



**MINUTES OF THE MEETING OF THE
POLCY AND PERFORMANCE REVIEW COMMITTEE**

**MONDAY 3 OCTOBER 2016
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON**

1

Committee Members Present:

Councillor D Berry (Convener)
Councillor J Goodfellow
Councillor P MacKenzie
Councillor F McAllister
Councillor P McLennan

Other Councillors Present:

Councillor J McMillan (item 1)

Council Officials Present:

Mr D Small, Director of Health and Social Care Partnership
Ms M Patterson Depute Chief Executive (Partnerships and Community Services)
Mr T Shearer, Head of Communities and Partnerships
Mr R Montgomery, Head of Infrastructure
Mr D Proudfoot, Head of Development
Mr P Vestri, Service Manager - Corporate Policy and Improvement
Mrs K MacNeill, Service Manager - Licensing, Administration and Democratic Services
Mr G Gray, NHS Assistant Programme Manager
Mr G Stewart, Policy Officer
Mr G Gunn, Feedback Officer

Clerk:

Ms A Smith

Apologies:

Councillor J Gillies
Councillor K McLeod
Councillor J Williamson

Declarations of Interest:

None

1. MINUTES FOR APPROVAL – PPRC, 21 JUNE 2016

The minutes of the meeting of the Policy and Performance Review Committee of 21 June 2016 were approved.

2. DRAFT COUNCIL ANNUAL PERFORMANCE REPORT 2015/16

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) providing the Committee with the draft Council Annual Performance Report for 2015/16.

Paolo Vestri, Service Manager - Corporate Policy and Improvement, presented the report informing Members that the Annual Performance Report summarised the Council's performance in respect of commitments in the Council Plan and the Single Outcome Agreement. He took Members through the draft Performance Report, drawing attention to a number of aspects of performance across several service areas. The draft Council Annual Performance Report would go to Council on 25 October.

Councillor McLennan raised the issue of job density, requesting an update and querying why this was not an indicator. Mr Vestri advised that this was not a statutory performance indicator. He indicated that the Council's Economic Development Strategy was reported to the Sustainable Economy Partnership (SEP). Douglas Proudfoot, Head of Development, added that through the Strategy there was an indicator reported to the SEP regarding job density, it was not entirely within the Council's control but could if desired be looked at further. Councillor McMillan, Cabinet Spokesperson for Economic Development, echoed those comments, adding that there was nothing to prevent this also being reported to this Committee. In relation to further questions from Councillor McLennan about a mid-year review of the 10-year Strategy, Councillor McMillan advised that this was being done with the Improvement Service. Following further discussion, Members agreed that job density information should be added to quarterly and annual performance reports.

Tom Shearer, Head of Communities and Partnerships, responded to questions regarding the rent charged by the Council, among the lowest in Scotland. He indicated that the issue of reviewing rent levels in relation to property size would be looked at but did involve a degree of work and time to consult with tenants.

Following questions from Councillor MacKenzie, David Small, Director of Health and Social Care Partnership, gave details of progress in relation to integrated care for the elderly.

In response to further questions from Councillor MacKenzie regarding the Early Years figures, specifically the Priority 2s and the comparison with other councils, Mr Vestri indicated the Education Service would be asked to respond.

In response to questions from the Convener regarding attendances at swimming pools, specifically the numbers in relation to free to schools use and free access to children over the summer period, Mr Vestri stated that a response would be sought and provided.

Councillor McAllister questioned the sickness absence figures, asking if this was due to understaffing. Mr Vestri indicated there were many factors involved; the latest quarterly figures showed an improvement. In response to further questions from the Convener regarding the proportion of long term absences, Mr Vestri indicated this would be checked and the information requested provided.

Councillor Goodfellow referred to the percentage of looked after children, querying when and how the targets were reviewed. Mr Vestri replied that a review was planned soon and this would be brought back to a future Committee.

In relation to the number of vehicles accessing recycling centres and whether capacity was an issue, Ray Montgomery, Head of Infrastructure, advised that there was sufficient capacity. He referred to the 4 recycling centres individually and highlighted the differences between the centres.

The Convener queried the percentage of pupils making progress in reading; Mr Vestri indicated the Education Service would again be asked to respond directly.

Regarding questions on roads maintenance figures, Mr Montgomery remarked that both the revenue and capital budgets had been held at a particular level.

In response to questions regarding the percentage of employees from black or minority ethnic groups, Mr Vestri stated this was a measure councils were asked to report on by the Scottish Government, adding that recruitment and selection processes were monitored to ensure non-discrimination. Councillor McLennan stressed the need to be proactive not just reactive. Mr Shearer referred Members to an annual report to the JCC which detailed the information by employee groups.

Councillor MacKenzie commented on the improvement in school attainment figures but noted there was still improvement required. In relation to Growing our Economy, specifically the weaknesses identified, he referred to limited availability of land for economic development. Regarding the City Region Deal he expressed concern that the focus seemed to be on the western fringe of land and that the main hinterland of East Lothian may be ignored. He also made reference to the importance of dealing with the development of the Cockszie Power Station site, the former St Joseph's site and Blindwells appropriately.

Councillor McLennan stressed the importance of information being relayed to all elected members. He also referred, in relation to the budget process, of the need for guidance from officers prior to commencement of that process.

Mr Proudfoot referred to the City Region Deal report to the June Council, stating that updates would be brought to future Council meetings. He stressed that it was difficult to go into the level of detail in a public forum but he would be happy to discuss issues raised outwith the meeting. He added that there was a meeting of the Cockszie (cross party) Working Group in the next fortnight and a further meeting scheduled for February 2017. Mr Montgomery, in relation to the Cockszie site, clarified that two work streams were ongoing; he referred to the decision taken at the August Council meeting, in private session, reassuring Members that progress as per the agreed actions was ongoing. Mr Proudfoot added that there were many other work streams ongoing, all of a significant scale; the pace of some of these areas was swift but officers would work with Members as required.

Decision

The Committee agreed to approve the draft Council Annual Performance Report 2015/16, noting that the final draft of the report would be considered by Council in October.

3. PERFORMANCE REPORT, Q1 2016/17

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) regarding the performance of Council services during Q1 2016/17.

Mr Vestri presented the report. He took Members through the report information, highlighting several indicators in relation to delayed discharges, contact centre, homelessness case-loads, benefit claimants, rent arrears, trading standards and East Lothian Works, drawing attention to the explanations provided for these performance figures.

In response to questions from Councillor MacKenzie about East Lothian Works programmes, Mr Vestri clarified that people were helped into employment wherever the job opportunities were located, within or outwith the county.

Responding to queries about rent arrears, Mr Shearer indicated that the target was a challenge but considerable effort was being focused on this area; measures were in place and some success was being seen. Revenues Officers visited tenants, along with Housing Support Officers, providing payment options, information, guidance and signposting other organisations that could also assist if required. The roll out of Universal Credit has had consequences but the Council was performing favourably against its comparators. Councillor MacKenzie stressed that debt was corrosive of mental health and asked if the Council was taking this issue seriously in pastoral care terms. Mr Shearer confirmed it was, reiterating the support provided to tenants.

Councillor McLennan queried the increase in the Trading Standards figures. Mr Proudfoot indicated this was primarily due to absences in a small team and the situation was being kept under review. The increase in the number of complaints was also queried; Mr Proudfoot indicated he would have this checked and responded to.

Mr Shearer confirmed, in response to questions from Councillor Goodfellow regarding the rent arrears figures, that if the same reduction achieved last quarter was met next quarter, the target would be reached. In response to questions about street lighting, Mr Vestri said he would ensure a response was provided.

The Convener expressed concern about delays in collection of special uplifts; Mr Montgomery replied that a good service was provided at recycling centres; special uplifts had a limited resource available.

Councillor MacKenzie, referring to council house rent arrears, reiterated that debt was a serious and corrosive issue. He noted that officers visited tenants at home but felt the Council should be looking at further ways of helping people clear debt.

Councillor Goodfellow supported those comments. He congratulated the rent income team, their collection figures went against the national trend. He welcomed the decrease in the number of days taken to issue building warrants and he praised the excellent recycling centre statistics, asking that thanks be passed to staff.

The Convener referred to the increase in homelessness case-load figures, expressing concern about the lack of affordable housing provision. He commended officers in this service area for the assistance they gave to people in this situation.

Decision

The Committee agreed to use the information provided in the report to consider whether any aspect of the Council's performance was in need of improvement or further investigation.

4. SOCIAL WORK COMPLAINTS AND FEEDBACK ANNUAL REPORT 2015/16

A report was submitted by the Depute Chief Executive (Resources and People Services) on the use of the Council's Social Work Complaints Procedure during 2015/16.

Kirstie MacNeill, Service Manager - Licensing, Administration and Democratic Services, presented the report. She informed Members that 23 stage 1 complaints had been recorded for 2015/16, in line with the previous year and 46 stage 2 complaints recorded, a 19% decrease from the previous year. She gave details of the stage 2 complaints that had been upheld, partially upheld and not upheld. She added that 98 compliments had been received; extracts of these were attached to the report. She advised that 3 complaints had progressed to a Social Work Complaints Review Committee. Mrs MacNeill also outlined changes to the complaint handling process proposed by the Scottish Public Services Ombudsman (SPSO).

In response to the Convener's questions about receiving, if possible, more of a perspective over an extended period, Mrs MacNeill advised that social work complaints tended to be unique but this would be looked at to see what could be brought forward in future.

Councillor McAllister asked if any of the improvements could be attributed to the integration of social work and health services. Mr Small indicated it was difficult to say; this report related to 2015/16, the Integration Joint Board (IJB) was then in the throes of being implemented and operationally both organisations were just starting to work together. He hoped that improved communications between the NHS and the Council would prove to be of further benefit to clients.

The Convener, referring to the above, asked if a further report could be brought forward in due course; Mr Small confirmed this would be done.

Members commented favourably on this excellent report; requesting that thanks be passed on to social work staff.

Decision

The Committee agreed to note the report.

5. CUSTOMER COMPLAINTS AND FEEDBACK ANNUAL REPORT 2015/16

A report was submitted by the Depute Chief Executive (Resources and People Services) on the use of the Council's Customer Complaints Procedure during 2015/16.

Mrs MacNeill presented the report indicating that the Council had received 940 complaints during 2015/16, 630 stage 1 and 310 stage 2; this was a significant decrease from 2014/15. She drew attention to the appendices attached to the report detailing information by quarter, outcome and response times. She highlighted the service areas with the highest number of complaints over the year. She also drew attention to service areas where there had been a drop in the number of complaints. Mrs MacNeill reported that the SPSO proposed introducing a Learning and Improvement Unit to provide support and assistance to local authorities and had asked the Council to sign the Learning and Improvement Statement; she referred to the second part of the report recommendation advising that it may be more suitable if the words *where appropriate* were inserted after *complied with*.

In response to Councillor Goodfellow's question, Mrs MacNeill clarified that the information on pages 92 and 93 detailed the statistics and analysis of complaints that had gone to the SPSO, paragraph 3.5.7 of the report referred. She confirmed that these complaints had gone through the Council's complaints process prior to going to the SPSO.

Councillor MacKenzie queried the low number of complaints on education to the SPSO. Gary Gunn, Customer Feedback Officer, advised that how this service recorded their complaints was being reviewed. Councillor MacKenzie also asked about premature

complaints to the SPSO; Mrs MacNeill clarified that if a complainer went straight to the SPSO the complaint would be rejected and the complainer directed to the local authority.

Responding to further questions about the Education Service's complaints processes from Councillor McAllister, Mr Gunn clarified that this service used to have its own complaints system but had been included into the corporate process a few years ago.

The Convener queried the number of housing complaints to the SPSO, noting that this was the highest subject group in 2015/16 and the previous year. Mr Gunn advised that housing did not fall within the remit of all local authorities; housing associations had this responsibility in some areas which affected the figures. The Convener acknowledged this but queried the relatively low housing stock in the county against the high number of complaints. Mr Gunn clarified that none of the complaints to the SPSO had been upheld or partially upheld.

The Convener, referring to the second recommendation asked Members if this should be remitted to Cabinet for a decision; this was agreed.

Decision

The Committee agreed:

- i to note the report; and
- ii to refer authorisation of the SPSO's Learning and Improvement Statement to Cabinet.

6. DELAYED DISCHARGES

A report was submitted by the Director of the Health and Social Care Partnership updating Committee on Delayed Discharge performance.

Mr Small introduced Gordon Gray from NHS Lothian. Mr Small presented the report, outlining the IJB's strategic objective as regards delayed discharge performance, shared by the Council and NHS Lothian. He drew attention to the key aspects of the report. He referred to the worsening trend, stating this was due to several factors which he outlined. The report summarised the situation to date; access to care homes and access to care at home were the main issues. Work was ongoing with Tranent Nursing Home to get new residents into the home and spare capacity, either NHS or Council, was being looked at.

