone's business"</i>			
2.	I am able to recognise an adult potentially in need of Adult Support and Protection intervention and take action.			
3.	I understand how to make an ASP referral.			
4.	I understand dignity and respect when working with individuals.			
5.	I have knowledge of Fife Health and			

	Social Care Partnership's multi-agency ASP Procedures.			
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Staff Signature Line Managers Signature

Date

Staff Group B & C to complete this section

Competence in working with people and delivering Safeguarding Services Competence

Competencies 6-12	Description	Evidence or Demonstration of Competence/Confidence in this area	Any development Required?	Review Date (minimum of 12 monthly)
6.	I have the required knowledge and skills to contribute fully to the Adult Support and Protection process.			
7.	I am aware of and can apply local policy and procedural frameworks when undertaking Adult Support and Protection Activity.			
8.	I ensure service users/carer's are supported appropriately to understand Adult Support and Protection issues.			
9.	I am able to distinguish between observation, facts, information and			

	opinion gained from others in gathering evidence with regard to ASP issues			
10.	I know and understand the legislative context of Adult Support and Protection i.e. Adults with Incapacity (Scotland) Act 2000 and Mental Health Care and Treatment (Scotland) Act 2003			
11.	I maintain accurate, complete and up to date records.			
12.	I am able to demonstrate the required level of skills and knowledge to undertake an Adult Support and Protection Investigation.			

Staff Signature Line Managers Signature

Date

Staff Group C (Need to complete B & A also)

Competence in Strategic Management and Leadership of Safeguarding Services

Competencies 13-16	Description	Evidence or Demonstration of Competence/Confidence in this area	Any development Required?	Review Date (minimum of 12 monthly)

13.	I actively engage in supporting a positive multi-agency approach to Adult Support and Protection work.			
14.	I support the development of robust internal systems to provide consistent, high quality Adult Support and Protection service.			
15.	<p>I chair Adult Support and Protection meetings such as IRD discussions OR Case Conferences.</p> <p>(This only applies to Senior Practitioners or Team Managers who role involves chairing ASP meetings)</p>			
16.	I ensure record systems are robust and fit for purpose.			

Staff Signature Line Managers Signature

Date

Staff Group D (need to complete A also)

Competence in Strategic Management and Leadership of Safeguarding Services

Competencies 17-20	Description	Evidence or Demonstration of Competence/Confidence in this area	Any development Required?	Review Date (minimum of 12 monthly)
17.	I lead the development of effective policy and procedures for Adult Support and Protection services in my organisation.			
18.	I ensure plans and targets for Adult Support and Protection are embedded at a strategic level across the organisation.			
19.	I promote awareness of Adult Support and Protections systems within and outside my organisation.			
20.	I develop and maintain systems to ensure the involvement of service users in developing Adult Support and Protection services.			

Development of Competence-Appendix 1

Please make notes of how any competences that have not been demonstrated, can be evidenced in the foreseeable future and dates to when this will be assessed.

Competence:	Actions:	Target Date:
For example, I have knowledge of Fife's Health and Social Care Partnership's inter-agency ASP procedures	CB requires to broaden his understanding of Council Officer training. To attend CO training.	Within next 6 months.

Examples of Evidence to Support Competence Level-Appendix 2

Suggested Evidence Group A

- Clear understanding of their role in making an alert and an Adult Support and Protection referral.
- Clear understanding of their organisation's policy and procedures.
- Understand limits to confidentiality.
- Be able to define 'adult at risk of harm'.
- Know the different types of abuse and how to recognise indicators/signs.
- Contact emergency services where appropriate.
- Know how to make an alert and a referral.
- Know how to record appropriately.
- Value individuality and be non-judgmental.

- Be aware of how own values and attitudes influence understanding of situations.
- Understand how to 'whistleblow' using Local procedures.

Suggested Evidence Group B

- Responds to referrals within specified timescales.
- Identify and reduce potential and actual risks after an allegation of abuse has been made.
- Convene relevant ASP meetings such as IRD or Case Conference meetings as appropriate within specified time scales.
- Contribute effectively to all information sharing.
- Develop protective strategies for those who refuse services.
- Show a clear understanding of the thresholds and pathways for investigating in response to an Adult Support and Protection referral.
- Describe the purpose of a IRD Meeting and Case Conference.
- Describe the purpose of a Protection Plan.
- Use of appropriate forms and recording systems.
- Understand the use of legislation within Adult Support and Protection work including:-
 - Adult Support and Protection (Scotland) Act 2007
 - Mental Health Care and Treatment (Scotland) Act 2003
 - Adults with Incapacity (Scotland) Act 2000
- Recognise service users' rights to freedom of choice.
- Understand the impact that abuse can have on individuals.
- Provide information on local support services that may provide support.
- Provide written and verbal information on Adult Support and Protection processes.
- Demonstrate knowledge of gathering, evaluating and preserving evidence.

