

<p align="center"><b>FALKIRK COUNCIL SOCIAL WORK SERVICES</b>  <b>FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT</b>  <b>2012/2013</b></p>
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Organisation Name	<b><u>Barnardo's</u></b>
Project	Cluaran Service
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Matthew Davies

## **A OVERALL ORGANISATION AIMS**

### **Summary of Key Aims & Objectives**

1. The Cluaran Service has a target of providing support to sixty young people and their families in any one year. The Service aim is to reduce the number of young people referred to the Service being subsequently placed in a Residential School setting outwith Falkirk. (The Service has an agreed target of maintaining 75% of Service Users in the Community).
2. Families and young people receiving support from the Service will have their strengths, abilities and coping strategies enhanced by receiving a range of interventions including individual support, educational support, family work and group work.
3. The Service aims to support the development of professional skill and practice across services to assist young people with emotional and behavioural difficulties. This includes the development of programmes devised with Partner Agencies with a view to sharing effective practice and improves outcomes for young people, as well as participating in a range of groups within Falkirk including the Voluntary Sector Children's Services Forum, the Children's Commission and the Child Protection Committee.

### **List of Agreed Outcomes**

When working with young people and families the Service identifies progress through Barnardo's Outcomes Framework. This involves the family, young person, and other professionals agreeing the focus of our work based on a range of outcomes in line with SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included) wellbeing indicators. A programme of support is then based upon an Action Plan targeting these areas.

In addition to using this method for identifying on going progress, the Service also asks for feedback from Service Users and partners through a service evaluation which focuses on issues at the beginning of contact with the Service and then again at the end, when a young person/family complete their programme.

The key objectives of the services are to:

- Reduce the number of children being placed in residential school setting.
  - Improve young people's engagement with local education providers
- Improve outcomes for children under the SHANARRI headings (improvement is measured using the Barnardos Outcomes Framework and reported to the 6 monthly Barnardo's Steering Group.

### Why Service/Project is Funded Externally Rather than by the Council

This service is funded by Social Work/Education and Barnardos. Barnardos has developed expertise in delivering programmes designed to prevent children progressing with residential school settings. Barnardos provides and attracts additional funding which increases the capacity and reach of the service.

## **B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**

### **Summary of Key Achievements**

1. Between April 2012 and 25 March 2013 the Service has provided support to **sixty nine** young people and their families. Of these, **34** have completed programmes and are now closed to the Service. The remaining **35** young people continue to receive support.

Of those 34 who have completed programmes **31, (91.2%)** remained in the community, (23 remained at home with their families; 1 remained with foster carers; and 7 were maintained in local Residential Units and continued to attend local schools). The remaining **3** young people, **(8.8%)**, were placed in Residential Schools out with Falkirk. (Outcomes for the young people completing programmes and for those continuing to receive support are described below).

(Individual programmes of support can vary significantly and are dependent on need but could include a combination of Individual Support, Family Work, Group Work and Educational Support. The average yearly cost of a placement at Cluaran, based on an average monthly occupancy of 37 for 2012/2013 was £21,748. Barnardo's contribution to this cost was £3,045 per placement with Falkirk contributing £18,703 per placement. (Although not like for like, these costs compares to the cost of Residential School Placements used by Falkirk which are in excess of £100,000.

2. The Service has a role in disseminating good practice and improving the outcomes for young people across Partner Agencies. The Service has played a significant role in a Pilot Programme devising and implementing an Outcome Framework, (based on Barnardo's Outcome Framework), for young people placed on the Child Protection Register. This has included Cluaran staff working along side a range of professionals, attending CP Core Groups and supporting them to devise Action Plans with a clear outcome focus.

This work has also been shared with the Locality Teams, Education Services and Fostering and Adoption groups. (A version of the Outcome Framework is currently being used by the Locality Teams).

In partnership with other agencies and building on the success of the Cluaran Referral Group, the Service has developed the Specialist Services Request Group, (a single point referral group for young people needing additional support)

The Service also participates in a range of groups within Falkirk aimed at developing good practice and improving outcomes for young people.

### Summary of Key Issues/ Challenges Facing Organisation

Cluaran is funded on a year by year basis. This impacts on long term service development and staff recruitment and retention. Cluaran has been subject to two years consecutive 3% budget reductions followed by a stand still budget in 2013-2014. This has had an impact on some of the peripheral functions of the service. Continued reduction in budget will result in core services being reduced.

#### How has Organisation Contributed to Council/ Service Priorities

- Cluaran have played a key role in developing an outcome framework for children and the child protection register
- Cluaran have contributed to a reduced spend on external residential school placements.

#### List any Areas where there has been Shortfall in Performance

None

#### How often are Review Meetings held with Lead Officer

Six monthly review meetings are held. These are multi-disciplinary and include representatives from the voluntary sector, Police, Social Work and Education.

### **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

#### Total Support Provided (Financial & In- Kind Contributions)

Total Social Work funding	£361,279
Social Work funding in kind	£103,300
Education funding in kind	£316,650

#### Last Period of Submitted Audited Accounts

September 2012

#### Future Risks (Financial, Operational or Structural) Faced by Organisation

Main risk identified is in relation to changing levels of reserves but this is linked to changes in pension requirements and appears therefore to be temporary

#### Overall Risk Rating (Low/Medium/High)

High – due to change in pension liabilities the reserves have altered by more than 10% in past 2 years.

### **D CONCLUSIONS**

#### Summary/ Opinion of Organisations Overall Progress During Year

- Cluaran has continued to deliver services in accordance with its specification and Service Level Agreement.
- Cluaran has provided valuable assistance to Children on the Child Protection Register through its involvement in the Outcomes Framework Pilot. This work is beyond its Service remit and demonstrates a commitment to collaborative working.

E COMPLETED BY	
<u>Name</u>	Matthew Davies
<u>Designation</u>	Service Manager, Children and Families
<u>Date</u>	8 August 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/2013**

Organisation Name	<b><u>Barnardo's</u></b>
Project	AXIS Service
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Matthew Davies

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

The Axis Service aims to reduce the risk and harm to young people, families and communities in the Falkirk area by providing support to young people up to the age of 19 who are experiencing a range of difficulties related to alcohol or substance misuse. The range of interventions include a Core Service, (medium to long term support for young people experiencing significant difficulties), and an Early Doors service, (an early intervention service consisting of approximately eight to twelve focused individual sessions, advice/information and group work sessions to existing groups focusing on awareness raising).

List of Agreed Outcomes

Progress is monitored through the Forth Valley outcomes framework and through the Barnardo's outcomes framework. The Barnardo's outcomes framework focuses on a range of desired outcomes based on SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included) indicators and tracks progress made over a sequence of reviews. Each young person has an agreed set of outcomes based around need which determines the focus of support. The level of need is given a scoring between 1 to 5 based on the level of need with 5 being the greatest level of need or concern, and 1 being a measure that the need has been met.

The Service aims to provide support to 15 to 18 young people at any one time through Early Doors and 10 to 12 young people at any one time through the Core Service. The service also aims to provide awareness raising sessions to young people and community groups (200 referrals through a combination of individual and group referrals)

In addition the service, when appropriate, has a remit for providing support to young people accessing the service in relation to employability and training.

Why Service/Project is Funded Externally Rather than by the Council

AXIS has developed expertise relating to working with vulnerable young people with problematic substance misuse issues.

## **B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

**Core Service:** During the period 1.04.12 to 31.3.13 thirty young people received a programme of support from the service. At the time of writing twenty two young people have had outcomes measures set, three young people are at the early stages of engagement, one young person moved out of the area before a review could take place and the Service had difficulty engaging with the remaining four.

### **Outcomes for Young people receiving an early doors service.**

During the period 1.04.12 to 31.3.13 107 young people received a service form early doors. Of these young people 39 received information and advice only, 37 have completed programmes, 11 are currently engaged in programmes or at the early stages of assessment and 4 remain on maintenance monitoring, 12 young people refused contact with the service, 2 referrals were withdrawn and 2 were considered inappropriate referrals.

### **Employability support:**

Of the eight young people receiving support in this area, all have shown progress either in relation to engagement with education, employment/training or have shown an improvement in their attitude or readiness. This progress has usually come about as a result of greater stability in their lives due to a reduced/safer consumption of controlled substances and a reduction in the level of risk or harm. At this stage, as well as helping them maintain stability, as part of their recovery the Service then provides support to engage with other services aimed at employment or training. This support can take the shape of practical support/encouragement such as preparing them and accompanying them to interviews, taking them to their programmes initially to overcome lack of confidence and to help develop positive routines and to transfer learning and relationships on to other services.

\* It should be noted that for all young people completing programmes, both in Early Doors and Core, the service will contact them three months after closure to ensure progress has been sustained. Should there have been a relapse then the Service would offer to re-engage with the young person. This part of the service is called maintenance monitoring. Young people at this stage are not included in measurement of service capacity.

In addition to providing programmes of support to individuals the service has a remit to raise awareness of alcohol and drug related issues to local community groups. The information below highlights the work of the Service in this area:

- **April 2012-** Presentation to young people attending Grangemouth High, (150 young people attended).
- **May 2012** - Group work session with young people referred through Camelon Community Education, (8 young men attended).
- Presentation to parents of young people attending Grangemouth high, (100 parents attended).
- **June 2012** – group work session with young people from the Princess Royal Young Carers, (20 young people participated).
- **July 2012** – Work session with residents of local hostel, (3 young people attended).
- Information stall at Camelon Community Education summer fair reaching more than 20 young people and parents.
- **September 2012-** All day stall at health fair of Falkirk high school, reaching 100 teachers

and young people.

- **November 2012** - Presentation to the young people living in Tremanna, (4 young people attended.)