Councillor McLennan raised several questions. In relation to a geographical breakdown, Mr Gray stated that the problem was widespread across the county. The main issue was getting people home from hospital and arranging care packages. Recruitment was an issue throughout Scotland; he outlined other contributing factors. He gave details of costs for both private and local authority home placements per week. Mr Small added that there was a national care home contract rate, personal and nursing care was free but people were assessed financially against the rest of the care required. Responding to further questions about nursing home provision, Mr Small advised that the Older People's Strategy would be revisited as part of the IJB's strategic planning process; provision, including type of provision, would be looked at. Councillor McLennan, referring to Belhaven and Eddington hospitals and to recruitment problems, asked if East Lothian Works had been involved. Mr Small replied that the QMU Care Academy, a private agency and social enterprise had been involved to date; these would be reviewed along with East Lothian Works.

Councillor MacKenzie asked about the recruitment of male carers. Mr Gray stated that recruiting and retaining male carers was challenging, there were currently 3 working in East

Lothian. Mr Small added that there were exemptions, very specific ones, but otherwise discrimination based on gender was not permissible under recruitment policies.

Mr Small responded to questions from Councillor McAllister about the provision at Eskgreen Care Home. In relation to further questions about a possible replacement site, he advised that facilities would be reviewed as referred to earlier.

The Convener, referring to Appendix 2, asked why a more comprehensive view was not taken, why only July and August figures detailed. Mr Small stated that this was a statutory target. Mr Gray added that changes to reporting requirements resulted in more people being captured on census day. In response to further questions about projections and meeting increasing requirements, Mr Small advised this was complex, highlighting a number of factors. Responding to more queries, Mr Small stated that most homes had mixed care provision, part Council, part private.

Councillor Goodfellow, referring to North Berwick care homes, noted that many of the residents were from Edinburgh. Mr Gray advised that at present the City of Edinburgh Council's provision amounted to 15% of the East Lothian's occupancy and any capacity would be used by that council.

The Convener, returning to recruitment difficulties, asked if this was due to the salary or to work tasks. Mr Gray replied that it was primarily due to the salary paid by agencies. Mr Small advised that the living wage had been implemented on 1 October 2016, almost all providers had signed up to this. In relation to particular areas of shortage, Mr Gray stated that areas to the far east of the county were much harder to recruit to than those in the west. Regarding paying a geographical bonus, Mr Small stated there was a rural incentive in place but this had made no difference.

Councillor McLennan made reference to East Lothian Service for Integrated Care for the Elderly (ELSIE) and also to recruitment problems. He requested a further report to Committee, preferably in March, before the election recess. Mr Small stated, for clarification, that there were no recruitment problems in ELSIE.

The Convener remarked that it would have been helpful to have had some of the information provided by officers included in the report; some quantification would have been useful. He agreed with Councillor McLennan, he would like a further report brought forward.

Decision

The Committee agreed to note the report.

7. ANNUAL WORK PROGRAMME UPDATE 2016/17/AGENDA SETTING

An updated Annual Work Programme detailed the reports already scheduled for the Committee for session 2016/17. Councillor McLennan suggested that a 'legacy report', providing an evaluation and summary of issues, could be brought to the March 2017 meeting; the last meeting in the cycle before the local government elections in May. The Convener indicated this would be discussed amongst Members initially then with officers.

Following further discussion the following changes were made to the work programme:

- Literacy Levels – added to November
- Core Paths/Cycle Ways – moved from November to January
- Developing a Young Workforce – removed from January (and from the PPRC work programme as a report due to the Education Committee in 2017)
- Delayed Discharges Update – added to March

DRAFT

Signed

Councillor David Berry
Convener of the Policy and Performance Review Committee

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 9 November 2016

BY: Depute Chief Executive (Partnerships and Services for Communities)

SUBJECT: Performance Report, Q2 2016/17

2

1 PURPOSE

- 1.1 To provide the Committee with information regarding the performance of Council services during Q2 (July - September) 2016/17.

2 RECOMMENDATIONS

- 2.1 The Committee is asked to use the information provided in this report to consider whether any aspect of the Council's performance is in need of further analysis or review.

3 BACKGROUND

- 3.1 The Council has established a set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The indicators that are collected monthly or quarterly are reported to the Policy & Performance Review Committee. Appendix A displays the results of the Key Performance Indicators for Q2 2016/17. Trend graphs are provided for indicators that are below target.
- 3.2 It has not been possible to hold an elected members briefing on the Q2 indicators so members have not identified areas for further enquiry arising from this report.
- 3.3 Due to tight timescales between the end of the reporting period and deadline for this report, there are a number of indicators that are not available. It is expected that the majority of performance indicators will be available within the next couple of weeks.

4 POLICY IMPLICATIONS

- 4.1 Reporting performance helps the Council demonstrate that it is achieving Best Value in regard to 'Commitment and Leadership', 'Sound Governance at a strategic, financial and operational level' and 'Accountability'.
- 4.2 The scrutiny of performance by Elected Members is part of 'Commitment and Leadership'. The Best Value Guidance explains that the scrutiny of performance means 'That members are involved in setting the strategic direction for Best Value and there is a mechanism for internal scrutiny by members of performance and service outcomes.' Reporting the performance indicators for each service every quarter is intended to aid this process.

5 INTEGRATED IMPACT ASSESSMENT

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – none.
- 6.2 Personnel – none.
- 6.3 Other – none.

7 BACKGROUND PAPERS

- 7.1 Appendix A: Key Performance Indicators, Q2 (July - September) 2016

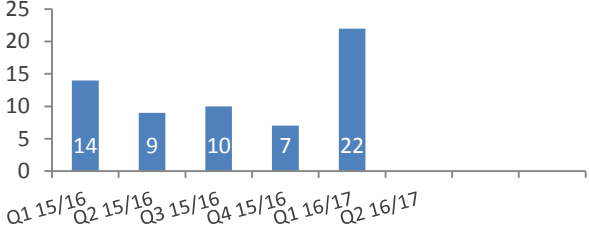
AUTHOR'S NAME	Gary Stewart
DESIGNATION	Policy Officer
CONTACT INFO	gstewart1@eastlothian.gov.uk
DATE	1/11/2016

Appendix A: Key Performance Indicators, Q2 2016/17 (July – September 2016)

Key to symbols

↔ Little or no change (less than 4% variation)	↓ Improving performance (Indicator aim: LOW)
↓ Worsening performance (Indicator aim: HIGH)	↑ Improving performance (Indicator aim: HIGH)
↑ Worsening performance (Indicator aim: LOW)	

Adult Wellbeing

Measure	RP / Unit	Q1 16/17	Previous RAG	Q2 16/17	Target	RAG	Short Trend	Comment
Number of delayed discharge patients waiting over 2 weeks	Qrt No.	22.0	red	NA	0	-	↔	 <p>Note: definition now includes 1st 3 days from Q1 16/17 onwards</p>
Percentage of people aged 65+ with intensive needs receiving Care at Home	Qrt %	40.0	green	40.4	35.0	green	↔	
Proportion of care at home clients (65+) receiving a service at weekends	Qrt %	89.0	-	88.9	-	-	↔	
Proportion of care at home clients (65+) receiving evening/overnight service	Qrt %	53.9	-	53.9	-	-	↔	
Proportion of care at home clients (age 65+) receiving Personal Care	Qrt %	96.8	-	96.6	-	-	↔	
Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days	Qrt %	67.0	green	NA	67.0	-	↔	

Children's Wellbeing

Measure	RP / Unit	Q1 16/17	Previous RAG	Q2 16/17	Target	RAG	Short Trend	Comment
Average number of Placements for looked after children	Mth No.	1.8	-	1.8	-	-	↔	
Percentage of children on Child Protection Register for more than 6 Months	Mth %	15	-	22.6	-	-	↑	
Percentage of children who are re-registered within a 12 month period	Mth %	0	green	0	5.0	green	↔	
Rate per 1,000 children in Formal Kin Care	Mth No./1000	2.2	-	2.0	-	-	↔	
Rate per 1,000 children in Foster Care	Mth No./1000	4.3	-	4.4	-	-	↔	
Rate per 1,000 children in Residential Care	Mth No./1000	0.9	-	0.9	-	-	↔	
Rate per 1,000 children on Home Supervision	Mth No./1000	3.3	-	3.2	-	-	↔	

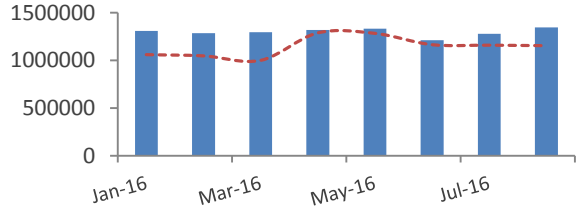
Communities & Partnerships

Measure	RP / Unit	Q1 16/17	Previous RAG	Q2 16/17	Target	RAG	Short Trend	Comment														
% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)	Qrt %	55.3	red	NA	70.0	NA	↔	<table border="1"> <caption>Performance Data for % of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>55</td> </tr> <tr> <td>Q2 15/16</td> <td>57</td> </tr> <tr> <td>Q3 15/16</td> <td>54</td> </tr> <tr> <td>Q4 15/16</td> <td>44</td> </tr> <tr> <td>Q1 16/17</td> <td>55</td> </tr> </tbody> </table>	Quarter	Value	Q1 15/16	55	Q2 15/16	57	Q3 15/16	54	Q4 15/16	44	Q1 16/17	55		
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% of calls within contact centre (excluding switchboard) answered	Qrt %	90.7	green	92.7	90.0	green	↔	<table border="1"> <caption>Performance Data for % of calls within contact centre (excluding switchboard) answered</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>89</td> </tr> <tr> <td>Q2 15/16</td> <td>91</td> </tr> <tr> <td>Q3 15/16</td> <td>90</td> </tr> <tr> <td>Q4 15/16</td> <td>87</td> </tr> <tr> <td>Q1 16/17</td> <td>91</td> </tr> <tr> <td>Q2 16/17</td> <td>93</td> </tr> </tbody> </table>	Quarter	Value	Q1 15/16	89	Q2 15/16	91	Q3 15/16	90	Q4 15/16	87	Q1 16/17	91	Q2 16/17	93
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% of Community Response calls answered within 1 minute	Qrt %	96.1	amber	95.7	97.5	amber	↔															
Accuracy rate in Registration Service	Qrt No.	99.4	green	98.1	97.0	green	↔															

Communities & Partnerships

Measure	RP / Unit	Q1 16/17	Previous RAG	Q2 16/17	Target	RAG	Short Trend	Comment														
Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth & adult learners (based on an average evaluation rating on a scale from 1 to 100 where 0 is lowest and 100 is highest)	Qrt Score	87.0	green	NA	70.0	NA	↔															
% homelessness assessments completed in under 28 days	Qrt %	86.0	green	88.0	80.0	green	↑	<table border="1"> <caption>% homelessness assessments completed in under 28 days</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>89</td> </tr> <tr> <td>Q2 15/16</td> <td>85</td> </tr> <tr> <td>Q3 15/16</td> <td>84</td> </tr> <tr> <td>Q4 15/16</td> <td>85</td> </tr> <tr> <td>Q1 16/17</td> <td>86</td> </tr> <tr> <td>Q2 16/17</td> <td>88</td> </tr> </tbody> </table>	Quarter	Value	Q1 15/16	89	Q2 15/16	85	Q3 15/16	84	Q4 15/16	85	Q1 16/17	86	Q2 16/17	88
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Homelessness - average number of days to re-housing	Qrt days	392	red	420	240	red	↑	<table border="1"> <caption>Homelessness - average number of days to re-housing</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 15/16</td> <td>333</td> </tr> <tr> <td>Q2 15/16</td> <td>348</td> </tr> <tr> <td>Q3 15/16</td> <td>336</td> </tr> <tr> <td>Q4 15/16</td> <td>404</td> </tr> <tr> <td>Q1 16/17</td> <td>392</td> </tr> <tr> <td>Q2 16/17</td> <td>420</td> </tr> </tbody> </table>	Quarter	Value	Q1 15/16	333	Q2 15/16	348	Q3 15/16	336	Q4 15/16	404	Q1 16/17	392	Q2 16/17	420
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Homelessness case-load	Qrt No.	190	amber	196	250	green	↔															

Council Resources

Measure	RP / Unit	Q1 16/17	Previous RAG	Q2 16/17	Target	RAG	Short Trend	Comment
Business Rates in-year collection	Mth %	16.0	green	65.0	66.1	amber	↔	Figure comparable to last September's value of 66.1
Council Tax in-year collection	Mth %	29.1	green	54.8	54.0	green	↔	Figure comparable to last September's value of 55.0
Time taken to process change of circumstances	Mth days	6.8	red	9.6	6.0	red	↑	
Time taken to process new claims	Mth days	27.1	red	30.6	26.0	red	↑	
Value of current tenants rent arrears	Mth £	£1,210,872	red	£1,452,515	£1,150,782	red	↑	 <p>There has been a 20% increase (£241,643) in the value of arrears at the end of September. The introduction of Universal Credit (UC) was predicted to have a significant impact on rent collection. Of the 590+ council house tenants claiming UC, we now have an additional £75k rent to collect direct from these tenants per fortnight. Of this year's increase, £79,140 relates directly to debt associated with UC.</p>
% of invoices paid on time	Qrt %	90.3	green	86.7	90.0	amber	↔	
% spend with contracted suppliers quarterly	Qrt %	73.6	amber	NA	80	NA	↔	
Cost of HR function per employee	Qrt £	70.4	green	63.2	125.0	green	↓	