Suggested Evidence Group C

- Evidence of protection planning.
- Evidence of report writing.
- Evidence of multi-agency working.
- Explicit understanding of confidentiality and data protection issues
- Demonstrate a thorough knowledge and application of purpose, duties, tasks involved in Adult Support and Protection investigations.
- Plan and carry out agreed strategy to protect an adult from harm during and following an investigation.
- Understand the different roles and responsibilities of the different agencies involved in investigating allegations of harm.
- Demonstrate a clear understanding of Fife Health and Social Care Partnership multiagency policy and procedures.
- Ensure supervision is carried out regularly to support safeguarding activity.
- Ensure effective performance management systems are in place and implemented when poor Adult Support and Protection practice is identified.
- Ensure the workforce has the necessary skills and knowledge to carry out effective safeguarding activity.
- Chair relevant Adult Support and Protection meetings and conferences in line with local policy and procedures.
- Demonstrate effective systems are in place to maintain records including investigation reports, minutes and protection plans.

Suggested Evidence Group D

- Have a strategic understanding of the scope of Adult Support and Protection services across the organisation.
- Work in partnership with a range of key agencies to promote Adult Support and Protection Services.
- Promote the Fife Health and Social Care Partnership's Adult Support and Protection Committee work plan and key priorities.
- Effectively communicates a proactive approach to Adult Support and Protection within your organisation.
- Be able to account for your organisations Adult Support and Protection practice
- Ensure that internal audit systems are robust and meet the requirements for external scrutiny.
- Have a comprehensive knowledge of Care Inspectorate inspection findings and how these will be implemented to support service development in your organisation.
- Be aware of the findings from serious case reviews and any Adult Support and Protection implications for service delivery in your organisation.
- Identify systems and structures in place used to raise awareness of Adult Support and Protection locally.
- Evidence that service users, patients and carers are supported and involved in all aspects of activity, and that their feedback impacts upon service planning and delivery.

Appendix 3-Covering Letter as part of the ASPC's COVID Supermarket campaign



Glenrothes

KY6 2RJ

To the Shop Manager

Dear Sir/Madam

I write to ask for your assistance to help Fife Child and Adult Protection Committees keep children and adults safe from harm during the current crisis.

The COVID-19 outbreak and the current lockdown presents a variety of challenges to support children, young people and adults at risk of harm. The closure of schools and nurseries, day and drop-in centers, community hubs, libraries, banks and shops has resulted in people being behind closed doors, away from the people and services who might normally spot problems. We are asking everyone to keep their eyes and ears open for children and adults who may be at risk of harm, abuse or neglect during the COVID-19 crisis. During lockdown it's more important than ever to speak up if you see or hear something worrying about an adult or a child. This includes your staff, customers and delivery drivers, who can all have a part to play.

As part of our ongoing efforts to ensure that people know what harm is and how to report it, we have created the attached poster which details this information and shows the numbers to contact to talk about any concern you may have for both adult and child protection.

It would be appreciated if this poster can be displayed on your community noticeboard or near your shop entrance, so that we can continue to raise awareness of reporting methods and keep our communities safe from harm. I have enclosed an additional poster for display in staff areas and request that you make staff aware that any concerns they may see or hear about can be reported using the phonelines. If you are operating a delivery service, I would ask that you make your drivers aware.

If your staff, either within the shop environment or during deliveries see anything that gives them cause for concern, please assure them that it can be reported, confidentially if preferred, and that all concerns will be dealt with by Social Work and/or Police, handled sensitively and support provided if required.

I appreciate your assistance in this matter.

Yours faithfully



Alan Small

Independent Chair

Fife Child Protection Committee

Chair Alan Small

Lead Officer Amanda Law

“child protection is everyone’s jobit’s our job”

www.fifechildprotection.org.uk

Appendix 4- Communication and Stakeholder Engagement Action Plan

How will we communicate and engage with stakeholders?	Timescale	Responsibility	Measuring Impact
Seasonal ASPC SWAYs (one for the public, another for professionals) Winter 2022 SWAY will focus on “Staying Safe and Keeping Well”	Quarterly	ASPC	Feedback received (annual survey and ongoing) re the bulletin, and items for inclusion
Evaluate ASPC Webpage, and make any necessary recommendations for improvement	January 2022	ASP Team	Website analytics/Visits to site
Harm Awareness Raising Campaigns via SWAY to be provided for joint audience of public and professionals.	Monthly	Learning and Development Group	Increased referrals from members of the public Number of visits to SWAY page
Radio Campaigns	Quarterly	ASP Team, Kingdom FM Radio	Post Campaign Analysis fed back each quarter
Annual Adult Support and Protection Day	February	ASPC	Increased referrals from members of the public
Easy Read Resources/ Review resources for carers and families of adults at risk of harm, produce glossary of resources	March 2022	ASP Team	Feedback received from public and professionals
Inter-agency Guidance and Protocols - This is targeted work to strengthen links and ensure effective pathways of support for a workforce confident in ASP practices.	January 2022, to be updated as necessary	ASP Team	Feedback received from partner agencies as part of annual review of inter-agency guidance and protocol.
Professional updates to be provided relating to what the ASPC has achieved over the last quarter and will work towards over the next quarter	Quarterly	ASPC	ASPC to respond to this feedback in order to improve practice.
Practitioners Forum events	Quarterly	ASP, Learning and Development Group	Appropriate response – as measured by SE+I