#### Summary of Key Issues/ Challenges Facing Organisation

The Service is funded on a year to year basis. This impacts upon long term planning and staff recruitment and retention. Two year consecutive 3% reduction in funding followed by a standstill budget in 2013/2014 has resulted in a review of the management and support functions within the service. Continued budget cuts would result in an impact on service delivery.

#### How has Organisation Contributed to Council/ Service Priorities

The Service forms part of the tiered approach to substance misuse service delivery and is represented at the Falkirk Alcohol and Drugs Partnership. The service sits on the Early and Effective Intervention Screening Group and delivers services to children and young people coming to the attention of that group as a result of offending behaviour.

#### List any Areas where there has been Shortfall in Performance

None

#### How often are Review Meetings held with Lead Officer

6 monthly. The Axis Advisory Group is multi agency and includes representatives from the Police, Social Work, Education, Health and the Voluntary Sector.

### **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

#### Total Support Provided (Financial & In- Kind Contributions)

£110,952

#### Last Period of Submitted Audited Accounts

September 2012

#### Future Risks (Financial, Operational or Structural) Faced by Organisation

Main risk is in relation to financial aspects but the changes in levels of reserves appears to be linked to changes in pension requirements – and is seen as being temporary only in that instance

#### Overall Risk Rating (Low/Medium/High)

High – this is due only to changes in reserves levels over the past two years

**D CONCLUSIONS**Summary/ Opinion of Organisations Overall Progress During Year

The Axis Service has performed in line with its current specification and Service Level Agreement. The Service is able to provide detailed outcomes information in relation to individual service users using its developed outcomes framework, these demonstrate positive outcomes of the majority of service users.

**E COMPLETED BY**Name

Matthew Davies

DesignationService Manager  
Children and FamiliesDate

8 August 2013



<p align="center"><b>FALKIRK COUNCIL SOCIAL WORK SERVICES</b>  <b>FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT</b>  <b>2012/13</b></p>
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Organisation Name	<b><u>Who Cares? Scotland</u></b>
Project	Children's Rights Service
Agreement Dates	2010 – 2013
Name of Lead Officer	Jenny Kane

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

The Aims of the service provided by Who Cares? Scotland are as follows:

- To deliver an effective Independent advocacy, advice and support service to children and young people who are looked after away from home.
- To liaise with other relevant service providers.
- To collate client feedback and assess this information to identify needs.
- To protect children and young people defined as “in need” who are vulnerable.
- To enable children/young people who need a stronger voice to have their views listened to and actioned where appropriate.
- To enable children and young people to be involved in contributing to decisions about their personal care plan.
- To challenge discriminatory views.
- To support children and young people in ways that improve their confidence.
- To act in the child/young person's best interests.
- To act as an intermediary between children/young people and Council services.
- To consult with children and young people about the services they receive.
- To involve children and young people in the wider work of Who Cares? Scotland to ensure Falkirk's young people are represented nationally.

List of Agreed Outcomes

Regular monitoring meetings with Falkirk Council, Quarriers and Who Cares? Scotland ensures that work undertaken fulfils the contractual obligations outlined within the Joint Working Agreement 2010 - 2013. Agreed outcomes are discussed at the monitoring meetings in relation to work undertaken by the young person's worker and the .Children's Rights Officer

## Why Service/Project is Funded Externally Rather than by the Council

Who Cares? Scotland is an independent advocacy organisation who have provided a service to young people across Scotland since 1978. The organisation works across Scotland with children and young people with experience of care, to advocate and help them speak out, secure their rights and ensure their qualities and successes are recognised across society. This is done by influencing the people, culture and systems that will positively affect their quality of life. The organisation consults with young people from Falkirk Council and other Local Authority areas to ensure their views are fed into local and national policies and legislation. The organisation lobbies the Scottish Government to improve outcomes for all young people in care ensuring that young people with experience of care remain a high priority on the Scottish Government's agenda. The council is required to consult with young people and provide independent advocacy. This service could not be provided within the Council as this could result in conflict with other legal obligations.

## **B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

#### Local Achievements

- Advocacy provided for 79 young people during this period which included 204 individual meetings with young people and 69 formal meetings.
- Young people participated in Children's Hearing Training for Panel Members from the Falkirk Office.
- Young Person's Worker undertook regular visits to residential units within Falkirk and purchased placements out with the Local Authority area to ensure that young people had information about the service and their rights.
- Who Cares? Scotland continues to work in partnership with Quarriers Children's Rights Service to jointly provide a children's rights and advocacy service for Falkirk Council's children and young people.

#### National Achievements

- Launch of the national Anti-Stigma Campaign, "Care to Listen" to kick start the fight to end discrimination of children and young people in and from care. Falkirk Council signed up to the five year campaign along with 28 Local Authorities to help challenge discrimination in our society. Falkirk Council pledged to "set up a regular 'having your say' group for looked after young people making sure that corporate parents listen to the views of young people and do their best to take action".
- Young person from Falkirk shared the platform with Who Cares? Scotland's Chief Executive to give a presentation at the ADSW conference.
- Young people from Falkirk took part in the consultation element of the Children's Services Bill.
- Establishment of a network of 18 consultation groups throughout Scotland supporting participation of 200 young people. Young people from Falkirk participate in the forums covering the central belt.
- Young people from Falkirk took part in a recent edition of the "Speak Out" Magazine which is rolled out nationally to young people across Scotland.
- Who Cares? Scotland has been commissioned to develop a range of work for the Life Changes Trust which included a mapping exercise undertaken within all Local Authorities across Scotland. Young people took part in the consultation to help inform the mapping at a local level and will continue to contribute their views to the Life Changes Trust through Forums and a National Care Leaver's Festival.
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- Phase 2 of the Corporate Parenting training commissioned by the Scottish Government is underway. Falkirk Council's young people will be involved in delivering training within the Local Authority.

#### Summary of Key Issues/ Challenges Facing Organisation

The service is contracted for 18.5 hours per week. Due to high demand for advocacy provision it is difficult to respond to all requests for advocacy support within the time available. The organisation does endeavour to respond flexibly using its national links, but is also working within the constraints of a standstill budget which does not allow for further partnership initiatives within the Local Authority.

#### How has Organisation Contributed to Council/ Service Priorities

The service continues to work in partnership with Quarriers Children's Rights service to ensure that young people both accommodated and within the community receive a robust children's rights service. The organisation ensures that the views of children and young people are fed into local and national consultations.. This is a key priority of the Council's Corporate Parenting Strategy and action plan.

#### List any Areas where there has been Shortfall in Performance

None

#### How often are Review Meetings held with Lead Officer

Review meetings are held with Falkirk Council and Quarriers Children's Rights service on a fortnightly basis. Additionally the service reports on a six monthly basis to the Children's Commission, and an annual monitoring meeting with take place annually with the chair of the Corporate Parenting Action Group and Head of Service.

### **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

#### Total Support Provided (Financial & In- Kind Contributions)

£27,970

#### Last Period of Submitted Audited Accounts

April 2012 – March 2013

#### Future Risks (Financial, Operational or Structural) Faced by Organisation

Who Cares is a robust organisation and there are currently no known risks.

#### Overall Risk Rating (Low/Medium/High)

Low

**D CONCLUSIONS**Summary/ Opinion of Organisations Overall Progress During Year

The service continues to meet a key priority in the Council's corporate parenting action plan. Feedback for young people and other groups is that the service is valued and assist young people to express their views

**E COMPLETED BY**NameVivien Thomson/Matt DaviesDesignationService ManagerDateSeptember 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/13**

Organisation Name	<b><u>Quarriers Scotland</u></b>
Project	Quarriers Falkirk Children's Rights
Agreement Dates	2010 -2013
Name of Lead Officer	Jenny Kane

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

- To develop and deliver a comprehensive Children's Rights Service in the Falkirk area
- To promote, protect and uphold the rights of children and young people from birth to 19 years as stated within the UNCRC and Children (Scotland) Act 1995 and associated guidance
- To collate client feedback and questionnaires and assess this information to identify needs
- To develop a pool of volunteers to provide information / advocacy services to children and young people
- To develop and deliver school based drop-in surgeries to maintain service profile and target marginalised children and young people
- To facilitate the "Having your say forum" for children and young people Looked After & Accommodated in line with Falkirk Councils Corporate Parenting strategy

The Children's Rights Service is accessible to all children and young people normally resident within the Falkirk Council area.

List of Agreed Outcomes

Provision of a service to children from Falkirk to ensure that their rights are upheld both individually and within policy.

Evidence of addressing themes from across service which require attention in relation to children's rights.

Close work with Who Cares? to ensure that the rights of children who are looked after are maintained and upheld

Evidence of challenge to the Council and its partners where appropriate, where children's issues are not being properly upheld or developed.

Evidence of involvement in and initiation of developments within Children's Services.

Ensuring that key priorities in the ICSP are being taken forward and involve young people.

### Why Service/Project is Funded Externally Rather than by the Council

Quarriers is a voluntary organisation who have provided a service to adults and young people across Scotland with a particular emphasis and track record of involving service users in their work. The organisation also works at national level to influence policy. The council is required to consult with young people and provide independent advocacy. This service could not be provided within the Council as this could result in conflict with other legal obligations.

## **B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

- Year on year increase in referrals to Falkirk Children's Rights Service
- Year on year increase of referrals undertaken by Falkirk Children's Rights Service
- The Children's Rights Service has been successful in highlighting children's rights to the services and agencies working within the Falkirk area and is enabling all children and young people to have their voices heard
- Quarriers Falkirk Children's Rights Service has successfully recruited four volunteers to provide Information/Advocacy to children and young people
- The Children's Rights Officer is co-facilitating the "Have your say" forum in line with Falkirk Council's Corporate Parenting Policy
- After piloting drop-in surgeries within two High Schools, the Children's Rights Service is now ready to move into another three High Schools after the October break one of these being Carrongrange School Larbert (Additional Support for Learning)
- The Children's Rights Officer has recently started to visit Falkirk Council residential units on a regular basis
- The Children's Rights Officer contributes to a number of strategic groups including the Corporate Parenting Action Group and the Children and Families Continuous Improvement Group.