Development

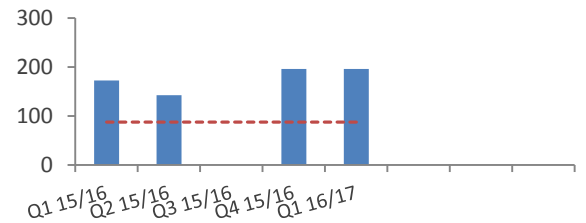
Measure	RP / Unit	Q1 16/17	Previous RAG	Q2 16/17	Target	RAG	Short Trend	Comment
Percentage of the population claiming Job Seekers Allowance	Mth %	1.0	green	NA	2.3	NA	↔	
Proportion of 18- 24 yr olds claiming Job Seekers Allowance	Mth %	2.3	green	NA	3.8	NA	↔	
% food businesses broadly compliant with food hygiene law	Qrt %	88.0	amber	NA	93.0	NA	↔	
% Food Hygiene Inspections achieved - medium risk	Qrt %	100.0	green	NA	90.0	NA	↔	
% Food Hygiene Inspections achieved - high risk	Qrt %	100	green	NA	100.0	NA	↔	
% of Trading Standards Business Advice Requests responded to within 14 days	Qrt %	82.0	red	NA	100.0	NA	↔	
% of Trading Standards consumer complaints responded to within 14 days	Qrt %	58.0	red	NA	100.0	NA	↔	
% of trading standards inspections achieved	Qrt %	100.0	green	NA	95.0	NA	↔	
Average Time in working days to Issue Building Warrants	Qrt days	82.6	-	88.3	-	-	↑	
Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	Qrt %	32	-	6.25	-	-	↓	
Consumer enquiries - % of same day responses	Qrt %	100.0	green	NA	100.0	NA	↔	
Food Standards Inspection - medium risk	Qrt %	60.0	red	NA	100.0	NA	↔	
Food Standards Inspections - high risk	Qrt %	100.0	green	NA	100.0	NA	↔	
Number of unemployed people participating in East Lothian Works programmes	Qrt No.	281.0	green	175.0	240.0	red	↓	
Number of unemployed people participating in East Lothian Works programmes progressing into work	Qrt No.	31.0	red	NA	45.0	NA	↔	
Total no. of new business starts	Qrt No.	88.0	green	68.0	50.0	green	↓	
Percentage of new businesses surviving after 12 months	Qrt %	NA	-	13	80.0	NA	↔	New monitoring programme. 8 start ups in this period with 1 return.

Development

Measure	RP / Unit	Q4 15/16	Previous RAG	Q1 16/17	Target	RAG	Short Trend	Comment
Application approval rate*	Qrt %	97.5	green	96.3	94.0	green	↔	The targets for all of these indicators are set to the Scottish average.
Householder developments: average time*	Qrt No.	7.7	amber	7.4	7.1	amber	↔	
Local developments: % determined within 2 months*	Qrt %	77.6	green	85.8	78.0	green	↑	
Local developments: average time in weeks*	Qrt wks	10.5	amber	8.6	8.9	green	↓	204 applications made during the quarter.
Major developments: average number of weeks to decision*	Qrt wks	40.1	red	47.9	39.3	red	↑	Based on 2 applications.

*Planning Indicators are reported for the previous quarter to enable comparison with the Scottish figures.

Infrastructure

Measure	RP / Unit	Q1 16/17	Previous RAG	Q2 16/17	Target	RAG	Short Trend	Comment
Green Waste & Beach Waste Recycled	Qrt %	100.0	green	NA	100.0	NA	↔	
Number of attendances at indoor sports and leisure facilities	Qrt No.	187,527	green	178,191	130,000	green	↓	
Number of attendances at pools	Qrt No.	121,454	green	141,262	110,000	green	↑	
Number of Flytipping incidents	Qrt No.	196.0	red	NA	88.0	NA	↔	
Number of vehicles accessing recycling centres	Qrt No.	121,729	green	125,620	100,000	green	↑	
Other Waste Recycled	Qrt %	97.7	green	NA	74.0	NA	↔	
Street lighting - repairs - average time	Qrt days	2.2	green	2.67	7.0	green	↑	451 streets lights were repaired within 5 days from a total of 463.
Traffic lights - average time to repair failure	Qrt hrs:mins	20.3	green	6.28	48.0	green	↓	

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 9 November 2016

BY: Chief Social Work Officer

SUBJECT: East Lothian and Midlothian Public Protection Annual Report – April 2015 to March 2016

3

1 PURPOSE

- 1.1 This report is to introduce the East Lothian and Midlothian Public Protection Committee annual report 2015/16 thereby informing PPRC members of its progress in that time.

2 RECOMMENDATIONS

- 2.1 The Committee is asked to:
- a) Note the contents of the attached East Lothian and Midlothian Public Protection Annual Report 2015/16.

3 BACKGROUND

- 3.1 This report is the second annual report of the East Lothian and Midlothian Public Protection Committee and it includes statistics for the reporting year 2015/16. The report summarises and comments on the main themes arising in each of the areas of Public Protection over this time period;
- 3.2 Adult Protection – East Lothian Adult Protection data is available on page 6 of this report with commentary on pages 6-10;
- 3.3 Child Protection – East Lothian Child Protection data is presented on page 13 of this report with commentary on pages 11-14;
- 3.4 Violence Against Women and Girls – East Lothian data is presented on pages 15-17 of this report;
- 3.5 Offender Management Group – Information from the offender management group is presented on pages 18-19 of this report;

3.6 Training – Information on all Public Protection training is presented on page 20 of this report with data presented in appendix 3 (page 25-27).

4 POLICY IMPLICATIONS

4.1 N/A

5 INTEGRATED IMPACT ASSESSMENT

5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6 RESOURCE IMPLICATIONS

6.1 Financial – N/A

6.2 Personnel – N/A

6.3 Other – N/A

7 BACKGROUND PAPERS

7.1 East Lothian and Midlothian Public Protection Committee – Annual Report 2015/16

AUTHOR'S NAME	Anne Thompson
DESIGNATION	Public Protection Team Manager
CONTACT INFO	athompson2@eastlothian.gcsx.gov.uk
DATE	26 th October 2016



East Lothian and Midlothian Public Protection Committee

Annual Report 2015/16

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1) Introduction

This is the second annual report of the East Lothian and Midlothian Public Protection Committee (EMPPC) and it provides an opportunity to reflect and take stock of our activities and our achievements within this complex area of service.

East Lothian and Midlothian's Public Protection structure allows for close collaboration across all sectors of the protection agenda and we recognise the importance of successful partnership working for the individuals and communities we serve. We remain focussed on continuous improvement across all agencies.

The EMPPC, chaired by Anne Neilson (Director of Public Protection, NHS Lothian) meets quarterly to fulfil its scrutiny role in overseeing the four improvement plans – Adult Support and Protection, Child Protection, Offender Management and Violence Against Women and Girls.

It is committed to an outcome focused approach to supporting and protecting adults and children who may be at risk of harm, based on an understanding of need gained from evaluation activity.

The EMPPC is the key strategic group dealing with public protection matters across East Lothian and Midlothian and includes representatives from key partners (e.g. Social Work, Police Scotland, NHS Lothian, Education, Housing, 3rd Sector etc). The committee reports to senior officers through the East Lothian and Midlothian Critical Services Oversight Group. Our core values of respect, integrity and commitment underpin our work towards supporting and protecting all people who may be at risk of harm in our communities. All public protection activity takes place within two axes:

- Preventative ↔ Reactive;
- Individual ↔ Community engagement.

There are two sub-groups which support EMPPC with this approach, one of which focuses on Performance and Quality Improvement across all areas, which was chaired by Sharon Saunders (Head of Children and Adult Services, ELHSCP) in 2015/16. This sub-group led the development of the EMPPC Performance Framework which was implemented from 1st April 2015, providing our framework for self-evaluation, audit and scrutiny. This was reviewed in January 2016, and the amended version implemented for 2016/17. During this time, Lead Officers worked closely with operational teams to ensure the performance framework and improvement plans are embedded within practice.

The Learning and Practice Development sub-group, chaired by Alison White (Head of Adults, Midlothian Health and Social Care Partnership) meets quarterly to oversee the development and delivery of the EMPPC Learning and Development Strategy. During this year we carried out a service review of the training and development function within the team and are very pleased to welcome Neil Whettam to the new role of Public Protection Learning and Development Co-ordinator. Neil's role will be to lead the implementation of the Learning and Development strategy.

The East Lothian and Midlothian Public Protection Team support the work of the EMPPC in carrying out such activity and is based in the East Lothian and Midlothian Public Protection Office (EMPPO) in the Brunton Hall, Musselburgh. It includes officers from adult support and protection, child protection and the domestic abuse service and is co-located with the local Police Scotland Public

Protection Unit and Midlothian and East Lothian Drug and Alcohol Partnership. The primary aim of the team is to work in a more integrated way to strengthen practice across the whole public protection arena.

Activities which are supported by East Lothian and Midlothian Public Protection Team include community and agency staff awareness raising, education and risk management initiatives and specific initiatives to address identified harm to groups for example financial harm, sexual exploitation and investigation and protection planning.

There are strong and positive working relationships and links established with the NHS Lothian Public Protection Team and the development of the EMPPC office 'hub' has provided valuable opportunities to further promote and raise awareness of the NHS Lothian roles of Adult Support and Protection Advisor and MAPPA Health Liaison Officer. The role and function of the Child Protection Advisors while already well established, has also been enhanced. These key health roles all make a significant contribution to operational working, helping to build effective communication and liaison across the core agencies and support timely information sharing.

The NHS Lothian learning and development leads actively collaborate in the development and delivery of a broad range of training opportunities to promote best practice and encourage learning.

The EMPPC is well placed at the hub in the centre of the spectrum of activity, both having an overview and offering support and guidance to operational staff across all agencies, working towards a more holistic approach.

Some of the main benefits and impacts which have been identified are:

- Taking a "Lifespan" approach by considering support and protection issues at all ages and stages of life;
- Putting the person at the centre of the process and looking at the situation with a wider lens;
- Sharing staff capacity and knowledge, resulting in a broader more flexible base;
- Less duplication of effort;
- More effective and efficient processes.

A reduction in overall costs is indicated and our first year's budget can be found in [appendix 2](#).

People do not neatly fit into one category and issues like domestic abuse and substance misuse are common themes with many of the service users with whom we work. Bringing together the individual partnerships into one Public Protection Committee across two local authorities has streamlined processes considerably and now demonstrates a significant level of trust and integrity for example, senior officers chairing case reviews for the other local authority.

Some of the lessons we have learned in the process include recognising the shared aims of all key partner agencies which are: to keep people safe and the importance of shared learning across all disciplines. Barriers to information sharing and confidentiality have lessened as relationships have developed and trust has grown, and we believe collaborative leadership has enabled public protection to become more holistic, both for the service user and organisationally.

Prevent

In 2015/16 EMPPC has been involved in supporting East Lothian and Midlothian councils to fulfil their responsibilities under the Prevent strategy. Prevent is one strand of the UK Counter-terrorism strategy, known as Contest, and aims to stop people being drawn into, or supporting terrorist behaviour. Single Points of Contact have been appointed in both councils and NHS Lothian, and they have the lead in developing and delivering the strategy locally. Local authorities have a key role in the delivery of Prevent, ensuring that relevant staff are trained in WRAP (Workshop to Raise Awareness of Prevent) and coordinating Prevent Professional Concerns Case Conferences where necessary.

Prevent is very much about safeguarding people and communities from the threat of terrorism and promotes the same partnership approach as in other areas of Public Protection, therefore EMPPC are in an ideal position to support this process.

2) Adult Support and Protection

Introduction

EMPPC is committed to delivering on the development of the national work stream and will work alongside practitioners to raise awareness and share information of all national developments in relation to the support and protection of adults at risk of harm.

This annual report for adult support and protection continues to reflect the implementation of the Scottish Government's national data set which was introduced in April 2014 and this continues to be a focus of the current national work stream. The EMPPC has fully supported the implementation of the national data set and continue to work with Scottish Government in relation to it.

The implementation of the national data set led to a review of the adult support and protection procedures with a focus on section 4 *Duty to Inquire* and section 7 *Duty to Investigate*. This was also an area that the Care Inspectorate considered during their recent inspection of older peoples' services in East Lothian. A number of briefing sessions were delivered to all council officers across East Lothian and Midlothian in respect of the changes and planned implementation from 1st April 2015.

