



West Lothian
Council

SCET

Social Care Emergency Team

Annual Report 2009-2010

Community Health and Care Partnership
westlothianchcp.org.uk

Introduction

SCET was established in 1997 to offer a local service to local people.

Our aim is to provide an emergency social work service out of normal working hours. Anyone can call at any time. All callers reach us directly, without going through a reception or contact centre. Our priorities are child and adult protection, statutory mental health assessments and family or care breakdowns.

Each shift has a Manager, a Social Worker, Mental Health Officer and an Emergency Care Worker available.

We work closely with carers, our colleagues in the teams and units and with our key police and health partners to offer a rapid professional service to those in crisis.

Who's in the SCET Team

Emergency Services Manager Lyn McLean

Duty Managers & Mental Health Officers Charlie Smith
Catherine Maclnnes

Social Workers & Mental Health Officers Anne MacDonald (part time)
Susan Mortimer (part time)
New Social Worker to be appointed

Emergency Care Workers Liz Grant (part time)
Isabel Coates (part time)
Amanda Russell (part time)

Clerical Assistants Frances Mair (part time)
Anne Stevenson (part time)

As well as our core staff, we have an invaluable team of well-qualified locums.



Frances Mair, Susan Mortimer,
Catherine Maclnnes,
Amanda Russell and
Lyn McLean



Charlie Smith and Isabel Coates



Liz Grant

Update

Last year, the team made home visits for an average of 17% of referrals and reached 26.8 % of visits as a percentage of referrals last Christmas/New Year. Both figures are increases, compared with the previous year. As we are all more than aware, last Christmas saw the worst weather for many years. The SCET team worked right through the public holiday period as usual, providing an emergency service for all those who needed it. The Council Chief Executive acknowledged the contribution SCET made in the challenging circumstances.

Last November, we moved into the new Civic Centre which houses many local public bodies including the courts and registrar, as well as a wide variety of Council services.

It's fair to say there have been some teething problems but staff have adapted well to working in an open plan environment. Having our police colleagues in the new Livingston Police Station close by has been positive for partnership working.

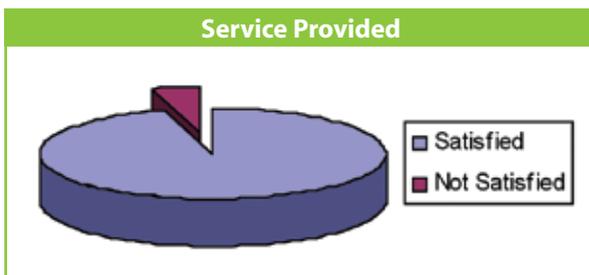
Staff development

Due to offering an emergency service across all service user groups, SCET staff require to undertake regular training and development to keep up to date. SCET staff have completed a wide range of key pieces of training including: working with domestic abuse and also sexual violence, child protection, leadership, responding to health emergencies and dealing with medication (both for non medical staff), emergency planning and Mental Health Officer conferences and study days. As Mental Health Officers we are required to maintain our accreditation by undertaking regular training and also twice-yearly mentoring sessions with an experienced colleague.

Achievements

- We now use a Children and Families Service-wide customer care survey.
- All SCET core staff are trained in the Adult Support and Protection (Scotland) Act 2007.
- The move to the Civic Centre in November 2009 required significant forward planning and joint work with IT and property service partners.
- SCET is prepared for the move of electronic records to the 'meridio' system.

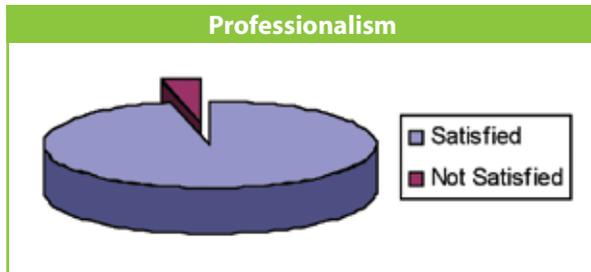
How have we done Results of Stakeholders Survey



95.5% of stakeholders who responded were satisfied with the service provided.

2008/2009 94%

How have we done Results of Stakeholders Survey (continued)



96.2% of stakeholders who responded said they were dealt with professionally.

2008/2009 96.6%

Total Number of Surveys sent out - 152. Percentage Returned - 35.5%

Some Key Referrals and interviews undertaken by SCET in 2009/2010

- Adult Protection Referrals - **40** (Source: Swift).
- Child Protection Referrals - **529** (Source: Swift).
- Mental Health Detentions - **38** (Source: SCET Stats).
- Appropriate Adult Interviews - **50** (Source: Adult Protection Admin).
- Secure Orders (Young People) - **2** (Source: SCET Stats).
- Child Protection Orders - **1** (Source: SCET Stats).

Adult Protection referrals by SCET are 27% of the total dealt with by the Council as a whole.

Child Protection referrals by SCET are 25% of the total dealt with by the Council as a whole.

Appropriate Adult Interviews by SCET are 53% of the total dealt with by the Council as a whole.