### Summary of Key Issues/ Challenges Facing Organisation

The Falkirk Children's Rights Service combines the Quarriers Children's Rights Service and the Who Cares Service for children who are looked after by the council. There are ongoing challenges in establishing a consistent approach to this joint work, though significant progress has been made over the past year particularly with the more focused monitoring arrangements. The service has also experienced difficulty in recruiting and developing its volunteer provision, a key aspect of the contract to provide a wide and flexible service.

### How has Organisation Contributed to Council/ Service Priorities

The service continues to work in partnership with the Who Cares? service to ensure that young people, both accommodated and within the community, receive a robust children's rights service. The organisation ensures that the views of children and young people are fed into local and national consultations. This is a key priority of the Council's Corporate Parenting Strategy and action plan.

List any Areas where there has been Shortfall in Performance

Please see above in relation to recruitment of volunteers.

How often are Review Meetings held with Lead Officer

Review meetings are held with Falkirk Council and Who Cares? service on a fortnightly basis. Additionally the service reports on a six monthly basis to the Children's Commission, and an annual monitoring meeting with take place annually with the chair of the Corporate Parenting Action Group and Head of Service.

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**

Total Support Provided (Financial & In- Kind Contributions)

£86,200

Last Period of Submitted Audited Accounts

April 2012 – March 2013

Future Risks (Financial, Operational or Structural) Faced by Organisation

None that we are aware of.

Overall Risk Rating (Low/Medium/High)

Low

**D CONCLUSIONS**

Summary/ Opinion of Organisations Overall Progress During Year

The service continues to meet a key priority in the Council's corporate parenting action plan. Feedback for young people and other groups is that the Children's Right Service is valued and assists young people to express their views. The CRO additionally is key to ensuring that service development across the council take account of the rights and needs of children in Falkirk.

**E COMPLETED BY**

Name

Vivien Thomson

Designation

Service Manager

Date

20<sup>th</sup> September 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/2013**

Organisation Name	<b><u>Signpost Recovery</u></b>
Project	Time 4 Us
Agreement Dates	2012/13
Name of Lead Officer	Matthew Davies

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

The principle overarching objective for Time 4 Us is:

*To reduce the impact of substance misuse and provide a positive role model and interventions for children and families in Forth Valley so they can lead safe, achieving, secure and stable lives.*

Time 4 Us has been developed in line with the Integrated Assessment Framework and with the Getting it Right for Every Child (GIRFEC) principles guiding its work. The service aims to compliment statutory provision by offering a service which focuses on the family in its entirety. The service is staffed by a Senior Addictions Worker, Lead Family Worker and Lead Children's Worker who support individual family members in their own right as well as the family unit. The service has the following aims:

- Parents better protect their children from and issues in relation to their own and others drug and alcohol use.
- Parents are able to talk to their children about their own drug or alcohol use and its negative consequences for the family.
- Parents are able to talk to children about their treatment and what they have to do to stop using drugs or alcohol.
- Parents can discuss with their children the problems and risks such as illness, imprisonment and separation.
- Parents can better look after their children safely and establish good child care and basic routines.
- Parents are able to provide consistent and appropriate boundaries and structure. Using other methods for addressing challenging behaviour.
- Parents demonstrate awareness and understanding of child development and the possible impact of their problematic substance misuse and life-style on children's welfare.
- Parents demonstrate awareness and positive actions in terms of health care, nutrition and immunisation.
- Improving knowledge of welfare benefits and managing income.
- Improving relationships with extended family.



## List of Agreed Outcomes

### **Improving Parenting Capacity**

Supported contact  
Support for on-going legal and child protection processes  
Support on boundary settings and routines  
Understanding child development  
Support with emotional health  
Support with confidence building

### **Increase Action to address Substance Use**

Monitoring of Prescriptions  
Harm reduction  
Relapse prevention  
Referral to other agencies

### **Enhance Children's self-esteem and resilience**

Support attendance to school/nursery  
Referral to other agencies for children  
Referral for extra-curricular activities  
Exploring and understanding feelings/emotions  
Working on child's self-esteem and resilience  
Support with transferring foster carers  
Play activities  
Producing memory and worry boxes

### **Keeping Families together when this in the interest of the child**

Support children through child protection process  
Support kinship carer on boundary settings  
Support through on-going legal child protection process  
Improving parent/child relationship

### **Assist families to make positive and healthy choices**

Healthy eating advice  
Debt advice  
Budgeting  
Housing support  
Support through pregnancy issues  
Support with health and Hospital visits  
Support through Blood Borne Virus testing and immunisation  
Sexual health advice  
Support with employment/training/courses  
Support through bereavement  
Providing healthy snacks

## Why Service/Project is Funded Externally Rather than by the Council

The service has specialist knowledge and skills relating to the target service user group. The service operates across the Forth Valley area and benefits from its attachment to the Signpost substance misuse service.

## **B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

In the life of the project the service has received 156 referrals. Referral rates have been rising year on year with the exception of 2011 – 2012, this was due to the uncertainty of future funding for the service, however, when this was resolved the referrals returned to normal and last year Time 4 Us reported its highest annual referral rate (52).

Each year Time 4 Us has been working with families it has been recognised that the Christmas period is a particularly stressful time for them and they often overstretch spending leaving themselves in financial hardship over the New Year period. Time 4 Us has received food and children's gifts. In 2011 and 2012 over 140 food hampers were distributed and 153 children received a bag of toys/gifts.

The service has continued to facilitate training including Naloxone training for parents, family members, staff and communities in Forth Valley. The service has also provided GIRFEC training to health, education and social work staff members across Stirling and Clackmannanshire as well as Drug and Alcohol and Parental Capacity Training to early year's staff and provided a Drug and Alcohol workshop at a recent Homelessness Conference. Other work included presentations to the Blood Borne Virus Managed Care Network (BBVMCN) education day and a workshop at an ADP & CPC Conference – Getting our Priorities Right across Forth Valley. There has been continued promotion of the service throughout health, social work and education services across Forth Valley.

Time4Us regularly brief and train substance misuse staff on the impact of substance abuse on people's ability to parent. 4 sessions have been facilitated to addiction service colleagues to update professional knowledge of the impact of parental substance misuse. Time 4 Us also successfully provided a drop in clinic for service users in the Salvation Army (Falkirk) to allow people to come and discuss parenting and childcare.

### Summary of Key Issues/ Challenges Facing Organisation

Integration has worked well within Signpost Recovery and there have been major advances in peoples practice; however, the service has not integrated as well with the other services as Time4Us would have hoped. There is a requirement to work closer with other adult addiction services to ensure opportunities for Time4Us to help shape service delivery in the future. The challenge is to ensure addictions staff recognise the impact that drug and alcohol misuse has on the wider family. The Time4Us knowledge and experience of integrating staff with differing value bases and professional outlooks will benefit the wider addictions community in Forth Valley.

The service is about to expand and this will also provide challenges. As with any service development there are a number of barriers, risks and challenges the project will face:

- The expansion could be a risk to the established Time 4 Us reputation - This would be resolved through communication and a willingness to use our strengths and prior learning.
- Given problems recruiting male staff specialist recruitment procedures in multiple forums and formats will be required.
- Lack of suitable referrals –Time4Us must screen referrals appropriately to ensure the

<p>developments do not simply increase current capacity. Time4Us need to recognise the range of presenting issues and launch and promote the expanded service with new literature etc.</p> <ul style="list-style-type: none"> <li>• Funding may not continue beyond the initial 2 year period – An appropriate exit strategy will have to be developed to ensure this is managed appropriately and not to the detriment of service users.</li> <li>• Professional or agency protectionism- Partnership working will be a major support in resolving this issue. The development of effective partnerships will support mutual trust and inter agency working.</li> </ul>
<p><u>How has Organisation Contributed to Council/ Service Priorities</u></p> <p>The service plays a key role in GIRFEC and GOPR. The service is accountable to the Falkirk Alcohol and Drugs Partnership.</p>
<p><u>List any Areas where there has been Shortfall in Performance</u></p> <p>None</p>
<p><u>How often are Review Meetings held with Lead Officer</u></p> <p>Quarterly</p>
<p><b>C FINANCIAL / RISK ASSESSMENT OVERVIEW</b></p>
<p><u>Total Support Provided (Financial &amp; In- Kind Contributions)</u></p> <p>£,45,000</p>
<p><u>Last Period of Submitted Audited Accounts</u></p> <p>1<sup>st</sup> April 2012 – 31<sup>st</sup> March 2013</p>
<p><u>Future Risks (Financial, Operational or Structural) Faced by Organisation</u></p> <p>Annual Local Authority Funding Review</p>
<p><u>Overall Risk Rating (Low/Medium/High)</u></p> <p>High – reflection of change in reserves level exceeding 10% in past two years</p>

**D CONCLUSIONS**Summary/ Opinion of Organisations Overall Progress During Year

Time4Us provide an important Service to children impacted by the effects of substance misusing parents. The service has developed specialist skills in this area of work and form an integral part of substance misuse services across Forth Valley – its co-location and joint management with Signpost provides significant benefits in terms of service delivery and ensuring heightened awareness within other substance services.