National Data Set

There has been a small increase in the number of adult support and protection referrals in both East Lothian and Midlothian in 2015/16 when compared to 2014/15. Midlothian have received 501 referrals in 2015/16, an increase of 11% from 452 in 2014/15. East Lothian Council have received 493 referrals in 2015/16, an increase of 15% from 427 in 2014/15. Police Scotland continues to be the main referrer to both Councils. This is reflective of the data collated by Scottish Government (2014/15) with Police Scotland being the biggest referrer to local authorities (53%).

East Lothian:

Measure	2014/ 15	2015/ 16
Referrals	427	493
Investigations	125	69
Protection orders	3	3
Number of Large Scale Investigations	3	2

Midlothian:

Measure	2014/ 15	2015/ 16
Referrals	452	501
Investigations	94	129
Protection orders	1	1
Number of Large Scale Investigations	2	2

Given the volume of police referrals submitted to East Lothian and Midlothian Councils an adult concern form consultation process was piloted from July 2015. The purpose of the consultation process was: to share information between core agencies (Police, Health and Social Work) enabling

shared and informed decision making; the early identification of risk and whether the adult met the criteria of an adult at risk of harm; timely intervention where necessary; and identifying the most appropriate route for information sharing and referral. The adult concern form consultation process reduced the number of adult concern forms submitted to social work by 50% in both authorities. The consultation evaluated positively by the staff involved and was considered a good practice example during the Joint Inspection of Adult Health and Social Care Services for Older People in East Lothian. The pilot was discontinued however, due to difficulty in identifying a single point of contact within NHS Lothian and the implementation of the Police Scotland risk and concern project proof of concept within 'J' Division. This meant that the pilot proved too resource intensive on a permanent basis.

Financial Harm

Financial harm continues to be reported as a principal source of harm in both Council's and correlates with the national picture identified via the national data set. An outcome of the national priority for financial harm is the development of a national financial harm prevention group which includes banks and building societies. The national group have provided a definition of financial harm: *"The risk of experiencing or the actual experiencing of financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits"* (National Financial Harm Working Group). The national group have also developed a universal template in response to some of the challenges experienced by local authorities when requesting information under section 10 of the Adult Support and Protection (Scotland) Act – the examination of records including financial records).

Using funding received from Scottish Government the EMPPC, in conjunction with Midlothian Council, funded a *No Cold Calling Zone*. Trading standards subsequently reported that the number of complaints received in relation to bogus workmen and scammers in this zone had reduced significantly. EMPPC have also supported local advertising on buses using the materials from the national adult support and protection campaign in order to raise awareness of financial harm amongst members of the public.

The financial harm training was reviewed and updated in 2015/16 and is delivered on an inter-agency basis. The training provides information on the roles and responsibilities of each agency in response to the disparate range of financial harm.

The following is an example of where the training has been effective and illustrates a clear understanding of roles and responsibilities:

"An occupational therapist (OT) was visiting a family with a disabled child. The family had been approached by a local company who were persuading the mother to buy a specialist bed at an astronomical cost. The mother felt considerable pressure from the company to buy the bed for her son which was well out of her budget and was not necessary. The OT shared her concerns with trading standards who were aware of the company, which had previously operated under a different name and were known for their rogue practices. A joint visit to the family was undertaken to inform the mother of the information known to trading standards. The circumstances became a criminal matter and were subsequently investigated by Police".

Large Scale Investigations

Large scale investigations continue to feature in the landscape of Adult Support and Protection work. EMPPC have reviewed and amended the large scale investigation protocol which provides guidance to inter-agency staff in the investigation of harm within care homes and care at home services.

In 2015/16 both East Lothian and Midlothian Councils have experienced two large scale investigations each with three of these being specific to care at home services. This picture appears to be changing as previously large scale investigations were more prevalent to care homes although not exclusively.

The inter-agency quality in care meetings continue to meet every 2 months in relation to care homes and quarterly for care at home services. This provides a forum for agencies (NHS Lothian, Social Work and the Care Inspectorate) to share information and discuss any concerns in relation to the quality of care delivered to residents within care homes and adults supported at home.

A train the trainers pack on adult support and protection has been developed and delivered to care home managers. This training has also been adapted and delivered to care at home service managers who are contracted with the Council.

An example of where the training has been effective:

“Thank you for the train the trainers course, it was an enjoyable and informative course and I cannot wait to start the training”

Quote from attendee at train the trainers course

“I actually can’t wait to deliver it to our staff and volunteers. I see this as a great way forward for managers. Ensuring their staff have instant training at induction and not having to wait months to get a place on level 1 ASAP. This is very vital training and this awareness makes such a difference to protecting our vulnerable adults”

Adult Support and Protection Improvement Plan

The EMPPC Performance and Quality Improvement sub-group continue to develop and monitor the progress of the Adult Support and Protection Improvement Plan. The initial focus of the plan was informed by the Scottish Governments national priorities: national data set, financial harm, care homes and independent hospitals and service user and carer involvement, and aspects of these areas continue to feature within the plan. The Adult Support and Protection plan also focuses on key areas of practice development highlighted through multi-agency case reviews and single agency case file audits which have identified areas of practice development through relevant training and guidance documents.

A single agency case file audit identified a gap in the recording of chronologies and the benefits of a chronology in the assessment and management of risk. A case file audit was undertaken and practitioners were consulted via an online questionnaire of their understanding of the purpose of a chronology in the support and protection of adults at risk of harm. The outcomes of the combined process identified the need for practice development for staff and this was delivered through workshops and supported by the development of a guidance document for practitioners. The

continued improvement of chronologies in adult support and protection is monitored through the performance framework indicators and reported through the Performance and Quality Improvement sub-group.

Challenges and Priorities

Service Users and Carers Involvement

The evaluation of service user and carer feedback is essential to the development of all Adult Support and Protection practice across East Lothian and Midlothian. This area of practice is monitored as part of the performance framework indicators (ASP11 and ASP12), which record whether adults attend their own adult support and protection case conferences and whether or not they feel safer as a result of the intervention.

The validity of the data reported to the EMPPC has been questioned and in light of the discussions a more robust approach was taken in an attempt to capture more qualitative data. It was thought that the most effective way to do this was to interview adults who have experienced the adult support and protection process whilst being mindful not to revisit the actual harm experienced.

“As a family we were very apprehensive at being made a ‘case’. However the meeting was extremely well chaired and did not get sidetracked from the main issues. The plan put in place is an undoubted improvement”

Adult Support and Protection Case Conference
service user feedback

Some of the difficulties experienced locally in engaging and capturing service user feedback in a timely manner are also reflected nationally. This area of practice continues to present challenges and further discussion is necessary to develop more robust and effective ways of engaging and obtaining the views and experiences of service users and their carers within the adult support and protection process.

Learning from Case Reviews

EMPPC support and facilitate learning informed by practice through recommendations and outcomes of Initial / Significant Case Reviews. Within this reporting period (2015/16) there have been three initial case reviews. Although independent of each other there were similar themes of self-neglect, non-engagement with services and the assumption of capacity without fuller investigation. The combined set of circumstances present agencies with a number of challenges specifically to information sharing, when and how to intervene without the adults consent and the clear comprehensive assessment of risk. This is an area for practice development across all agencies in future.

Self-evaluation

The last multi-agency self evaluation concluded in December 2013 under the previous East Lothian and Midlothian Adult Protection Committee and the recommendations are embedded within the current adult support and protection improvement plan (2015-18). Since the implementation of the EMPPC a number of single agency (social work) audits have been undertaken with a specific focus on information sharing and the assessment and management of risk. Areas for practice development

have been included within the improvement plan and operational staff are working hard to improve specific areas of practice (e.g. chronologies and risk assessments). Their achievements are reflected in the performance framework indicators for quarter 1 of 2016/17. To ensure the quality of the support and protection of adults at risk of harm future audits must focus on the multi-agency arrangements of information sharing and the assessment and management of risk through multi-agency case file audits.

3) Child Protection

EMPPC is committed to providing collaborative leadership for all child protection services across our two local authority areas and to full align our multi-agency practice with the National Guidance for Child Protection in Scotland (2014).

National Child Protection Improvement Plan

With the Scottish Government announcing a programme of review and improvement around policy, practice, services and structures within child protection, 2016 is set to be a significant year of development for those involved with the local or national agenda. The review will focus on Child Protection Committees, Initial / Significant Case Reviews and the Child Protection Register as well as greater scrutiny through a revised inspection programme. Addressing the impact of neglect on children will be promoted through strengthening leadership and the impact of changes to legislation and practice within the Children's Hearing System will also be explored.

The chair of the EMPPC and Lead Officer for Child Protection will keep Chief Officers and members apprised of any developments and will seek to ensure practitioners are aware of the process and kept updated with relevant information. We will also ensure opportunities to be involved in the review are taken wherever possible.

With Scotland, the national resource to improve outcomes for children at risk of harm has now closed and the Centre of Excellence for Looked After Children in Scotland (CELCIS) will become the central point of support and improvement for child protection with confirmed funding from Scottish Government, COSLA and NHS.

The EMPPC recognise the importance of keeping our frontline practitioners informed of national discussions and actions, and will continue to communicate via our regular newsletters and through Lead Officer attendance at Team and Management meetings.

Scottish Child Abuse Inquiry

In March 2016, the national inquiry into non recent abuse of children in care in Scotland, launched a call for evidence. Despite significant changes within the inquiry panel, the work of the inquiry remains unchanged and none of the evidence heard to date will need to be repeated. EMPPC are committed to supporting the inquiry and both Local Authority areas have identified and contacted current and previous care providers to ensure that documents are retained for production if necessary.

Child Sexual Exploitation

In line with Scotland's National Action Plan to Tackle Child Sexual Exploitation, the EMPPC have worked alongside Edinburgh Child Protection Committee and Barnardo's Scotland to produce and implement Inter-agency Guidance on Child Sexual Exploitation. The guidance is intended to support local agencies in applying getting it right for every child (GIRFEC) effectively in relation to child sexual exploitation and will help local agencies to:

- Identify those at risk of being sexually exploited;

- Take action to protect and promote the wellbeing of particular children and young people who are being or are at risk of being sexually exploited;
- Take action against those who are intent on abusing and exploiting children and young people in this way.

In 2015/16 we delivered the pilot of our inter-agency training to a group of key frontline practitioners and we have also delivered bespoke training to 25 residential staff within our Young People’s Units across East Lothian and Midlothian. Level two training is in development which will focus on applying the risk assessment framework and engaging with vulnerable young people once exploitation has been identified.

“This training was very relevant to my job and reinforces that CSE is a child protection issue”

Quote from attendee at CSE training

Vulnerable Young People Protocol

In February 2016, EMPPC implemented the Vulnerable Young Person’s protocol for people under the age of 21 who are at risk of causing significant harm to themselves or others. Piloted in Midlothian, the protocol offers a structured framework around the multi-agency assessment, planning and decision making around a specific group of young people who are not supported via another process or procedures.

Our task for 2016/17 is to embed this protocol in local practice and increase agency understanding of the criteria and process.

Visually Recorded Interviews (VRI)

The joint interviewing of children and young people continues to be a crucial part of the investigative child protection process. As part of EMPPC’s commitment to ensure front line Police and Social Work practitioners remain competent and confident in carrying out this role, an evaluation programme has been rolled out across both Local Authority areas. The evaluation provides practitioners with an opportunity to observe one of their interviews on DVD alongside one of the multi-agency VRI evaluation team. The interview is jointly critiqued against the VRI practice model and the practitioner is offered constructive feedback whilst any areas of development are identified. Feedback from practitioners has been positive and they have benefited from the opportunity to consider their own practice in a supportive space.

Nationally, we are moving towards accreditation for VRI workers and the evaluation process is an introduction to external scrutiny of practice and ensuring that practitioners carrying out interviews are suitably skilled and qualified.

Unexplained bruising in non-mobile babies

NHS Lothian has introduced a child protection protocol for the management of unexplained bruising in non-mobile babies. Unexplained injuries are one of the most complicated categories of child protection investigations and in non mobile babies, it is vital that we respond quickly and consider all cases within an Inter-agency Referral Discussion. The protocol is designed to ensure a consistent approach is adopted and that robust safety plans are implemented no matter how minor the

bruising. As part of our evaluation calendar, we will review cases where non mobile babies have presented with bruising to ensure that the protocol is being used effectively.

Inter-agency Referral Discussions (IRD's)

Authority area	2011/12	2012/13	2013/14	2014/ 15	2015/ 16
East Lothian	487	410	406	280	218
Midlothian	593	578	606	418	367

For 2015/16 the number of IRD's undertaken within East Lothian and Midlothian has reduced by 22% and 12% respectively, in comparison with the previous financial year. As the principles of GIRFEC continue to be embedded in local practice, it is likely that the multi-agency identification of wellbeing concerns has resulted in earlier intervention to avoid children reaching the threshold for child protection involvement.