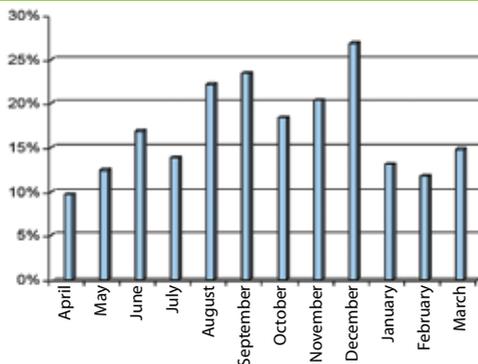
How do we know how we're doing?

- SCET gives out a leaflet, part of which is in several languages.
- We send a survey to every 10th referrer asking for feedback on the service offered.
- We collate information on rates and types of phone calls, referrals and visits.
- We request management information reports from SWIFT (the Social Work information system).
- We are part of the National Out of Hours Teams Group (which is affiliated to the Association of Directors of Social Work) and benchmark with them formally and informally.
- We respond to and formally record and monitor complaints and comments.
- We take part in management and monitoring groups across the Social Policy specialisms.
- SCET participate in the Customer Service Excellence Standards for Specialist Service within Social Policy.

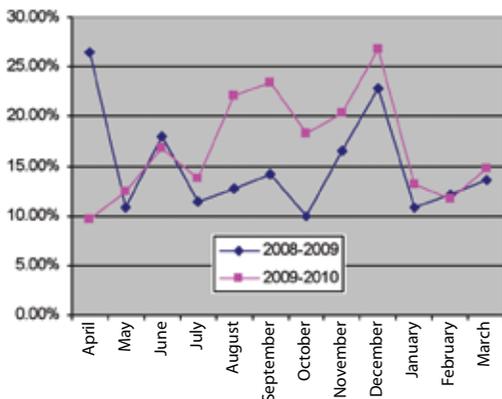
SCET Record of Work – Annual Report 2009-2010

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---|-----|-----|------|-----|------|-----|-----|-----|------|-----|-----|-----|
| Telephone Calls Received | 903 | 854 | 1132 | 931 | 1080 | 899 | 977 | 957 | 1115 | 827 | 830 | 864 |
| D.W.P. Referrals | 10 | 5 | 4 | 9 | 16 | 5 | 5 | 2 | 3 | 8 | 7 | 4 |
| Visits Made | 26 | 32 | 55 | 38 | 56 | 55 | 47 | 55 | 37 | 29 | 28 | 38 |
| No. of Referrals | 241 | 228 | 301 | 242 | 237 | 212 | 241 | 245 | 258 | 200 | 232 | 232 |
| No. of Info Referrals | 29 | 30 | 25 | 33 | 16 | 23 | 15 | 25 | 15 | 21 | 6 | 25 |
| Young People Accommodated in Foster Care | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Young People Accommodated in Residential Care | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Secure Orders | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Child Protection Orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Older People Admission to Residential Care | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Admission to Other Placement | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Statutory Mental Health Assessment - No Detention | 0 | 2 | 3 | 0 | 0 | 2 | 3 | 0 | 1 | 0 | 0 | 0 |
| Statutory Mental Health Assessment - Detention | 0 | 5 | 4 | 3 | 5 | 2 | 6 | 4 | 2 | 2 | 2 | 3 |
| Appropriate Adult Interviews | 0 | 3 | 6 | 3 | 5 | 5 | 5 | 4 | 2 | 6 | 5 | 7 |
| P.C.W. Calls | 123 | 86 | 156 | 95 | 119 | 93 | 112 | 92 | 183 | 84 | 113 | 0 |

Percentage of visits relative to referrals 2009-2010



Percentage of visits relative to referrals comparison with previous year



Ongoing involvements

- Adult Protection Management Group.
- Child Protection Interagency Referral Discussion and Operational Review Group.
- Social Policy Emergency Planning Group.
- Emergency Planning for Rest Centres.
- Appropriate Adult Forum.
- Mental Health Officers Forum.
- Specialist Services Management Team.
- Extended Children and Families Management Team.
- Specialist Services Customer Services Standard Group.

Complaints & compliments

Complaints:

This year we had one complaint from a service user. The complaint was not upheld.

We had two complaints from colleagues in practice teams about our practice. One was upheld and one was not. We have improved our practice in response to the one that was upheld, which concerned information to be passed on.

We had two complaints from partner council services about our practice. One was judged to be unfounded and the other resulted in us improving communication to them about what we are able to provide out of hours.

Compliments:

We have had several written compliments from our police partners about the service we provide and our professionalism.

A consultant psychiatrist complimented us on our high standards over many years of working with SCET mental health officers.

Young persons' residential services wrote to compliment us on our support to them in a challenging situation.

The Council Chief Executive wrote to compliment and thank us for our work during the severe winter weather.

Team Plan 2010/2011

- Develop and publish a new Duty Managers' handbook suitable for use in the Civic Centre.
- Develop and publish a new leaflet, which highlights our services.
- All SCET core staff to continue to have regular, minuted supervision and attend monthly team meetings.
- Hold a team development day in autumn 2010.
- Review and improve SCET standards to add to and complement Children and Family Service Standards.
- Develop a system to internally audit SCET casework.
- All SCET core staff trained in 'responding to health emergencies'.

SCET Budget 2009/2010

| | |
|-------------------------------|-----------------|
| Full Year Budget | £486,699 |
| Actual Spend | £458,205 |
| Variance (under spend) | £28,494 |

SCET

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