**E COMPLETED BY**Name

Matthew Davies

Designation

Service Manager, Children and Families

Date

11 September 2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/2013**

Organisation Name	<b><u>SACRO</u></b>
Project	SACRO Restorative Justice Service
Agreement Dates	1 April 2013 – 31 March 2014
Name of Lead Officer	Matthew Davies

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

SACRO deliver Restorative Justice Services commissioned by Social Work and Corporate Services in relation to offending and anti-social behaviour by young people aged up to 16 years. The Service key aims are to provide victims of crime and anti-social behaviour with a voice and to enable the perpetrators of offences and anti-social behaviour the opportunity to say sorry to their victims and repair the damage they have done. SACRO has a vision for a safer Scotland through the constructive resolution of conflict by dealing with offending and its consequences. SACRO aims to promote a safe and cohesive community by reducing conflict and offending.

List of Agreed Outcomes

- To attend the Early and Effective Intervention Group on a fortnightly basis
- To work with 120 referrals per year
- To provide a diversion service to the Procurator Fiscal for 16 and 17 year olds
- To provide training in collaboration with Falkirk's Youth Justice Service to the Children's Hearing Panel Members
- To work with 80 young people either individually or in group work sessions for the Anti-Social Behaviour service
- To provide Restorative Services to high schools within the Falkirk Council area
- To organise and facilitate inter-generational events within the Falkirk Council area
- To participate in the Internet Safety Initiative
- To participate in the roll out of Early and Effective Intervention and Whole Systems Approach
- To provide Intensive Support Services to children leaving secure and residential care

Why Service/Project is Funded Externally Rather than by the Council

SACRO has developed significant expertise in restorative approaches and is seen throughout Scotland as an exemplar of this type of intervention. The service works with young people and their families outwith normal working hours as required. The Service provides a cost effective mechanism of delivering these services at times to suit young people who offend and their families, thereby ensuring that the intervention is not disruptive to their attendance at school etc. The Restorative Acceptable Behaviour service (anti-social behaviour) enables young people (8 to 18 year olds) to become aware of the impact that their antisocial behaviour and low level offending has on the individual harmed and in broader terms the impact on their communities.

The aim of this service is to reduce antisocial behaviour in communities through diverting young people away from criminal / antisocial behaviour; changing attitudes and modifying behaviour and supporting the delivery of safer communities.

## **B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

SACRO have continued to deliver services to a high standard and maintain a good working relationship with agencies and professionals across the Falkirk area.

- During the period 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013 SACRO received 161 referrals involving 147 young people. The majority of referrals were received through the fortnightly meeting of the Early and Effective Intervention (EEI) group. The membership of this group consists of Social Work, Education, Barnardo's Axis, Central Scotland Fire and Rescue and Police. SACRO have maintained a referral route for the Children's Reporter Service to deal with Vulnerable Persons Reports that by pass the EEI and go direct to the Children's Reporter. The service has a capacity figure of 120 referrals.
- The Procurator Fiscal Service agreed Restorative Justice interventions as a suitable diversion from prosecution for 16 and 17 year olds. 6 referrals were received from Criminal Justice Social Work Diversion Team during this period.
- SACRO were able to recruit a part time youth justice worker due to a management restructure across the Forth Valley area. The youth justice team leader took up service manager responsibilities across the area thereby releasing funds from the budget to employ a part time worker. This arrangement will continue in 2013/14. SACRO have trained a volunteer during this period and he is now carrying his own caseload.
- SACRO have co-delivered training with Falkirk's Youth Justice Service to the Children's Hearing Panel members.
- For the ASB service (1 April 2012 – March 2013) SACRO received 78 referrals. Twenty nine young people were supported through early intervention provision over a period of 203.6 hours; and a further thirty two received intensive support over a period of 458.4 hours.
- SACRO staff are involved in working in schools namely Falkirk High and Grangemouth High delivering sessions to groups as directed by the school. SACRO staff have also been involved in joint work with the school based police officers.
- SACRO arranged and facilitated an Intergenerational Event in the Westfield area of Falkirk. A member of staff attends the national Generations Working Together meetings to keep informed of national trends.
- A member of staff is part of the internet safety team and has presented information sessions to young people on the subject.
- All staff have received Asset training and will be shadowing social workers in completion of the assessment. This will build in resilience to the EEI group.
- SACRO have played a key part in the introduction of the Whole Systems Approach and are represented on the Management Committee.
- SACRO have provided additional support to a young person on his release from Kibble. This young person is subject to MAPPA and is receiving additional support in the evenings and at weekends from a pool of sessional workers. This service is funded separately from the main budget above.

### Summary of Key Issues/ Challenges Facing Organisation

- Short-term funding continues to impair long term planning for the Service
- Accommodation problems exist as a result of SACRO being accommodated temporarily with the Medical Emergency Care Service. The MECS Service is currently expanding and consequently it will be necessary for SACRO to decant to alternative accommodation. This issue is currently being addressed by senior management within SACRO and Falkirk Council.

### How has Organisation Contributed to Council/ Service Priorities

The Service has worked within the GIRFEC framework to facilitate improved connection between the victims and perpetrators of crime/anti-social behaviour. The Service has contributed to reduced offending and anti-social behaviour by young people in the Falkirk Council area and through intergenerational work improved relationships between young people and adults within specific communities.

### List any Areas where there has been Shortfall in Performance

None

### How often are Review Meetings held with Lead Officer

Quarterly

## **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

### Total Support Provided (Financial & In- Kind Contributions)

£81,296 Social Work Funding  
£46,104 ASB Funding

### Last Period of Submitted Audited Accounts

2012/2013

### Future Risks (Financial, Operational or Structural) Faced by Organisation

A risk to Service delivery and staff retention as a result of the year to year funding arrangements for this Service.

### Overall Risk Rating (Low/Medium/High)

High

**D CONCLUSIONS**Summary/ Opinion of Organisations Overall Progress During Year

SACRO continues to deliver high quality services and are meeting the agreed outcomes and objectives detailed within the Joint Working Agreement. SACRO are responsive to the change resulting from the introduction of Early and Effective Intervention on Whole Systems Approaches and have on occasion provided tailored services to individuals according to need. In the view of the writer/monitoring officer SACRO provides high quality services at good value.

**E COMPLETED BY**Name

Matthew Davies

Designation

Service Manager. Children and Families Services

Date

8 August 2013



**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/13**

Organisation Name	<b><u>CAMHS, NHS Forth Valley</u></b>
Project	Clinical Psychologist, Looked After Children
Agreement Dates	January 2012- January 2014
Name of Lead Officer	Morag O'Dwyer

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

To provide a specialist psychological assessment and therapy for:

Children and young people who are looked after by Falkirk Council, either at home or away from home and who are living within the Falkirk Council area.

Children and young people residing in the Falkirk Council area whose family placement is at high risk of breakdown whether or not they are looked after by the Local Authority.

Falkirk children who are living in placements outwith the Falkirk Council area may be supported by the Clinical Psychologist as part of their care plan.

List of Agreed Outcomes

\* To provide highly specialist psychological assessment and therapy to the above-noted specific group of children

\* To provide advice, consultation, training, supervision and support to social workers, other professions, foster carers, residential staff and voluntary agencies, where appropriate.

\* To contribute to the care planning for children and young people who are the responsibility of Falkirk Council but may be residing elsewhere, by way of the provision of specialist advice to Falkirk social work staff.

\* To participate in multi-agency planning e.g. Health of Looked After Children Meetings and Corporate Parenting Agendas.

Why Service/Project is Funded Externally Rather than by the Council

This post is a partnership arrangement with CAMHS NHS Forth Valley which means that the post holder is employed by NHS Forth Valley. This arrangement ensures that the post holder has access to the required level of professional support and clinical governance which the Social Work Service would be unable to provide.

The establishment of this post reflects the recognition that Looked After children often have key mental health needs that do not meet the criteria for a service from CAMHS, that Looked After

children often experience difficulty in engaging with formal mental health services and that there can be variability in access to mental health provision for children who are placed outwith the Falkirk Council area.

The establishment of this post also reflects a commitment to improving the awareness of and skills in working with mental health issues amongst foster carers, residential workers and social workers, thereby enhancing their capacity to maintain young people in local placements.

## **B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

#### **Core Activity-direct clinical care**

Recent review indicates that 83% of this post is spent on direct clinical care i.e the core tasks as set out in (A), above. This includes

- Direct patient contact (45%)
- Clinical meetings
- Complex case discussion
- Report writing
- Scoring clinical tests
- Correspondence
- Records

During the period 2012/2013, there has been contact with 80 young people and current ongoing involvement, at varying levels of intensity, with 50 young people.

LAC Psychology involvement in one case resulted in the young person being admitted to a specialist NHS resource. The alternative being Secure Accommodation arranged and funded by Falkirk Council

#### **Strategic Engagement/Commitment**

- Strategic Parenting Group (monthly)
- HOLAC (health of looked after children) (quarterly)
- Corporate Parenting
- CAMHS Liaison

#### **Service development**

Input to foster carer support groups- monthly

Consultations with social workers/foster carers/residential staff x2 per week

Training input (child development/attachment/loss) to Family support staff and others- 6 sessions

### Summary of Key Issues/ Challenges Facing Organisation

The service is currently funded on a temporary 2 year basis which impacts on long term planning and has implications for the young people currently engaged with the service.

Issues arise in relation to, for example, multiple young people in the same placement being referred to the service.

There is an increasing demand for input from the LAC clinical psychologist

The administrative tasks associated with the role are increasing

How has Organisation Contributed to Council/ Service Priorities

- \* Continuing to improve the health, safety and well being of our citizens and communities
- \* Increasing our efforts to tackle disadvantage and discrimination

List any Areas where there has been Shortfall in Performance

N/A

How often are Review Meetings held with Lead Officer

This post has been reviewed at 6months, 1year and with further review scheduled for 11/09/13.

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**

Total Support Provided (Financial & In- Kind Contributions)

£63,630

Last Period of Submitted Audited Accounts

N/A

Future Risks (Financial, Operational or Structural) Faced by Organisation

Were this service to be discontinued there are likely to be increased risks to the mental well-being of Looked After young people for whom Falkirk council has responsibility, with concomitant issues associated with unemployment, drug and alcohol misuse, offending and increased dependence on benefits and health agencies.