Within the EMPPC Performance Framework, the number of children who are subject to a repeat IRD are recorded and if a child is subject to three IRD's in a 12 month period we explore these circumstances further.

The child protection business meeting was introduced in February 2016 to provide IRD practitioners with a forum to discuss and progress all ongoing child protection work and to make multi-agency decisions about whether an IRD is ready to be signed off. This has significantly improved the quality of IRD's coming to the IRD Overview Group and the IRD practitioners have benefited from having time to discuss and make decisions on a face to face basis.

NHS Lothian operates a child protection hub where different members of staff are available each day to conduct and progress IRD's. The child protection hub is currently developing processes to ensure that the same health practitioner is available throughout the course of particularly complex IRD's, including those surrounding unexplained injuries. This will offer a consistent health contact and reduce the chance of discrepancy or miscommunication.

Child Protection Registration

Authority area	2011/12	2012/13	2013/14	2014/ 15	2015/ 16
East Lothian (as at 31 st March)	66	53	59	31	30
Midlothian (as at 31 st March)	95	49	79	21	40

In East Lothian and Midlothian, the number of children on the Child Protection Register during 2015/16 was below the national average.

Throughout quarter two and three of 2015/16, East Lothian had 20 children on their Child Protection Register but this figure had risen to 30 by the end of the year. With lower numbers, any degree of movement around registration figures can significantly affect statistics. Looking at individual cases within East Lothian, it is evident that the increase included a number of children who were transferred onto the East Lothian Child Protection Register from other local authorities and the rise is not of concern given the uncharacteristically low base.

Midlothian registration figures are more often affected by large sibling groups and the end of 2015/16 saw the removal of one sibling group of five which resulted in an 11% reduction.

Child Protection Improvement Plans

The Child Protection Improvement Plans for East Lothian and Midlothian focus on key areas of improvement that have been identified from Children's Services Inspections or local audit and evaluation. The plans are overseen by the Performance and Quality Improvement sub-group to ensure that actions are implemented and progress is consistent. Alongside the improvement plan there is an evaluation calendar which schedules the audit and review work in line with local priorities.

In 2015/16, the fortnightly Inter-agency Referral Discussion Overview Group reviewed and discussed all IRD's being carried out in East Lothian and Midlothian. This process identified some re-occurring issues with the flow of information throughout the IRD process and the consistency of Interim Safety Plans. As a result of this, we have implemented a quarterly IRD practice meeting for senior managers from each IRD agency and a weekly IRD business meeting for IRD practitioners to discuss and progress all ongoing child protection work. We have also developed Interim Safety Plan Guidance for practitioners which will be used to ensure our plans are meeting the expected standard. This will be reported on a quarterly basis via the East Lothian and Midlothian Public Protection Performance Framework.

Evaluation planned for 2016/17 includes six monthly audits of integrated chronologies, regular audits of child's plans to ensure they are SMART, a review of the National Risk Assessment Framework in Midlothian and an audit of risk assessments for children who have been on the Child Protection Register for over 9 months.

EMPPC are committed to our programme of improvement and will continue to work alongside local practitioners to develop practice and improve outcomes for children at risk of harm.

4) Violence Against Women and Girls

In 2015/16 there has been a four month vacancy from June to October 2015 in the Violence Against Women and Girls (VAWG) strategy co-ordinator post, which has understandably had an impact on the consistent delivery of the service. During this time the Domestic Abuse Team, comprising the Multi-agency Risk Assessment Conference (MARAC) Co-ordinator and two Domestic Abuse Advisors worked well to ease the strain on the operational service and keep core business running. Our third sector partner Women's Aid East and Midlothian (WAEML) were also an active support during this time.

The Domestic Abuse Service (DAS) has continued to consolidate and to develop close working relationships with partners and despite staffing challenges we remain positive about the progress made over the period. DAS benefits from close links with child protection and adult support and protection within the Public Protection Office. Co-location with Police Scotland has allowed DAS to work closely to streamline support and reduce duplication. We could not have envisaged how

important and beneficial this would be for the women with whom we work, however, our intention to provide a single point of contact for women coming through the pathway has not always been possible. Despite good information sharing some women still need to have contact with several agencies as DAS cannot replicate the specialist services of the Police or the Court.

A core area of our work is through the domestic abuse service pathway (DASP), which aims to support people experiencing domestic abuse to feel safer in their own homes, be better supported and have greater access to a wider range of services. The pathway is a multi-agency initiative bringing together the East Lothian and Midlothian Public Protection Office Domestic Abuse Service, Women's Aid East and Midlothian, Police Scotland and Edinburgh District Abuse Court Service (EDDACs). In 2015/16 the DASP provided support to 181 people: of these 174 (96%) were women and 7 were men¹.

As part of this service, Women's Aid East and Midlothian provide help, support and temporary accommodation to women and their children who are assessed at 0-9 on the risk indicator checklist. This year they supported 98 women or 54% of the referrals received through the Pathway.

The Domestic Abuse Service provides short to medium term support for high and very high risk victims of domestic abuse – those assessed as 10 or above using the risk indicator checklist. In 2015/16, 87 people received DAS support (84 women and 3 men) or 48% of referrals received through the Pathway². In addition, DAS supported a further 98 people (93 women and 5 men) who were referred through the Multi-agency Risk Assessment Conferences (MARAC) process. DAS workers also provided service user views at the MARAC. In total, the DAS supported 185 victims of domestic abuse during this period.

"It was awful saying the words out loud but my worker made it feel safe and I never felt judged"
Service User Feedback

¹ Four of the seven men were provided with contact details for Abuse Men in Scotland (AMIS).

² In addition one woman victim was passed to the Caledonian Programme as the perpetrator was on a Caledonian order.

We aim for 75% of people receiving support from DAS via MARAC to report feeling safer at their three month review. Of the 98 victims supported, 27 (28%) completed exit questionnaires – of these 23 (85%) reported an overall improvement in feeling safer. We have learned that we do not get the best evaluative data if we approach women for feedback after they have exited the service as it is not unusual for them to disengage once their circumstances have changed. Consequently, we now ask for feedback at an earlier stage.

We have continued to hold four weekly MARACs which share information and creatively increase safety for very high risk victims of domestic abuse. This year MARAC referrals have steadily increased – there were 202 referrals to MARAC either via the DASP or directly from a range of services (e.g. NHS Lothian, Community Safety, Police Scotland, EDDACS). As a result we have had to extend the time allocated to MARAC meetings. We are pleased to note that MARAC membership has grown and now has representation from the Scottish Fire and Rescue Service who regularly perform home safety checks for women as part of our safety planning.

We are confident that service users who are discussed at MARAC are safer as a result of the safety actions undertaken. Of the 202 referrals to MARAC, 62 (31%) were repeat referrals within a 12 month period, which is slightly below the 35% average for an established MARAC according to Safe Lives. A formal evaluation of East Lothian MARAC by Safe Lives is planned in 2016/17.

East Lothian and Midlothian Violence Against Women and Girls (VAWG) Delivery Group takes a co-ordinated, multi-agency strategic approach to help improve, develop and deliver services and preventative activities in order to effectively address VAWG across East Lothian and Midlothian, which includes work on domestic abuse.

Its work and aims are directed by the VAWG Improvement Plan 2015-18, which is based on the strategic outcomes of Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls. The Delivery Group's work will be informed by the Scottish Government / COSLA Guidance for Violence Against Women and Girls Partnerships (August 2016) and forthcoming Equally Safe Performance Management Framework.

Future development

Having acknowledged the scale of domestic abuse across East Lothian and Midlothian, the estimated cost to the public purse and the related impacts on other services, as well as the expansion of violence against women services in a context of unstable and insufficient funding, the East Lothian and Midlothian Critical Services Oversight Group (comprising the Chief Officers of all partner agencies) requested a review of violence against women services. The review, which is underway and due to conclude by March 2017 is working to the following aims for the redesigned service and successful implementation:

- 1) A VAWG service with the people we work with at the heart of what we do, driving a focus towards preventative interventions and ensuring equality of access and experience;

"I am not sure where I would be without my Domestic Abuse Advisor's support. It just made everything feel safer, not just for me but for the kids too"

Service User Feedback

- 2) A fit for purpose remit and structure for the VAWG service, supported by clear outcomes, targets and measures of success which reflect the National Framework;
- 3) Confidence that the total funding allocated is supporting an efficient, effective and sustainable service going forward and which provides best value;
- 4) A VAWG strategy and plan with clear and visible links of the wider planning framework / structure of the Single Outcome Agreements, Community Planning Partnerships and Health and Social Care Partnership Strategic Plans as well as readily demonstrating delivery on the Equally Safe Strategy;
- 5) A transparent, cohesive and robust partnership framework with roles and responsibilities clearly identified and demonstrated. The framework should also ensure ease of access and contribution from a multi-agency perspective such as Education.

"I feel very lucky to have worked with my Domestic Abuse Advisor. They managed to help me with all areas of the situation but I never felt like I wasn't in control"

Service User Feedback

We are encouraged by this development and anticipate that the Services Review will result in a strategic and sustainable approach to this area of work.

5) Offender Management

Improvement Plan

An improvement plan for Offender Management has been agreed and signed off at the Offender Management Group. The measures in the plan are also being reported to the Public Protection Performance and Quality Improvement sub-group.

Women's Group Work Service – Midlothian Spring Service

The Spring service continues to expand in Midlothian and is now based in Dalkeith Arts Centre. The service is facilitated by a number of agencies working in partnership, including Midlothian Council social workers and occupational therapists, NHS Lothian, the Community Health Improvement Team and Women's Aid. We now have a full time social worker and a part time team leader dedicated to the service and that has led to a greater sense of stability and sustainability.

Women's Group Work Service – East Lothian Connect Service

The Connect group is based in Prestonpans. Referrals come from a variety of sources including Criminal Justice, Adult Wellbeing, Children's Services, Substance Misuse Services, MELD, STRIVE and Venture Trust. Workers use the Stepping Stones group work which is cognitive behavioural therapy based, and looks at topics such as understanding our emotions, the impact of offending, solving problems, assertiveness and communication. Afternoon sessions are now being developed which will link in with a number of community resources such as the Citizens Advice Bureau, the Rangers Service, Art Therapy and Prestonpans Library. It is hoped in the forthcoming months to work on ensuring the group's sustainability and its reach to women with complex needs who may come into contact with criminal justice agencies due to their behaviour.

With regard to the closure of Cornton Vale Prison and subsequent redesign of the custodial estate for female prisoners, the Scottish Government has announced that none of the planned small custodial units will be located in East Lothian or Midlothian.

New Structure for Community Justice in Scotland

Both East Lothian and Midlothian have provided a Community Justice Transition Plan to the Scottish Government and established Community Justice Partnerships.

In Midlothian, the Community Safety and Justice Partnerships meet quarterly and a Community Justice Working Group has been established. A Midlothian profile has been created for the 8 key issues identified as being most closely related to offending and reoffending and a gap analysis has taken place. There has been considerable progress in all services recognising the role they can play in reducing reoffending.

Within East Lothian, the Reducing Reoffending Board sits alongside the Safe and Vibrant Communities Partnership. To date it has met on 2 occasions. The Reducing Reoffending Group has met monthly since the start of 2016 with numerous partner agencies being members of this group. This group is helping to identify offender profiles as well as mapping services to needs analysis. All of this work is now being linked to the Scottish Government National Outcomes.

The official launch of the Community Justice Strategy is planned for November 2016.

Multi-agency Public Protection Arrangements (MAPPA) Extension

The MAPPA process was extended to violent offenders in March 2016. So far no violent offenders have been managed under the MAPPA extension in East Lothian or Midlothian.

Access to Visor for Criminal Justice social work remains an ongoing issue with most local authorities, including East Lothian and Midlothian, not being willing to insist that staff undergo the police vetting procedures now required for Visor access.

Offender Management police officers and Criminal Justice social workers have a strong working relationship in both areas and are confident that information sharing is robust and that Visor use is not required for it to be effective.

MAPPA Thematic Review

Feedback from the MAPPA Thematic Review was published in December 2015. The feedback was generally positive, particularly in relation to partnership working. The review team did not identify any areas for improvement specific to East Lothian and Midlothian.

MAPPA Operation

The two Criminal Justice Service Managers and the Offender Management Unit Detective Inspector are members of the MAPPA Strategic Officers Group that was established at the end of 2014. This Lothian and Borders wide group reports to the ELBEG Strategic Officers Group.

The MAPPA Operational Group has produced an overarching Communication Strategy. Communication around MAPPA remains a challenging issue with the tabloid press and social media continuing to focus on the resettlement of high profile sex offenders, often resulting in fear and alarm in local communities. This has proved particularly problematic for a number of registered sex offenders residing in the community who have been 'outed' on social media.

MAPPA Statistics

As at 31st March 2016, there were 55 registered sex offenders in the community in East Lothian, and 58 in Midlothian. During 2015/16 no registered sex offenders were charged with any further level 1 or 2 (violent or sexual) offences.