			<p>Group Performance Framework</p> <p>Numbers in attendance</p>
ASP Bitesize Awareness Sessions	Last quarter of 2022	ASP Team, Engagement and Participation Co-Ordinator	Feedback from those involved
<p>Service User Engagement Sessions</p> <p>- Consideration to be given to engaging with minority groups and those with specific language requirements, for example, BSL.</p>	Ongoing	ASP Team, QA Officer, SW Teams	<p>Feedback from those affected</p> <p>– Collected by front-line staff, Advocacy (including via website), QA Officer (Post-intervention questionnaire), wider partners, etc</p>
Care Home Awareness Raising Sessions	<p>Annual programme of engagement opportunities to be developed to help improve staff awareness:</p> <p>- Awareness-raising sessions with specific care home partners (via Teams or in person)</p> <p>- Multi agency awareness-raising sessions, eg with third sector partners (via Teams or in person)</p>	ASP Team, Learning and Development Group	<p>Appropriate response – as measured by Performance Framework,</p> <p>Numbers attending sessions across partners</p>

23rd March, 2023

Agenda Item No. 14

People & Communities Scrutiny Committee Workplan

Report by: Eileen Rowand, Executive Director Finance & Corporate Services

Wards Affected: All

Purpose

This report supports the Committee's consideration of the workplan for future meetings of the Committee.

Recommendation(s)

It is recommended that the Committee review the workplan and that members come forward with suggestions for areas of scrutiny.

Resource Implications

Committee should consider the resource implication for Council staff of any request for future reports.

Legal & Risk Implications

Committee should consider seeking inclusion of future items on the workplan by prioritising those which have the biggest impact and those which seek to deal with the highest level of risk.

Impact Assessment

None required for this paper.

Consultation

The purpose of the paper is to support the Committee's discussion and therefore no consultation is necessary.

1.0 Background

- 1.1 Each Scrutiny Committee operates a workplan which contains items which fall under three broad headings: performance reporting, planning; and improvement work. These items will often lead to reactive rather than proactive scrutiny. Discussion on the workplan agenda item will afford members the opportunity to shape, as a committee, the agenda with future items of business it wishes to review in more detail.

2.0 Conclusions

- 2.1 The current workplan is included as Appendix one and should be reviewed by the committee to help inform scrutiny activity.

List of Appendices

1. Workplan

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:-

None

Report Contact

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Committee Services Manager
Telephone: 03451 555555 Ext. No. 441096
Email- helena.couperwhite@fife.gov.uk

People and Communities Scrutiny Committee of 8 June 2023			
Title	Service(s)	Contact(s)	Comments
Equalities Report		Paul Vaughan	
Workforce Planning		Shelagh McLean/Kathy Henwood	
Annual Inspection Grades - FC Care Homes & Care Inspectorat Homes	Education and Children's Services	Christine Moir	
Children's Services Inspection Update	Education and Children's Services	Jackie Funnell	
Community Justice, Alcohol and Drugs Partnership Report	Health and Social Care		
Fife Community Safety Partnership Delivery Plan 2023/24	Communities and Neighbourhoods Service	Liz Watson-SC	
Children Services Inspection Update	Education and Children's Services	Kathy Henwood, Jackie Funnell	
Café Inc Update Report	Communities & Neighbourhoods	Paul Vaughan	
Children and Families Social Work Strategy - 6 monthly performance report	Education and Children's Services	Kathy Henwood	

People and Communities Scrutiny Committee of 31 August 2023			
Title	Service(s)	Contact(s)	Comments
Community Social Work	Education and Children's Services	Karen Pedder	
Fife Council Duty of Candor Annual Report	Health and Social Care	Kathy Henwood	

People and Communities Scrutiny Committee of 31 August 2023			
Title	Service(s)	Contact(s)	Comments
Child Protection Annual Report	Education and Children's Services	Kathy Henwood	
Day Care Provision	Health and Social Care		
Self Directed Care Packages	Health and Social Care		

People and Communities Scrutiny Committee of 29 February 2024			
Title	Service(s)	Contact(s)	Comments
Trusts Annual Reports	Communities and Neighbourhoods Service	Andy Maclellan, Tim Kendrick	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Rockgelly	Communities and Neighbourhoods Service	Sarah Roxburgh, Paul Vaughan	
Armed Forces Covenant Report	Legal & Democratic Services	Lindsay Thomson	
Update on the provision of sports facilities within Fife	Communities and Neighbourhoods Service		