Overall Risk Rating (Low/Medium/High)

Low

**D CONCLUSIONS**

Summary/ Opinion of Organisations Overall Progress During Year

The development of the LAC Clinical Psychology post has enhanced the service provision to some of the most vulnerable children and young people of Falkirk. This improvement has been both in terms of direct work with young people and in terms of awareness and skills development with those delivering care and support to these young people. The service is still in its infancy but is proving to

E COMPLETED BY	
<u>Name</u>	<u>Morag O'Dwyer</u>
<u>Designation</u>	<u>Team Manager</u>
<u>Date</u>	<u>9<sup>th</sup> September 2013</u>

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/13**

Organisation Name	<b><u>Independent Living Association Forth Valley</u></b>
Project	Direct Payments Support Service
Agreement Dates	1 April 2012 – 31 March 2013
Name of Lead Officer	Margaret Petherbridge

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

- To offer and provide a service which will support those individuals who wish to arrange and manage their own care to meet their assessed need
- To raise awareness of the service to the community
- To liaise with other relevant voluntary, statutory and private agencies
- To collate client feedback and questionnaires and assess this information to identify needs
- To evaluate the service offered and assess this information to identify needs
- To manage and develop the service in line with the Quantified Objectives against the Performance Standards and Performance Indicators as specified in Schedule C.

List of Agreed Outcomes

60 individuals annually will be provided with support to explore direct payments as an option and to set up and maintain their support arrangements through professional paid staff and volunteers

Staff and volunteers receive support, training and preparation for their roles

To conduct a minimum of 8 public presentations annually to local organisations and groups to recruit volunteers and develop awareness

To provide accessible information about the service

Why Service/Project is Funded Externally Rather than by the Council

The service provides independent support to individuals, including employment law and recruitment support. The Scottish Government Strategy for Self Directed Support states that Support Organisations for Self Directed Support, including direct payments, should ideally be independent, third sector organisations to maintain a level of independent support for individuals. Falkirk Council has been able to adopt this approach.

<b>B</b>	<b>ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES</b>
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Summary of Key Achievements

In the financial year 2012-13, 66 people from Falkirk were in receipt of direct payments. There were 45 new referrals of which 17 people went on to receive a direct payment (9 of these were short term).

There are 30 individuals employing personal assistants only, 25 using agency support only and 11 using a combination of agency and personal assistant support.

Telephone enquiries from the Falkirk area were 248 from members of the public and 255 from council staff.

Telephone support continues to be vital part of the service both in terms of new enquiries and support for existing service users, social work and health staff.

The Direct Payment Support Officers attended 11 different subject based events throughout the year to enhance their knowledge and skills.

5 presentations have been delivered to external agencies at their request. The Direct Payments Support Officers have also worked with the local advocacy organisation to deliver workshops on SDS to service users.

The service has increased accessibility to information by developing an accessible web site (to be live shortly) and using social media e.g. Facebook. They have also worked closely with the Council's lead officer and the Scottish Personal Assistant's Employer's Network to produce a Toolkit for use in Falkirk. This will be launched at their AGM in September 2013.

The service is recognised across Scotland as a good example of a user-led Direct Payment Support Service.

The service is recognised locally for its expertise in direct payment processes and procedures and is often asked to assist with unusual or complex cases.

Feedback from service users and professionals has continued to be very positive.

Summary of Key Issues/ Challenges Facing Organisation

The impending Self Directed Support Bill, which is currently going through Parliament, will present new challenges for the organisation as the numbers of people accessing SDS is expected to increase as well as the emergence of different models for directing support. The Board members recognise the changing needs of the organisation continue to work with Falkirk Council Officers and Self Directed Support Scotland to prepare for their changing role.

They have accessed funding which enabled them to upgrade their IT equipment to enable staff to be less dependent on paper when on the move (laptops and portable printers).

They have been using funding awarded from the Change Fund 'Innovation Fund' to do some specific work with older people on self directed support. The Board will continue to use this work and experience to inform their future planning for the service.

How has Organisation Contributed to Council/ Service Priorities

The Support Service contributes by supporting individuals to manage their own support needs, including employing their own staff or commissioning support from local organisations and services. This will contribute to:

- Further developing a thriving, sustainable and vibrant economy;
- Continuing to improve the health, safety and well being of our citizens and communities;
- Increasing our efforts to tackle disadvantage and discrimination; and
- Enhancing and sustaining an environment in which people want to live, work and visit.

#### List any Areas where there has been Shortfall in Performance

There are currently no issues relating to performance within the service for Falkirk. The Lead Officer will monitor the potential impact of increasing demand for support with the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013. A review of accounting procedures was carried out and while current procedures were compliant in relation to charitable organisations, a change of accountant was agreed by the Board to ensure they can respond to the increasing complexity of accounting requirements.

#### How often are Review Meetings held with Lead Officer

Review meetings with the ILA Board are held annually as a minimum and quarterly with the service Coordinator. Preparation continues for changes in legislation with the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013 in spring 2014. The Lead Officer has taken on a new role which means daily contact with the service is not possible but continues to work closely with the Support Service enabling close oversight of the work of the Service and the organisation as a whole.

### **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

#### Total Support Provided (Financial & In- Kind Contributions)

The total support provided is £35604. This includes an estimated £6000 of in-kind support consisting of office space and associated facilities. The balance of £29604 is paid in quarterly instalments. The service has also been provided with an additional £9340.27 from the SDS implementation budget for 2013-14 to assist with building the capacity of the organisation to meet the demands ahead with the implementation of the Social Care (Self Directed Support) (Scotland) Act 2013.

#### Last Period of Submitted Audited Accounts

A copy of the audited accounts for the period 1 April 2012 until 31 March 2013 is being prepared and will be available in September 2013.

#### Future Risks (Financial, Operational or Structural) Faced by Organisation

The implementation of the new SDS Act in 2014 could potentially increase the demand for support by people across the four available options. This will be monitored by the Lead Officer to establish potential impact for Falkirk and how this relate to demand within the 2 other partner local authorities.

#### Overall Risk Rating (Low/Medium/High)

Overall risk rating has been calculated as low.

**D CONCLUSIONS**Summary/ Opinion of Organisations Overall Progress During Year

Despite dealing with changes to funding, changes to staffing levels and changes to the Board of Directors in the last 2 years, the organisation has consistently provided a good level of service to Falkirk clients and to social work staff. The Board of Directors has been proactive in meeting these challenges, despite the fact that most of them have significant health challenges or disabilities. The Board continues to develop new skills to meet the requirements of the Service and to embrace the changes which Self Directed Support legislation will bring in the next few years. This organisation continues to work positively and closely with Falkirk Council to achieve its stated aims.

**E COMPLETED BY**Name

Margaret Petherbridge

Designation

Policy and Development Officer (Self Directed Support)

Date

15 August 2013



**FALKIRK COUNCIL SOCIAL WORK SERVICES**  
**FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT**  
**2012/13**

Organisation Name	<b><u>Princess Royal Trust – Central Carers Association</u></b>
Project	Carer Support and Information Services
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Suzanne Thomson, Service Manager – Community Care

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

The Princess Royal Trust Central Carers Association (Falkirk and Clackmannanshire), provides information and support to carers and former carers in all ages and care groups in Falkirk and Clackmannanshire areas.

The mission statement describes the difference the Centre aims to make to the lives of local carers as follows:

*“Central Carers Association seeks to ensure that carers of all ages in Falkirk district and Clackmannanshire are recognised and valued, receive the information and support they need to allow them to care with confidence and in good health, and are empowered to have a life of their own outside caring.”*

Central Carers Association also encourages the development of local services, which improve the quality of life for carers, and those for whom they care.

The Centre’s aims are to:

- identify carers, including young carers, and provide support and information
- encourage mutual support through the establishment of carer's support groups
- raise awareness of the needs of carers
- promote services which will help carers
- assist carers to liaise with all relevant agencies
- collate and disseminate information relevant to carers, professionals and local organisations
- promote good communication, collaborative working and partnerships with statutory voluntary and community organisations
- encourage carers to contribute and participate in community care and health planning.

List of Agreed Outcomes

There has been discussion on developing a reporting framework based on outcomes, as well as the standard performance information such as numbers attending a support group. In doing so, consideration has been given to the clearly defined a set of outcomes included in “Caring Together,” the Scottish Government’s Carer Strategy 2010-2015, which describes the changes or differences to achieve for carers.

The Carers Centre, including the Young Carers Project and the workers based in the local hospitals, aims to achieve the following outcomes for carers which closely match the outcomes of ‘Caring Together’:

- Carers will have improved health and wellbeing

- Carers will feel better able to sustain their caring role
- Carers will have more opportunities to enjoy a life outside caring
- Carers will feel more involved in planning and shaping services and support for the person they are caring for
- Carers will have improved economic wellbeing
- Carers will have improved relationships with the person they care for and others in their lives.