6) Training

For the year 2015/16 the Public Protection Office has organised / co-delivered a total of 43 training events across child protection, violence against women and girls and adult support and protection to ensure the aims of the learning and development strategy is implemented.

The strategy aims to promote:

- A range and variety of approaches: recognising the need to be inclusive and to recognise different systems, styles and staffing requirements;
- A pragmatic approach where the required knowledge is accessed via learning that is relevant, meaningful and accessible, and the content is proportionate to the requirements of the workforce;
- Empowerment: participants will be provided with information, guidance and support to meet their own identified learning and development needs;
- To encourage sharing good practice and establishing a common language;
- Quality assurance processes to identify the impact of learning and development and the overall effectiveness of the learning on outcomes for children, adults and their families.

“The facilitator was excellent – great knowledge and understanding of the subject”

Training attendee feedback

Please refer to [appendix 3](#) for a training breakdown.

Future developments

The EMPPC will host a one day multi-agency conference to share and explore local learning from Initial / Significant Case Reviews across child protection and adult support and protection. There are a number of new training packages in development including a module on harmful practices and level 2 child sexual exploitation training which will equip frontline practitioners with the skills and knowledge required to complete the sexual exploitation risk assessment framework (SERAF) tool.

There will be a pilot of the three acts training for adult support and protection and this will include an input on risk assessment. Training for all public protection sectors will continue to be delivered widely across agencies and revised as necessary in consideration of participant feedback and national developments. As of May 2016 the Public Protection Office will ask training attendees to indicate their knowledge before and after training events via evaluation sheets.

“It was very good, the best training I have been on recently. The facilitators delivered it so well and made it very interesting”

Training attendee feedback

A policy paper is in development to explore how the EMPPC can deliver public protection awareness raising for all employees across the two local authority areas. There are numerous delivery methods to consider including staff induction, e-learning modules or training for trainers to allow individual departments to co-ordinate and deliver the material. EMPPC will collate the details of those who have completed the training to ensure it is being accessed widely, to seek relevant feedback and to identify any gaps in provision.

Appendix 1

East Lothian and Midlothian Public Protection Committee membership

- Anne Neilson (**Chair**) – Director of Public Protection, NHS Lothian;
- John Peaston (vice-chair) – Detective Chief Inspector, ‘J’ Division, Police Scotland;
- Alison Macdonald – Head of Older People and Access, East Lothian Health and Social Care Partnership;
- Alison White – Head of Adults, Midlothian Health and Social Care Partnership;
- Allister Short – Head of Health, Midlothian Health and Social Care Partnership;
- Andrew Sheridan – Schools Group Manager (ASN), Education, Midlothian Council;
- Fiona Duncan – Service Manager, Criminal Justice, East Lothian Council (CSWO);
- Fiona Robertson – Head of Education, East Lothian Council;
- Joan Tranent – Head of Children’s Services, Midlothian Council;
- Julie Watson – Operations Manager, Women’s Aid East and Midlothian;
- Kevin Anderson – Head of Customer and Housing Services, Midlothian Council;
- Lesley Siewert – Locality Reporter Manager, Scottish Children’s Reporter Administration;
- Lindsay Logie – Consultant and Lead Paediatrician for Child Protection, NHS Lothian;
- Sharon Saunders – Head of Children and Adult Services, East Lothian Health and Social Care Partnership;
- Steve Gourlay – Prevention and Protection Manager (East, Mid and Scottish Borders), Scottish Fire and Rescue Service;
- Tom Shearer – Head of Communities and Partnerships, East Lothian Council;
- Trish Leddy – Operational Service Manager, Adult Wellbeing, East Lothian Council;
- Anne Thompson – Team Manager, East Lothian and Midlothian Public Protection Office (ex-officio);

- Denice Lilley – Adult Support and Protection Lead Officer, East Lothian and Midlothian Public Protection Office (ex-officio);
- Lindsey Byrne – Child Protection Lead Officer, East Lothian and Midlothian Public Protection Office (ex-officio);
- Veronica Campanile – Violence Against Women and Girls Strategy Co-ordinator, East Lothian and Midlothian Public Protection Office (ex-officio).

Appendix 2

Financial Year End Budget Report 2015/16

<u>Staff costs</u>	Projected 2015/16 costs	Actual 2015/16	Projected 2016/17
Public Protection Team Manager	£58,235	£60,696.13	£61,320
Child Protection Lead Officer	£50,249	£45,809.94	£59,187
Adult Support and Protection Lead Officer	£54,734	£55,357.18	£57,794
Learning and Development Co-ordinator	£45,638	£49,603	£46,089
Senior Business Support Administrator	£29,800	£29,891.94	£31,705
Business Support Administrator	£29,718	£30,501.20	£30,636
Travel expenses	£5,000	-	-
Sub-total	£273,374	£271,859.39	£286,731

<u>Training</u>	Projected 2015/16 costs	Actual 2015/16	Projected 2016/17
Public Protection training	£5,000	£2,973.96	£10,000
Child Protection training	£2,500	-	-
Adult Support and Protection training	£2,500	£2,519.20	-
Catering	£250	£92.75	£250
Sub-total	£10,250	£5,585.91	£10,250

<u>Office running costs</u>	Projected 2015/16 costs	Actual 2015/16	Projected 2016/17
Stationery (including print costs)	£1,500	£968.32	£1,500
Public Protection website	£250	£202.59	£250
Communications	£1,000	£879.45	£1,000
Shred-it / Confidential waste	£400	£455.40	£400
IT equipment and running costs	£2,000	£466.29	£2,000
Publications (journals etc)	£500	£1,576.38	£1,000
Franking	-	£136.56	-
Central support costs	£2,500	£3,583.44	£3,000
Sub-total	£8,150	£8,268.43	£9,150

Total	£291,774	£285,713.73	£306,131
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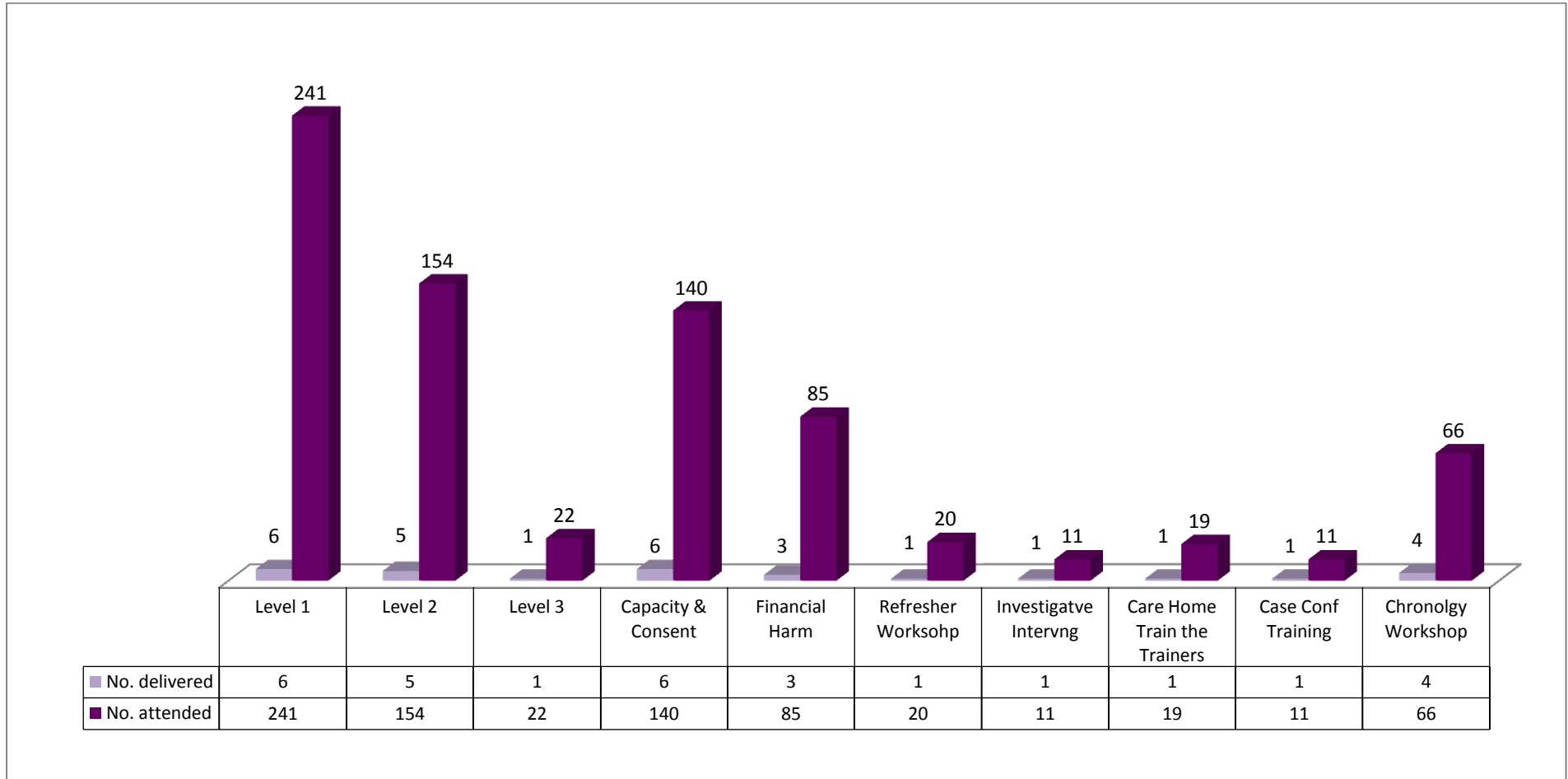
2015/16 agency split

Agency	Split
East Lothian Council	£108,652.86
Midlothian Council	£99,404.88
Police Scotland	£38,828.00
NHS Lothian	£38,828.00
Total	£285,713.73

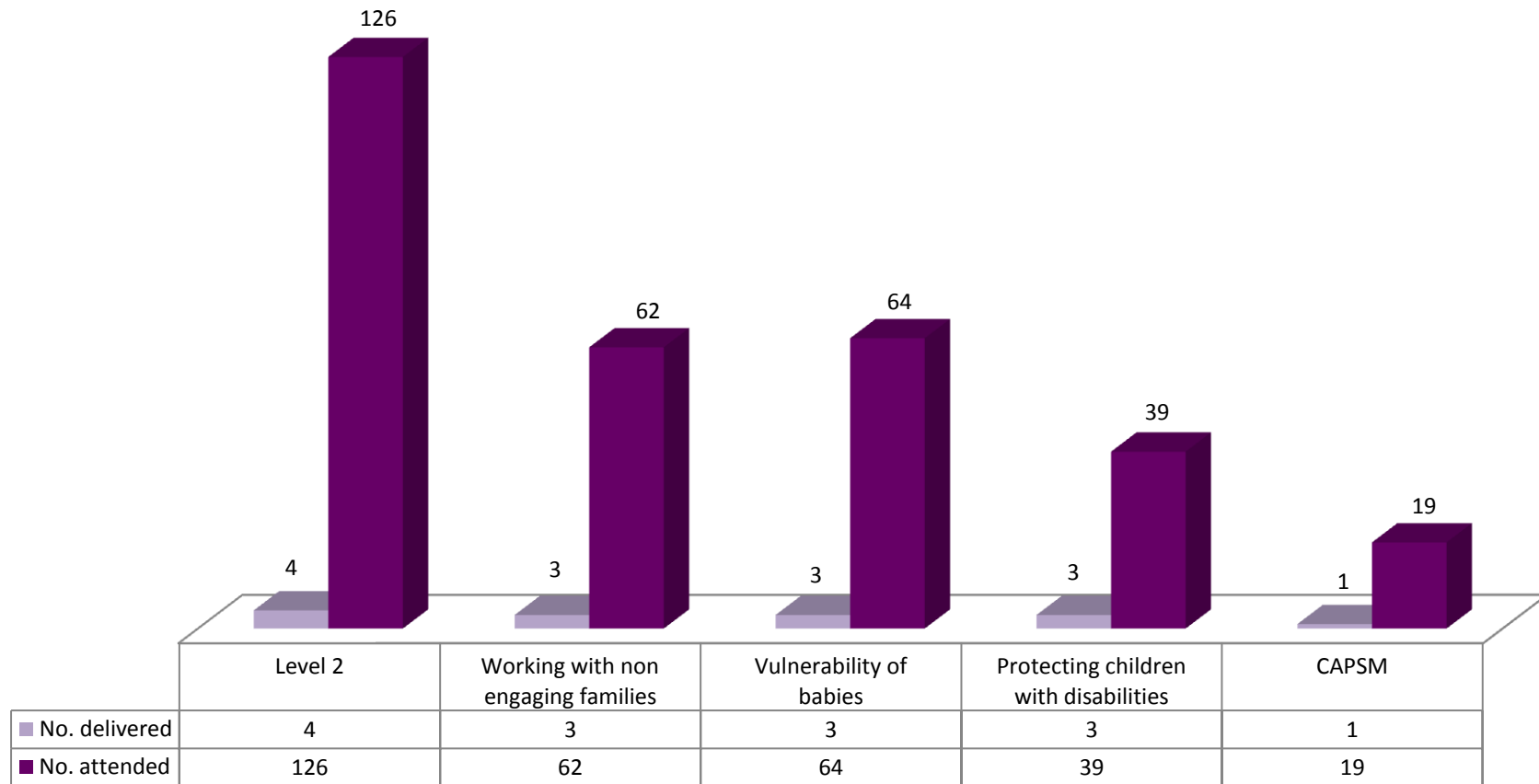
Appendix 3

Public Protection Training

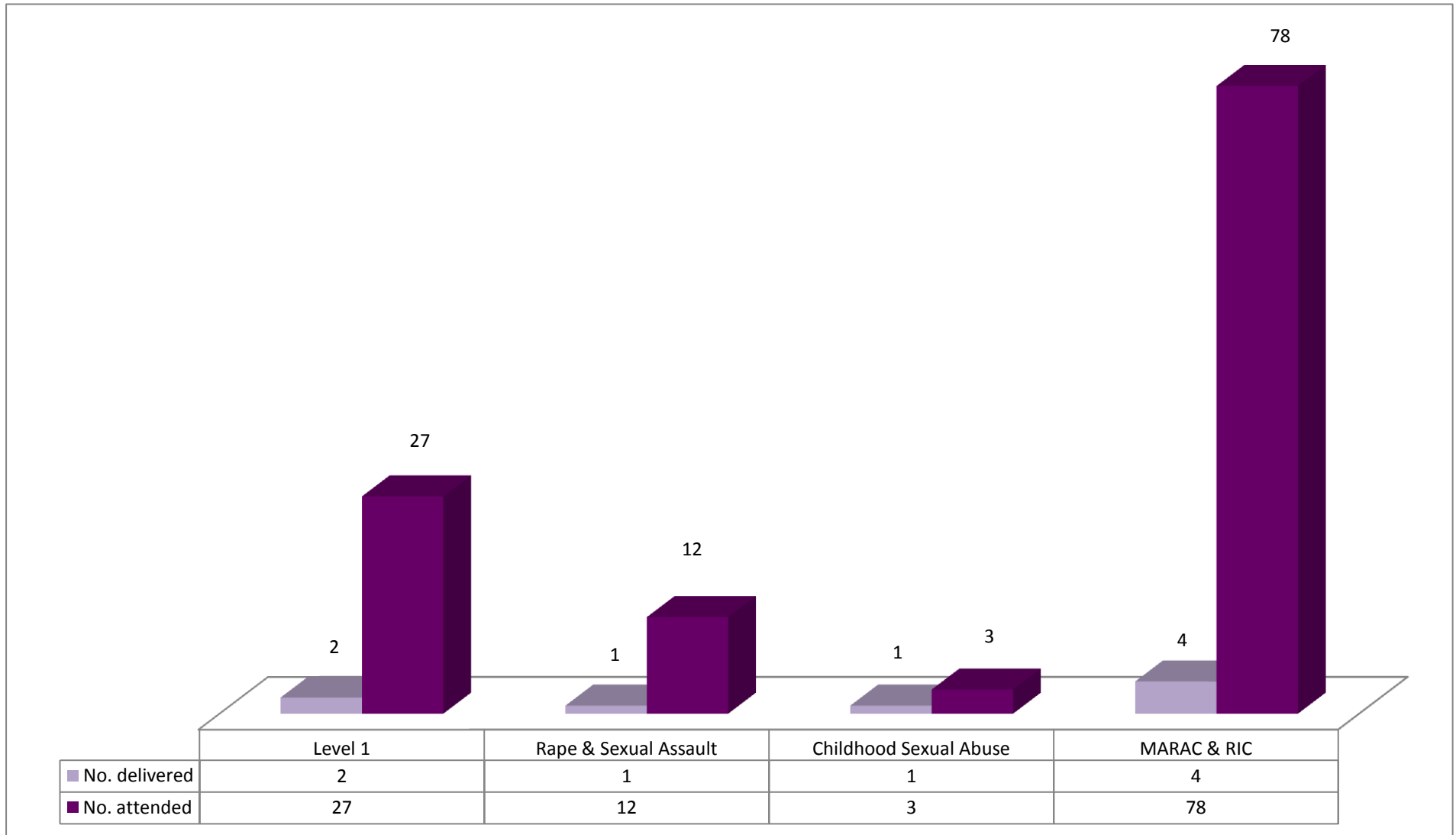
Adult Support and Protection Training Summary – April 2015 to March 2016



Child Protection Training Summary – April 2015 to March 2016



Violence Against Women and Girls Training Summary – April 2015 to March 2016



Appendix 4

East Lothian and Midlothian Public Protection Team Contact Details

- Anne Thompson – Team Manager – athompson2@eastlothian.gcsx.gov.uk / 0131 653 5151;
- Lindsey Byrne – Child Protection Lead Officer – lbyrne@eastlothian.gcsx.gov.uk / 0131 653 5155;
- Denice Lilley – Adult Support and Protection Lead Officer – dlilley@eastlothian.gcsx.gov.uk / 0131 653 5158;
- Veronica Campanile – Violence Against Women and Girls Strategy Co-ordinator – vcampanile@eastlothian.gcsx.gov.uk / 01620 827 475;
- Alison Porter – Domestic Abuse Advisor – aporter@eastlothian.gcsx.gov.uk / 0131 653 5153;
- Caroline Hall – Domestic Abuse Advisor – chall3@eastlothian.gcsx.gov.uk / 0131 653 5159;
- Neil Whettam – Public Protection Learning and Development Co-ordinator – nwhettam1@eastlothian.gcsx.gov.uk / 0131 653 5154;
- Andrew Main – Senior Business Support Administrator – amain@eastlothian.gcsx.gov.uk / 01875 824 093;
- Bernadette Stein – Administration Assistant – bstein@eastlothian.gcsx.gov.uk / 0131 653 5152;

East Lothian and Midlothian Public Protection Office
F28 Brunton Hall
Ladywell Way
Musselburgh
EH21 6AF
Tel: 0131 653 5150
E-mail: emppo@eastlothian.gov.uk
Website: www.emppc.org.uk

REPORT TO: Policy and Performance Review Committee
MEETING DATE: 9 November 2016
BY: Chief Social Work Officer
SUBJECT: Community Payback Orders Annual Report 2015/16

4

1 PURPOSE

To provide the Committee with information about Community Payback Orders (CPO) in East Lothian. The CPO Annual Report 2015/16 is a statutory requirement that the Scottish Government requests each year.

2 RECOMMENDATIONS

- 2.1 Members are asked to note the 2015/16 Annual Report.

3 BACKGROUND

- 3.1 Within section [227ZM](#) of the *Criminal Procedure (Scotland) Act 1995* (the 1995 Act), it imposes a duty on local authorities to submit an annual report on the operation of the Community Payback Order in their area to Scottish Ministers.

4 POLICY IMPLICATIONS

- 4.1 The attached report highlights the variety of work that is undertaken by offenders when subject to a CPO in East Lothian. This includes all requirements that can be made, although the majority of Orders have either supervision or unpaid work requirements added.
- 4.2 The report highlights the importance of community sentences and the positive impact that they can have on both the offender and the community.

5 INTEGRATED IMPACT ASSESSMENT

The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6 RESOURCE IMPLICATIONS

6.1 Financial – none

6.2 Personnel - none

6.3 Other – none

7 BACKGROUND PAPERS

7.1 The CPO Annual Report 2015/16 is attached as an appendix.

AUTHOR'S NAME	Fiona Duncan
DESIGNATION	Chief Social Work Officer & Group Service Manager (Adult Statutory Services)
CONTACT INFO	(01620) 827897 fduncan@eastlothian.gov.uk
DATE	2 nd November 2016

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2015/2016**

LOCAL AUTHORITY: **East Lothian Council**



Types of unpaid work projects and activities which have been carried out; the total number of unpaid work hours completed during the year; and information and examples that help to demonstrate how communities benefit from unpaid work.

East Lothian's location provides a diversity of communities from rural to semi-urban from coastal to landlocked. The Community Payback team undertake various unpaid work projects and activities, delivered by either supervised work groups or individual placements with charities, social enterprises, local Council departments and other third sector agencies.

A risk assessment process is undertaken by unpaid work staff where the individual will be matched to a placement having taken account of availability, attitudes, risk factors, skills and vacancies within actual placements.

Examples of unpaid work include:

Landscape Development and Management

Due to the geographical area that East Lothian covers, this type of activity provides a significant part of our unpaid work programme. Activities in this area include:

- The maintenance of rights of ways and network paths to allow safe pedestrian or bike access
- Grounds maintenance at Prestongrange Mining Museum, Cockenzie House (Community Trust), Whatton Lodge (Miners Convalescent Home), Dunbar Community Woodland Group and Dirlton Community Orchard (**these are long-term commitments**)
- The continued development of a Criminal Justice allotment site at Muirpark, Tranent and supporting five other third sector organisations to develop and maintain allocated plots. The Unpaid Work team will also reinstate terminated or abandoned plots in the general allotment site to a condition which allows the new occupant a plot that is ready to be developed. (**an on-going commitment**)
- Reinstatement of pathway through a wooded area on behalf of a local Housing Association

Garden Project

The pilot project to upgrade gardens of tenants who were engaging with the Council's Tenancy Support Team has continued. For some, the outcome of Unpaid Work team involvement has meant no sanction has been taken against the tenant for breach of tenancy conditions. The Unpaid Work team have now progressed a further 20 referrals in the latest period. The benefits of this arrangement for all parties are clear – tenants get a new service; neighbour complaints are reduced; Council resources are saved; and Community Payback clients see the outcome and impact of their work on individuals and the immediate community.

Placements

Lewisvale Park and Inveresk Cemetery are long-term placements where offenders work alongside the staff team. Offenders are involved in all aspects of landscape work, including the use of tools and equipment.

Recycling First is a social enterprise involved in the collection, storage and delivery of furniture and household goods. Placements involve working on the van alongside staff, people on work experience placements and volunteers.

Strive, a third sector interface for East Lothian, provides support, learning and development opportunities for both individuals and organisations. Unpaid work teams have been involved in supporting the staff team to clear an untidy site (this is called the community growing and learning project) to enable further work to be planned. Placements with their growing site development have been made available following our involvement. More information will become available as this project progresses.

Charity shops continue to provide personal placements where offenders work alongside other volunteers and any paid staff. Tasks carried out will depend on skills and ability but can range from preparing items to be sold by steam cleaning, pricing etc through to stock rotation and customer service.

The Dunbar Amenity Officer continues to offer Unpaid Work placements on the Amenity Services van and local golf course. Unpaid Work placements here add value, actively supporting and enhancing the service available to the public. Unpaid Work teams have also supported the Countryside Ranger service by providing cover at beach sites for special events or where additional input is required.

Painting and Decorating

This area of work tends to be reserved for inclement weather. No major interior painting jobs have been undertaken in this period.

Bike Project

Once repaired and serviced, bikes are redistributed within the local community. Requests come in from a variety of sources but include:

- Supporting integration by increasing local area knowledge, health, and recreational activities, all newly arrived Syrian refugee families have been offered bikes. The Tenancy Support Officer provides necessary information such as gender, age etc to help with this process
- Demand from Unpaid Work clients, who are able to work on the bike then purchase it. This brings health benefits, and for some, also provides a means of transport to get to their employment.

Miscellaneous

Litter picking throughout East Lothian communities. However, this activity is encouraged when part of a local initiative which involves unpaid work clients working alongside community helpers, rather than working in isolation.

Work undertaken alongside other volunteers include:

- North Berwick Beach Clean Ups
- River Tyne Clean Ups
- Strive

Workshop

- Recycling bicycles through the collection, refurbishment and re-distribution to local community groups or their clients and Criminal Justice clients.
- Restoration of park benches.
- Commencement of a project building pallet furniture which is then donated to voluntary groups.

We are actively looking at how we can develop the workshop to enable us to increase the variety of activities available. This gives us more flexibility when dealing with clients with specific needs as well as a safe and warm environment to work from when the weather is unpleasant.

NHS Lothian Pilot Project

We are currently revisiting joint working opportunities with NHS Lothian following grounds maintenance work we undertook at Edenhall Hospital. Our focus is not just on Unpaid Work teams doing grounds work but exploring options for supporting and enhancing current NHS activities by adding value through work placements.

Unpaid Work Orders Completed

Order Type

Total hours completed during 2015/16 = **19,753**

Total number of hours made during 2015/16 = **18,593**

CPO – with Unpaid Work only 1,310 (under 21s); 10,484 (21+)

CPO – with Supervision & UW 1,452 “ “ ; 5,347 “

(**Note:** The disparity in figures relates to the fact that some orders were made in 2014 and completed in 2015/16. The total hours made in 2015/16, is the number of hours specified in new Orders for that year).