An example of how the Centre has met all of the above outcomes for a carer are illustrated in the Carers Centre Annual Report 2012/13 and extracted as follows:

*Sheena cares for her husband, Tom, who has a heart condition, and her mother who, despite having Dementia, was refusing to engage with her local Social Work Department in Glasgow. Sheena's stress levels were causing difficulties between herself and her husband and she felt that the situation was hopeless.*

*The Carers Support Worker gave Sheena information on dealing with stress and persuaded her to discuss her situation with her GP who was very supportive and booked a carer's health review for Sheena which helped her to feel more positive. In addition, Sheena made contact with her mother's GP and also requested another Community Care Assessment for her in light of her mother's changing health problems.*

*Although Sheena was in receipt of Job Seeker's Allowance she felt that she could no longer consider even part-time work because of her caring role. The Carer Support Worker referred Sheena to the Welfare Benefits Helpline for information and help to apply for Carers Allowance.*

*Sheena was offered a free pampering session at the Carers Centre and was encouraged to apply for funding from the Centre's Creative Breaks Fund which has enabled her to arrange day trips and further pampering sessions.*

*Sheena also attended a series of Care with Confidence sessions which included sessions on Dementia, which she found very helpful, and a session on the benefits of having a Carers Assessment, which she is now considering requesting for herself. In addition, Sheena now feels ready to take a short break with her husband leaving her sister, who is visiting from abroad, to take care of her mother.*

*Sheena has reported that she felt she had greatly benefited from the support she had received from the Carers Centre and that there had been a big improvement in her own health and wellbeing, her financial situation and her confidence in her caring role. There had also been an improvement in her relationship with her husband as a result of the support she had received.*

#### Why Service/Project is Funded Externally Rather than by the Council

The Carers Centre is affiliated to the national Princess Royal Trust for Carers organisation, which has become the largest provider of carers support services in the UK, giving practical advice, information and support. It also supports more young carers than any organisation in the world, reaching more than half of all young carers supported in the UK.

The local Carers Centre has the ability to draw on this national network to develop locally based services, in addition to attracting external funding from for example Children in Need.

### **B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

#### Summary of Key Achievements

During 2012-13 the Carers Centre has provided the following services to carers in Falkirk district:

#### **ADULT CARERS**

##### **Information**

- Produced a range of information leaflets and packs for carers and a twice yearly newsletter 'Carers News' -1203 copies of each newsletter were distributed to carers and professionals in Falkirk district

### **Individual Support**

- Responded to 972 enquiries resulting in 2118 contacts with carers
- Provided one to one support to 724 individual carers, 382 of whom were new to the service
- Support was provided at the Carers Centre, through home visits (CIS funded), at Forth Valley Royal Hospital (CIS funded) and Falkirk Community Hospital (RCOP funded)
- Developed and piloted a personalised carer support planning tool to capture the issues that are important for carers and measure any progress they make towards achieving the outcomes that are important to them
- Funding from the Autism Development Fund allowed us to develop more focussed group and individual support for parents of children (including adult children) with autism

### **Group Support**

- Weekly drop-in coffee morning
- Monthly carers lunch
- Monthly Men's Group
- Monthly Parents Groups x 2
- Monthly community support groups (facilitated by CIS funded Carer Support Worker) in Slamannan, Bo'ness and Polmont
- Carers Week programme of activities
- Christmas lunch for carers

### **Training**

- Funding from CIS and RCOP has allowed us to employ two Training Co-ordinators who developed, promoted and facilitated a programme of Care with Confidence sessions for carers
- 40 sessions were delivered on 24 different topics with 191 carer attendances

### **Carer Representation and Involvement**

- The needs of carers were represented at a range of local and national groups including: Community Care and Health Forum, RCOP Steering Group, Older Peoples Implementation Group, Local Adult Support and Protection Strategy and Planning Group, FV Carer Information Strategy Implementation Group, Coalition of Carers in Scotland, Carers Parliament
- Local carers were given opportunities to have their say in various consultation exercises including the FV Integrated Carers Strategy, the integration of health and social care and the development of the first carers parliament

### **YOUNG CARERS**

- This year the Young Carers Project delivered support to 124 young carers aged between 8–18.
- The project received 78 new referrals, some of which were for extremely vulnerable young people who required additional support to cope particular difficulties in their lives. There has also been an increase in the number of referrals relating to long term conditions, terminal illness and mental ill health. Attendance at MAGs meeting has resulted in an increase in complex referrals
- 22 young carers received on going 1:1 support
- The Young Carers Befriending Co-ordinator (funded by Children in Need) recruited, trained

and supported a team of volunteer befrienders who were linked with 28 young carers and also helped out at group activities

- 124 young carers attended group activities which provide opportunities to meet with other young carers and try out new experiences which build their confidence and self-esteem. This year group activities have included: arts and crafts, sports, baking, dance and a talk on fire safety. 10 groups ran each month in addition to larger social events that took place throughout the year e.g. trips to the pantomime, the Time Capsule, ten pin bowling, the Science Centre, the Edinburgh Festival, the Ratho Climbing Centre
- A range of specific programmes were delivered to young carers including Relax Kids, The Street, Seasons for Growth and Tree of Knowledge. The young carers also formed a Voice Group which performed in the Howgate Shopping Centre at Christmas and at the launch of the Young Carers Authorisation card
- Developed specialist one to one and group support for young carers who have a sibling with autism using Autism Development Funding
- 4 young carers attended a residential barge trip and 10 young carers attended the 3 day Young Carers Festival
- On-going work took place with local school to establish systems to identify and support young carers in schools
- Using funding from NHS Forth Valley, a Young Carers Authorisation card was developed and launched

The stats provided above include the work carried out by workers employed using funding from Carer Information Strategy, Reshaping Care for Older People, Children in Need and the Autism Development Fund.

#### Summary of Key Issues/ Challenges Facing Organisation

In line with other Third sector organisations there are funding pressures as a result of an increasing demand on the services and a more challenging environment to secure sustainable and longer-term funding through for example the Big Lottery. The service has noted an increase in contact with all carer groups, including young carers who require or have social work involvement due to child protection concerns.

The Carers Centre has however been able to identify and secure additional funding, through for example the Reshaping Care for Older People Change Fund, Carer Information Strategy Fund, Short Break Fund, which has contributed to the range of innovative services provided. However it should be noted that some of this funding is time-limited.

#### How has Organisation Contributed to Council/ Service Priorities

The service contributes to achieving the Corporate Plan ambitions as follows:

- care for our people
- keep our communities safe and healthy, and
- ensure thriving communities.

The Carer Centre also supports carers to continue in their caring role where this is appropriate. There is growing evidence of the contribution carers make to health and social care services through they support they provide. Without a strong support network for carers the Council would face significantly increased pressure on social work services. The services they provide have a key preventative function.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Annually, however there is regular contact with the Carers Centre through a range of strategic and operational planning meetings.

**C FINANCIAL / RISK ASSESSMENT OVERVIEW**

Total Support Provided (Financial & In- Kind Contributions)

Funding from Falkirk Council is summarised as follows:

<b>Funding</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
	£145,775	£141,898	£141,898	£141,898

Audited accounts for 2012/13 will be checked by the Falkirk Council Finance section. There have been no issues identified with previous year's annual accounts.

Last Period of Submitted Audited Accounts

2011/12

Future Risks (Financial, Operational or Structural) Faced by Organisation

There are potential risks to the organisation's ability to continue to deliver the current range of services if longer-term funding is not secured.

Overall Risk Rating (Low/Medium/High)

Low

**D CONCLUSIONS**

Summary/ Opinion of Organisations Overall Progress During Year

The Carers Centre is continuing to work with the Council and partner agencies, to support the implementation of local plans, for example, the Council Plan, Forth Valley Carers Strategy and the Reshaping Care for Older People Programme and to deliver and develop services that will support carers to continue in their caring role.

**E COMPLETED BY**

<u>Name</u>	Suzanne Thomson
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<u>Designation</u>	Service Manager
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<u>Date</u>	28 August 2013
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**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/13**

Organisation Name	WRVS
Project	Meal on Wheels
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Liz McGhee

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

To provide officer support to recruit volunteers to act as helpers in the delivery of a meals on wheels service within the Falkirk Council area to council service users, regardless of age, race religion, marital status or sexual orientation. The service user groups include frail elderly, learning disability and physical disability and any other service users assessed as requiring the service. The overall aim of the service is to recruit a minimum number of 50 volunteers to ensure a minimum of 50% of council Meals on Wheels runs at any one time have helpers and ensure these volunteers have appropriate disclosure checks completed.

List of Agreed Outcomes

There are two main outcomes

1. to provide a hot meal for individuals who are housebound or unable to cook for themselves.
2. to support and promote independence and to enhance users quality of life.

Why Service/Project is Funded Externally Rather than by the Council

The cost of providing a helper to meals on wheels drivers by either employing them direct, commissioning/tendering the service etc. is likely to be significantly higher.

**B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

Summary of Key Achievements

WRVS continue to maintain local provision of volunteers to assist our meals on wheels drivers in the provision of meals within most of our communities across Falkirk. The contact officer continues to recruit small numbers regularly to the service.

Summary of Key Issues/ Challenges Facing Organisation

There are none identified at this time.

How has Organisation Contributed to Council/ Service Priorities

By assisting the council to support and promote independence and to enhance service users quality of life.

<u>List any Areas where there has been Shortfall in Performance</u>	
None	
<u>How often are Review Meetings held with Lead Officer</u>	
Annually	
<b>C FINANCIAL / RISK ASSESSMENT OVERVIEW</b>	
<u>Total Support Provided (Financial &amp; In- Kind Contributions)</u>	
Annual amount paid per year, previous years sum £10,400 plus VAT.	
<u>Last Period of Submitted Audited Accounts</u>	
2011/12	
<u>Future Risks (Financial, Operational or Structural) Faced by Organisation</u>	
Work continues with the local co-ordinator in identifying areas where currently there are no volunteers and targeting recruitment in those areas.	
<u>Overall Risk Rating (Low/Medium/High)</u>	
Low	
<b>D CONCLUSIONS</b>	
<u>Summary/ Opinion of Organisations Overall Progress During Year</u>	
<p>WRVS assist in the provision of a delivery of approximately 45,100 meals annually to service users who reside within the geographical area of Falkirk Council. The service user groups include the elderly, learning disability and physical disability etc.</p> <p>The main aims of the input are to</p> <ul style="list-style-type: none"> <li>• To assist in the delivery ( to the service users homes ) of a nutritious meal within a specified time period on a set day or days.</li> <li>• To ensure contact with the service user and confirm their safety and well being.</li> </ul> <p>This arrangement has been ongoing for a number of years now and works well volunteers are often recruited within communities and bring local knowledge and social information to those who might otherwise be quite isolated.</p>	
<b>E COMPLETED BY</b>	
<u>Name</u>	Liz McGhee
<u>Designation</u>	Service Manager Community Care
<u>Date</u>	27/8/13

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2011/2012 & 2012/13**

Organisation Name	<b><u>Falkirk and District Association for Mental Health</u></b>
Project	Core & Project
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Carole Jones, Service Manager – Community Care

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

FDAMH (Falkirk and District Association for Mental Health) was established in 1981 and is a charitable company limited by guarantee. It operates from the Victoria Centre and provides a unique range of services that deal with prevention, people in crisis and after care & support for service users and carers.

FDAMH aims to promote mental wellbeing by providing a range of services which are summarised below. Each service aim to create an environment in which it –

- Supports individuals recover from mental ill health by acknowledging that recovery is a unique voyage of self discovery and personal growth;
- Prevents deterioration in mental wellbeing
- Provides support, education and training related to mental health, to carers and across the local community.

Falkirk District Association of Mental Health (FDAMH) provides support to individuals experiencing or recovering from mental illness. They also provide support to carers. The Association maintains a range of services that includes Counselling, Mental Health and Well Being Drop-in, Befriending and Third Age Befriending, Link Service, Service Users Reference Group, Carers support and development, Falkirk Senior's Group resource library.

FDAMH provides a range of services through employed members of staff and volunteers. Service provision ranges from 1 to 1 counselling to group work to “drop in” social activity. This is particularly beneficial to service users with a mental illness who can engage with support flexibly and in a number of ways.

The Counselling Service is accredited by COSCA (Counselling and Psychotherapy Scotland) and provides a professional and confidential service to individuals over the age of 16. Aim is to help support individuals to bring about changes that will empower them to make positive choices.

The Carers Project offers 3 key elements of support – one to one support; support groups and carers education courses. Further support is provided through a bereaved by suicide group. A recent introduction has been young carers support through involvement in CAREFREE a young carers course.

Service User and Carers reference group are people who are using or have used adult mental health services and their carers. They meet to talk about issues affecting services and contribute into how these services are developed.

Falkirk Senior's group is a new project funded through the Falkirk Change Fund –



Partnership Innovation Fund. Members of the group are people who use, or care for people who use, older people's mental health services.

The Befriending Project is one of FDAMH's longest running services. The Befriending Project matches trained volunteers with people who have been referred from specialist mental health services and Social Work Services. The aim of the relationship is to help by: relieving loneliness and isolation; listening and understanding; and helping establish links with the local community through social, leisure and recreational activities. The befriending team has Approved Provider status from the Mentoring and Befriending Foundation.

Third Age Befriending project is a newly developed service provision for FDAMH to work with people aged 55 and over.

Mental Health and Well Being Drop-In offers a friendly, supportive and safe environment for people to socialise and interact with others. Aim is to support people in accessing community services, provide meaningful activities to enable people to pursue their interests and empower people to improve their life chances in the wider community.

Link Service aids recovery by supporting people who have become isolated or at risk of isolation as a result of experiencing mental health problems. Individuals are put in touch with local services and supported to make fuller use of these.

FDAMH as a respected organisation are contacted by members of the public and other professionals for information and assistance. Enquiries are received on a daily basis which can be by either telephone or by going into the Victoria Centre. Contact can be anything from a few minutes to hours. FDAMH have to manage the limited staffing resources to provide this service as contact is unpredictable but daily and can involve contact by people who are experiencing anxiety or distress. FDAMH established the Immediate Help Service to manage this daily demand.

FDAMH is a well known and respected service within Falkirk with representation on both Local Authority and NHS Forth Valley strategic planning groups.

FADMH is governed by a Board that is responsible for the governance of the organisation. It meets every two months and has 8 trustees and 2 patrons who include professionals, carers and service users.

#### List of Agreed Outcomes

To provide support and services to individuals experiencing or recovering from a mental health problem and their carers.

To assist integration into the community and help individuals maintain full and purposeful lives.

To promote understanding of mental ill health and reduce stigma often associated with mental illness.

To assist Falkirk Council and NHS FV in meeting the national standards and commitments within the Mental Health Strategy.

#### Why Service/Project is Funded Externally Rather than by the Council

The social return on investment as a voluntary organisation and the ability to bring in additional grant funding as well as the use of volunteers exceeds that which could be provided directly by the Council.

**B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**Summary of Key Achievements

FDAMH continue to provide a range of support to a high standard in an environment of financial challenge. The demand on their service has increased as is demonstrated by the following performance information

Service	2011/12	2012/13
Befriending	19new volunteers 66 individuals supported	13 new volunteers (32 volunteers in total) 62 individuals supported
Counselling	789 referrals (increase of 11.8%) 24 volunteer counsellors	800 referrals 22 volunteer Counsellors
Mental Health and Well Being Drop In	5787 visits in the year – average 111 visits per week 250 individuals	6436 visits in the year –average 124 per week (increase of 11%) 260 individuals

FDAMH continue to support service users and carers to participate in both national and local service planning.

FDAMH continue to provide a service which directly contributes to meeting the commitments within the Mental Health Strategy.

Summary of Key Issues/ Challenges Facing Organisation

FDAMH is experiencing an increased demand for services with an increase in the costs associated with running the service. The counselling service is particularly challenged with a current waiting list of 218 despite delivering over 1500 hours of counselling hours within 2012/2013. 67% of referrals are received from GP practices with a further 4% from psychiatry and psychology. A further 2% referrals from other NHS sources.

As with other grant funding organisations there is an inherent difficulty in consolidating service with time limited funding and uncertainty to longer term funding levels.

How has Organisation Contributed to Council/ Service Priorities

FDAMH delivers outcomes that are consistent with those required of the outcomes framework for Scotland's Mental Health Improvement Strategy. It impacts on 5 of the 7 themes for the Mental Health Strategy. It actively contributes to the Council goals of continuing to improve the health, safety and well being of our citizens and communities. It further actively impacts on the goal of increasing efforts to tackle disadvantage and discrimination.

List any Areas where there has been Shortfall in Performance

None. FDAMH significantly exceeds expectations.

How often are Review Meetings held with Lead Officer

Quarterly or as required

## C FINANCIAL / RISK ASSESSMENT OVERVIEW

### Total Support Provided (Financial & In- Kind Contributions)

In the financial year 2012/2013 FDAMH received grant funding from Falkirk Council Social Work Services of:

£139,167 for the core service  
£2,640 for service user support worker  
£18,000 carers' strategy monies  
£5,000 for the "In Touch" database  
£12,970 for befriending service

**A total of £177,777**

Audited accounts for 2012/2013 awaited and will be reviewed by an officer of Falkirk Council finance services once received.

Year on year FDAMH have actively worked to redress a shortfall in their funding. In this they have been successful reducing from a £42,736 shortfall in 2010/2011 to a £10,995 shortfall in 2011/2012. In 2012/2013 there is no shortfall.

Payments are monitored and authorised quarterly.

### Last Period of Submitted Audited Accounts

2011/2012

### Future Risks (Financial, Operational or Structural) Faced by Organisation

Increased demand on service. Impact of Welfare Reform.

### Overall Risk Rating (Low/Medium/High)

Low

## D CONCLUSIONS

### Summary/ Opinion of Organisations Overall Progress During Year

FDAMH provides significant value add to the grant funding awarded. Year on year this service has improved performance, expanded service in creative and innovative ways. It is an efficient and effective service. It has clear performance reporting. It provides evidence based support and is an outward looking service that is focused on community needs. As monitoring officer I would recommend that there should be at minimum no reduction in the grant funding award given the significant value add for the money invested. Further there should be consideration as to awarding for longer than a year at a time to enable FDAMH to have a firm financial basis from which to consolidate the service at a time when demand is increasing. If FDAMH were not able to provide the service at the current level then demand to the public sector services of NHS FV and Falkirk Council SWS would increase with the associated cost implications.

E COMPLETED BY	
<u>Name</u>	<u>Carole Jones</u>
<u>Designation</u>	<u>Service Manager</u>
<u>Date</u>	30/08/2013

**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/13**

Organisation Name	<u><b>Alzheimer's Scotland</b></u>
Project	Day care and Home Support
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Susan Nixon – Service Manager – Community Care

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

Alzheimer Scotland is a voluntary organisation whose aim is to help and support people with dementia and their carers and families through the provision of a range of services. These services include;

- Information, Advice and Support
- Day Care
- Home Support
- Carer's Education Group
- Carer Support Group
- Post Diagnostic group
- Welfare Rights Service

List of Agreed Outcomes

The Maples day care receives grant funding and provides day care Monday to Friday for 8 service users each day.

Bo' ness Community Care Team purchase 10 places of day care run locally within Dean Court Sheltered Housing Complex.

The Falkirk service of Alzheimer Scotland provides day care and home support services which are considered to be person-centred quality services. The day care in particular is well received and has a waiting list to ensure occupancy levels. Home support provides a flexible service tailored to meet the changing needs of service users. Both services are well received by users, carers, community care teams and the Care Commission; the recent inspection scored high in all areas of the inspection which reflected their commitment to person centred care. The service also provides information and advice, carer's education courses/groups, all of which support family members and carers to continue in their caring role.

Why Service/Project is Funded Externally Rather than by the Council

## **B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

- (a) Carers Education Courses  
Regularly run and are well attended by carers. These groups help carers learn more about the illness and how to cope.
- (b) One-to-one support  
Both individual and telephone support which helps people with dementia and their carers cope with the illness.
- (c) Post Diagnostic Support  
Alzheimer Scotland has worked jointly with the Community Mental Health Team (Elderly) and this has resulted in more referrals for carer support.  
  