There has been a reduction of **6,345** hours in the total hours completed for 2015/16 when compared with the previous year. Contributing factors would appear to include:

- Community service orders; s229 probation orders; and supervised attendance orders no longer exist
- Haddington Sheriff Court closed and business was transferred to Edinburgh. The local Sheriff did play an active role in these orders with breaches submitted to Court often dealt with by the Orders being extended or/and adding extra hours to the unpaid work requirement (rather than custody). This practice does not appear to be happening to the same degree in Edinburgh
- The EL unpaid work team is relatively small. Due to a long-term sickness, offenders were only offered 1 day per week rather than 2. As such, orders took longer to complete. This has negatively impacted on the yearly figure for hours completed.

Quotes from people on CPOs and beneficiaries about the impact of the unpaid work on them and/or the community.

Client Feedback

Feedback about the experience of Unpaid Work from clients is sought throughout the Order. This takes the form of verbal feedback to the Community Payback Work Team Leader and Supervisors, as well as more formal feedback detailed in exit questionnaires. An entry questionnaire is also planned.

Clients continue to report that a mix of tasks in different work settings and environments for various beneficiaries is more motivating and of benefit in terms of experiences, skills gained and learning to work with and around others.

Work done on placement alongside other non offender individuals or groups, seems to bring the most positive outcomes for clients in terms of self confidence and self esteem, reinforcing prosocial societal norms.

Clients comments and quotes are as follows:

In respect of UW, what would you change or do differently?

- *Longer days would be better*
- *Nothing. I have requested to continue as a volunteer.*
- *More vans available for more work days*

Attitude to offending behaviour?

- *I am now better able to build relationships with my peers*
- *I now think about things more clearly*
- *I'd rather be a good mother and work than get into trouble with authorities*
- *I am much more responsible for my actions and understand the consequences they have on others*
- *Getting CS and hearing other offenders stories made it crystal clear that my drinking had to stop*
- *I have no intention of reoffending and am wanting to move on from that phase*
- *I strongly understand the dangers one small fight can be and now personally think no fight is worth it*

Impact on self?

- *Made me want to work*
- *Learned how to operate machinery*
- *Made me feel more responsible and learned a lot of new skills*
- *Improved my overall attitude, more respectful and tolerant towards others*
- *Gave me time to reflect on what I've done*
- *It hammered home just how much binge drinking has cost me*
- *Encouraged me to get up and find full-time employment*
- *Given me a better perspective of myself and boosted my confidence in my abilities*
- *A valuable life lesson in that walking away from trouble is always better than facing it*

Impact on communities?

- *Help to give back to community*
- *Makes communities cleaner*
- *Lots of positives, we always got good feedback from the public*
- *A better relationship between people on CPOs and local people*
- *Helps people get along with others they have probably never spoken with before*
- *Good for the environment e.g. litter picking*
- *I have more respect for my community now*

Other?

- *I am staying on at placement as a volunteer*
- *Orders help rehabilitate people who would turn out worse if they got jail time*
- *Surprisingly good and a enjoyable experience*

Beneficiaries Feedback

Feedback from beneficiaries is formally collected via an evaluation form on the completion of larger pieces of work. The service continues to face difficulties in meeting beneficiary expectations in terms of completion timeframes in respect of a) the size of the team b) working on a range of projects at one time to provide diversity of experience c) the length of a working day on site.

Quotes from beneficiaries include

- *This has been an excellent addition to the path network, giving a good waking path for commuters to and from Wallyford railway station and beyond to link up with other paths for cyclists, dog walkers, ramblers etc from a path that was just a mud quire to a very clean underfoot path and providing a more outdoor lifestyle for many to enjoy.*

Wallyford Community Council

- *A very helpful service which has benefitted many tenants*
- *Takes the stress off tenants with mental health issues who are simply unable to manage the day to day upkeep of their gardens even if they are just having a tidy up*
- *Great service and staff keep in touch regularly with the referring party to update them on progress*
- *Just wanted to say a huge thank you on behalf of our tenant who has had a visit from your Garden Service Team. They did a fabulous job, were friendly and courteous and our tenant is delighted. She is now able to access and enjoy her garden safely. Thanks again.*

ELC Tenancy Support Officers

Types of "other activity" carried out as part of the unpaid work or other activity requirement.

During this year, Other Activity opportunities have included

- 2 x half day Healthy Living workshops (delivered by NHS Lothian)
- Women have attended the Connect Project (women's group service)
- Clients have attended Venture Trust 'Living Wild' programme
- Individual clients continue to attend personal educational / developmental opportunities e.g. mental health support groups, working towards securing certificates or qualifications

The Community Payback Work Team Leader will endeavour to explore options for providing or utilising third party resources to provide Other Activity opportunities that are relevant and beneficial in respect of reducing reoffending.

It is envisaged that a dedicated Mens Group be created to run focused workshop programmes to raise awareness of and seek to address criminogenic factors.

Feedback from clients continues to indicate that completing their unpaid work hours in a group or placement is more preferable than through 'other activity'. However, we are confident that this will change as we develop the type and range of activity available.

Activities carried out to consult prescribed persons and organisations, pursuant to section 227ZL of the 1995 Act, and wider communities on the nature of unpaid work and other activities and how the consultation results helped determine which projects were undertaken.

Courts – prior to the closure of Haddington Sheriff Court, regular meetings took place between the Sheriff, Court personal, legal representatives and ELC CJS. However, since business was transferred to Edinburgh, ELC CJS have not been invited to any formal meetings. This is a gap and one that we are currently trying to rectify.

The Unpaid Work Team Leader continues to have regular contact with a variety of community organisations and beneficiaries. Through this network, information regarding what unpaid work can do it passed via word of mouth. Any potential referral/query comes via the UW Team Leader who will talk through suggestions/proposals and then make a decision on suitability.

We are actively using the communications team within ELC to help promote work that we have undertaken. Due to the small size of the team, we have to stress that it is not always possible for us to take on projects that are proposed.

Use by the courts of CPO requirements other than unpaid work, for example what, and in what way, different requirements are being used for those whose offending is driven by drug, alcohol and mental health issues; or how requirements such as programme or conduct are being used to address offending behaviour.

The Courts continue to use CPOs as a suitable alternative to custody. In 2015/16, the number of requirements were:

<u>Other Requirements</u>	<u>Under 21</u>	<u>21+</u>
Unpaid work (only)	11	91
Supervision (only)	6	36
Supervision + UW	11	35
Compensation	3	7
Programme	0	11
Residential	0	0
Mental health	0	0
Drugs	0	0
Alcohol	1	1
Conduct	0	1

The main CPO requirement used by the Court, aside from Unpaid Work, continues to be Supervision. This requirement is used to address offending behaviour related to various criminogenic needs. This includes the following:

- Drug and alcohol problems are addressed within supervision using a variety of techniques (motivational interviewing, CBT structured work and drink diaries). Clients can also be required to attend Health Services (eg Gateway).
- Mental health problems are similarly assessed throughout the length of the Order and social workers liaise closely with mental health colleagues to try to ensure a consistent and complimentary service.
- Social isolation features in many clients' lives and social workers seek out appropriate community resources, including befrienders and other projects to try and increase social inclusion.
- CPO supervision continues to be the main vehicle for preparing clients to participate in the MFMC (sex offenders) and Caledonian Groupwork Programmes (domestic abuse). The pre-group work, including homework for the client, is an essential part of this preparation work. It allows for continual assessment of risk and need thus helping to create a more targeted, holistic service.
- As part of the Caledonian supervision, criminal justice now offers a service to women and children affected by domestic violence. This is a voluntary service which seeks to ensure work done with perpetrators is as safe and relevant as possible.

Conduct requirements are used sparingly by the Courts. Previously, it has been used in a variety of different ways, including reinforcing the message that an offender must address their alcohol issues by attending at the Gateway clinic; or, it was used to help increase the safety of a domestic abuse victim by placing restrictions on the perpetrator. This requirement now feels as if it is being underused as there has been a notable reduction in its use from the previous year (8).

Progress Reports to Court

Following the closure of Haddington Sheriff Court at the end of January 2015, there has been a notable reduction in the use of progress reviews.

In 2014/15, the number of progress reports submitted to Court equated to:

58 (under 21s) and 257 (21+) = **315 in total**

When we look at 2015/16 figures:

42 (under 21s) and 132 (21+) = **174 in total**

The above illustrates that the local Sheriff in Haddington Court, actively played a part in the review of CPOs. This is something that clients frequently commented on with the suggestion being that when the Sheriff reviewed their Order, they saw this as a positive thing and helped them to remain focussed on successfully completing their order. Having less reviews would suggest that this practice (and relationship) is not one that is pursued in the same way in Edinburgh.

Women's Group

The Connect Group is a women only group run from council offices in Prestonpans. This builds on the recommendations made by the commission for women offenders. Connect referrals come from a variety of sources – Criminal Justice, Adult Wellbeing, Children's Services Substance Misuse

Services, MELD, Strive, Venture Trust. All women placed on a CPO are encouraged to attend Connect.

In the morning, Connect works through the Stepping Stones, CBT based group work, looking at topics such as Understanding Our Emotions, The Impact of Offending, Solving Problems, Assertiveness and Communication.

Workers have developed a new lunch 'menu', providing women with different hot meals each week, which would be suitable for them to make themselves at home. Not only does this focus on healthy and economical cooking, it also encourages the women to talk about day-to-day subjects with one another, thus increasing their confidence.

During the past 6 months, workers have focused on developing the afternoon sessions. This has included linking in with a variety of local services, (e.g. CAB, The Rangers Service, Art Therapy, Prestonpans Library, etc).

Due to the expansion of the day, two new members of staff joined the Connect team during this time – one from Criminal Justice and one from Adult Wellbeing. It is hoped in the forthcoming months to work on ensuring the group's sustainability and its reach to women with complex needs who may come into contact with CJ agencies due to their behaviour.

Any issues affecting access to services which are provided by other partners (e.g. drug and alcohol services) and, where such issues have been identified, what work is underway to resolve them.

Housing remains a critical issue in East Lothian. The growing population is placing increasing pressure on housing options with very little provision for meeting the complex needs of our client group. EL CJS is currently meeting with housing colleagues to help inform the housing strategic plan, thus ensuring that client needs are being taken into account.

Anti-social behaviour management is a complex and challenging area. It is often difficult to balance the conflicting demands of care and support for vulnerable people whose behaviour is also problematic, with that of protecting the rights of other tenants. We are active members of the antisocial behaviour group and are working on developing alternative ways of dealing with more challenging clients rather than eviction or restrictive measures.

Access to psychological services, is often problematic and subject to long waiting lists. When need is acute, any delay in accessing treatment can be traumatic. It is hoped that through the Health and Social Care Partnership, links to and with, treatment providers, can be improved.

Any other relevant information. This might include details of work which is carried out with people on CPOs to address their offending behaviour but which does not fall into the category of a specific requirement.

Through our risk assessment and case management tool - Level of Service Case Management Inventory (LSCMI) – we are able to identify criminogenic needs. A supervision action plan is then identified from which offence focussed work can be addressed by the client and supervising social worker. A crucial part of the social worker's role is to focus on issues of social inclusion and help

clients refer to partner agencies to address issues such as housing, employment, health difficulties and drugs/alcohol issues.

The CJ team have continued to develop their skills/expertise with targeted training around Risk of Serious Harm offenders, Caledonian Project, HCR-20 and Trauma Informed Practice.

Female offenders are actively encouraged to attend Connect, the women's group programme as part of their CPO. We aim to develop a men's groupwork programme which clients will be encouraged to attend as part of their Order but not a specific requirement.

During this period, a number of CPO clients who are also drug users, presented at social work appointments with significant health issues caused by the use of New Psychoactive Substances (NPS). Due to the serious nature of the wounds on clients, workers transported clients to accident and emergency on several occasions to receive appropriate treatment. This was very traumatic for all concerned. Fortunately, it now appears that the clients have ceased using NPS as they are not presenting with these same issues. Suggestions are that the change in the law has helped with this change. Further, we liaised closely with our health colleagues including our substance misuse clinic to ensure that appropriate advice was given to clients and staff.

COMPLETED BY: Fiona Duncan

DATE: 28th October 2016

CONTACT FOR QUERIES ABOUT THE REPORT

Name: Fiona Duncan

E-mail: fduncan@eastlothian.gov.uk

Telephone: (01620) 827897

Policy and Performance Review Committee: Annual Work Programme 2016/17 Update

Date	Performance Monitoring/ Inspection Reports	Other Reports / Reports Requested by Members
9 November 2016	Q2 Performance Indicators Public Protection Annual Monitoring Report	Community Payback Orders
11 January 2017	Local Government Benchmarking Framework Customer Feedback – six-month monitoring report	Core Paths/Cycle Ways Transformation Programme Update Impact of Universal Credit on Rent Arrears
8 March 2017	Q3 Performance Indicators Public Protection – six-month monitoring report	Coastal Car Parking Delayed Discharges Update Legacy report