Whilst it is recognised that for many people who have just received a diagnosis of dementia attending a group can be quite daunting and referrals and attendance continue for this support.
- (d) Income Maximisation  
Providing information and support in relation to benefits such as Attendance Allowance and Council Tax.
- (e) Day Care  
Occupancy levels at day care have been maintained at a high level and received a very positive inspection report from the Care Inspectorate. Day care provides a chance to socialise and enjoy activities and outings as well as giving carers a break.
- (f) Staff Training  
Commitment remains for staff training to ensure they receive the correct support and guidance to deliver care and support.
- (g) Home Support  
This service provides company and help to maintain skills and independence at home, whilst the carer is free to go out. This service has experienced a slight increase in demand in relation to private purchase.

The garden club continued throughout the cold winter and attendees enjoyed in participating in activities to help retain their skills.

The Supper Club was introduced to offer an opportunity for people with dementia to meet for supper in the company of others in a similar situation.

The service continues to use an assessment tool that helps to identify the participation level of individual service users; this ensures individual views are taken into account in their personal care plan, encouraging the person with dementia to take responsibility for their own health and well being.

A Dementia Forum was established in Falkirk following the publication of Scotland's National Dementia Strategy. The group is has representation from Alzheimer Scotland, health and social work; one of the main aims of this group aim is to develop consistent and best practice in dementia care as well as identify future service development to meet the challenges laid down within the Strategy.

#### Summary of Key Issues/ Challenges Facing Organisation

The key challenge for Alzheimer Scotland is the lack of security around funding. In addition referrals to the service are becoming more complex and Alzheimer's continue to explore different methods of working with people in a person centred approach.

#### How has Organisation Contributed to Council/ Service Priorities

Alzheimer's Scotland as an organisation provides care and support to people with dementia whose main aim is to help people with a diagnosis of dementia remain as independent, in their own homes for as long as possible. This aim permeates through the service, at a local level, and supports people with dementia in making their own choices and feel valued. It offers carer support and education which in turn enables them to continue in their role and not feel isolated. This ensures people with dementia are supported to take responsibility for their own health and well being and remain as independent as possible.

The organisation ensures their workforce is trained and supported offering both regular supervision and training courses in dementia care.

#### List any Areas where there has been Shortfall in Performance

Day care at the Maples continues to thrive and receive excellent grades from Care Inspectorate. Carer Education groups continue to offer advice and education and are very well attended. I am not aware of any shortfall in performance.

#### How often are Review Meetings held with Lead Officer

Meetings are held quarterly with verbal updates more frequently.

### **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

#### Total Support Provided (Financial & In- Kind Contributions)

Alzheimer Scotland received grant funding from Falkirk Council amounting to £63,219 (2012/13). In addition Community Care Teams spot purchase services.

#### Last Period of Submitted Audited Accounts

Accounts for 2011-12.

#### Future Risks (Financial, Operational or Structural) Faced by Organisation

The number of people diagnosed with dementia continues to grow therefore any reduction in funding to this service would have a detrimental effect on service provision. There is a risk that a reduction in service could mean that people with dementia become isolated and less able to remain independent. Lack of carer support could result in an increase in people with dementia being admitted to long term care.

#### Overall Risk Rating (Low/Medium/High)

Low

**D CONCLUSIONS**Summary/ Opinion of Organisations Overall Progress During Year

The service continues to offer a high standard of care, support and education to people with a diagnosis of dementia as well as to their carers. They work closely with health and social work to ensure the needs of people with dementia and their carers are met locally.

**E COMPLETED BY**

<u>Name</u>	Susan Nixon
<u>Designation</u>	Service Manager
<u>Date</u>	22 August 2013



**FALKIRK COUNCIL SOCIAL WORK SERVICES  
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT  
2012/13**

Organisation Name	<b><u>Open Secret</u></b>
Project	Core Funding
Agreement Dates	April 2012 – March 2013
Name of Lead Officer	Carole Jones, Service Manager – Community Care

**A OVERALL ORGANISATION AIMS**

Summary of Key Aims & Objectives

Open Secret was established in 1994 to work with survivors of childhood sexual abuse. It provides a service across the Forth Valley area including the local authorities of Clackmannan, Falkirk, Stirling and also provides a service to West Lothian.

List of Agreed Outcomes

Open Secret is an independent community based organisation offering:

- Free confidential services to survivors of childhood sexual abuse
- Support to partners and friends
- Support to other workers and organisations working with childhood sexual abuse issues
- Support for non-abusing parents of children who have experienced sexual abuse

They achieve this through a range of service interventions which include:

- Counselling
- Direct Support work
- Group Work
- Befriending
- Advocacy
- Training to other organisations
- Campaigning and awareness raising

Open Secret currently employ 28 paid staff, 35 sessional workers and around 35 volunteers. There is also a bank of around 15 practice supervisors.

Grant Funding from Falkirk Council funds core running costs (with contributions from other project funding), Chief Executive Post, Depute Chief Executive Post, Administrator & Finance Officer Posts, Parent Support Service.

Open Secret also provides the National In Care Survivors Service Scotland for which they receive Scottish Government funding.

### Why Service/Project is Funded Externally Rather than by the Council

As a voluntary organisation Open Secret can pursue and gain other sources of funding which add additionally to the grant funding from Falkirk Council.

It also delivers service through the development of and support from volunteers which also adds value.

## **B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES**

### Summary of Key Achievements

#### Key Achievements

To date we do not have specific details on how well the organisation has delivered on the outcomes set out above. However, the following achievements have been achieved in relation to the wider purposes of the organisation:

The In Care Survivors Service Scotland (ICSSS) continues to be funded and has expanded its remit to provide services to survivors who have experience of the care system but whose abuse did not necessarily happen within a care setting.

Open Secret are also delivering services for the National Confidential Forums for Foster Care and Physical Health on behalf of the Scottish Government. The foster care forum is being delivered in partnership with CELCIS.

Open Secret currently support a team of 30 volunteers and have established an independent fundraising group which consists of staff members, volunteers and service users working together to organise fundraising activities and to date they have independently raised approximately £6,000.

Open Secrets newest initiative is a project to support young women affected by sexual exploitation with involvement in the local initiatives and forums looking at this issue.

Open Secret are an active member of the Falkirk Internet Safety Action Group, and have participated in small and large scale events with this group.

Open Secret have achieved both Investing in Volunteers and Investing in People Awards and are currently working towards achieving the LGBT Charter Mark.

Open Secret were shortlisted in 2013 in two categories at the Scottish Charity Awards for Charity Champion and in the Partnership Working Category.

Open Secret services in prisons are continuing to expand to other establishments throughout Scotland to increase equality of service for prisoners who may move from one establishment to another.

Open Secret's pilot Early Years Service, originally funded through Inspiring Scotland, has been further funded for another two years through Big Lottery funding.

### Summary of Key Issues/ Challenges Facing Organisation

Whilst there has been no decrease in the grant funding to Open Secret from Falkirk Council there remains to be challenges in rising costs when no increases in funding are available. Open Secret has been fairly successful in obtaining a diverse range of grant funding from other sources, which has enabled Open Secret to absorb some core cost recovery from other projects and the activities of the fundraising group have taken the pressure off slightly. However in pursuing other sources of funding Open Secret has diversified in service delivery which cannot always be reconciled with local priorities. Neither is it evidenced that Open Secret have consulted or agreed with local partners as to the strategic direction of the changes and additional service delivered.

### How has Organisation Contributed to Council/ Service Priorities

Open Secret have a 2011 – 2014 strategic plan which is aligned with the Scottish Government's National Strategy for Survivors of childhood sexual abuse (2005). Open Secret contributes to the Council goal of continuing to improve the health, safety and well being of our citizens and communities.

### List any Areas where there has been Shortfall in Performance

Awaiting more detailed performance information.

### How often are Review Meetings held with Lead Officer

Annually or as required

## **C FINANCIAL / RISK ASSESSMENT OVERVIEW**

### Total Support Provided (Financial & In- Kind Contributions)

Open Secret received a grant payment from Falkirk Council Social Work Services of £149,442 for the financial year 2011/2012.

The grant funding from Falkirk Council Social Work Services for the financial year 2012/2013 was £149,442.

Grant payment is monitored and authorised quarterly.

### Last Period of Submitted Audited Accounts

Audited accounts have been received for 2011 / 2012 and have now been checked. Reserves have dipped to a level which is lower than their reserves policy stipulates. The Directors plan to address this with fundraising and full cost recovery in funding applications

Future Risks (Financial, Operational or Structural) Faced by Organisation

There has been a percentage decrease in the grant funding to Open Secret from Falkirk Council. Given the level of grant funding from other sources Open Secret has been able to absorb this decrease. However there is a concern to the diversification of service being delivered as a result of the performance objectives associated with other sources of grant funding. It is not clear as to whether they are congruent with local priority outcomes. There is a dilemma for grant funded organisations in the need to obtain other sources of funding in an environment of public sector efficiency savings and the need to stay afloat. Open Secret continues to actively pursue other sources of funding and has been successful in this activity.

Overall Risk Rating (Low/Medium/High)

Awaiting outcome of review of accounts by Falkirk Council Finance Services

**D CONCLUSIONS**

Summary/ Opinion of Organisations Overall Progress During Year

Open Secret continues to provide a range of services to vulnerable service users. It is valued by those service users. It is a well established service and works to evidenced based practice. It works well in partnership with services from NHS and prison services. However there is a level of concern as to the diversification of the service particularly in relation to the more recent grant funding to provided services for children and schools. It is unclear as to the risk to the viability of the service were some of the grant funding to stop or reduce.

**E COMPLETED BY**

Name

Carole Jones

Designation

Service Manager Community Care

Date

30/8/2013