

SERVICE DESCRIPTION FORM

Department: Education & Social Care	
Name of Service: Casework Services	
Income:	(£000's)
Description: <u>Areas Teams</u> Children in Need – To provide advice, guidance and assistance to children, young people and their families without the need for any formal intervention. Services to children affected by disability are often provided in this way. Child Protection – To assess the risk and needs of children who are at risk of significant harm in order that they are protected and their needs met. Looked After Children – To supervise the welfare of children who are subject to compulsory supervision through the children's hearing system. Children may be supervised at home or placed away from home. The service is dispersed across four teams; East, West, North & Central with offices in Buckie, Keith, Forres, Aberlour and Elgin. The number of children & young people subject to compulsory measures of supervision was 186 at the end of 2011/12. At the end of 2011/12 there were 49 children and young people on the child protection register and 139 child protection case conferences occurred in 2011/12. The total number of clients is estimated at around 1,000 at any given time. <u>Child Protection Team</u> To enquire into and investigate the circumstances of children and young people referred as being at risk of significant harm. To ensure the immediate safety of such children and formulate initial care protection plans. The service is provided from a purpose-built facility in Elgin. In January to June 2012 the child protection team received 170 child protection referrals necessitating 114 child protection enquiries and 54 joint investigations. <u>Out of Hours</u> To provide a restricted social work service out of office hours responding to emergencies (such as child and adult protection) and other situations requiring immediate action that cannot wait for daytime services. The service has an office base in Elgin. In Quarter 4 2011/12 the out of hours dealt with 704 referrals in respect of 399 clients broken	

down in terms of referrals as 75% adult cases and 25% children & families cases.

Outcomes/ Impact:

Area Teams

Outcomes:

- (a) % of service users showing progress at review – 71-73% 2011/12.
- (b) % of looked after and accommodated children showing progress at review – 78-85% 2011/12.
- (c) The number, per thousand of the children population in Moray, subject to compulsory measures of supervision was 9.7 at the end of 2011/12 against a target of 10.
- (d) The number, per thousand of the child population in Moray, looked after and accommodated by the Council was 7.7 at the end of 2011/12 against a target of 8.

Contribution to Council priorities:

- (a) Ensuring that children who require additional support receive co-ordinated support from public agencies.
- (b) Protecting children and young people from neglect, abuse violence and sexual exploitation.

Contribution to SOA:

- (a) More ambitious and confident children and young people able to fulfil their potential
- (b) Achievement and attainment of looked after children & young people.

Other Scottish Government expectations:

Shifting the balance of public service towards early intervention and prevention by 2016.

Child Protection Team

Outcomes:

- (a) % of initial child protection case conferences held within planned timescales – 100% 2011/12
- (b) Professional satisfaction with the service received – 93% (top two points of a five point scale) and in protection the needs of children referred – 92% (top two points of a five point scale). Data June 2012.

Contribution to Council priorities:

Protection children and young people from neglect, abuse, violence and sexual exploitation.

Contribution to SOA:

More ambitious and confident children and young people able to fulfil their potential.

Other Scottish Government expectations:

That child protection services are delivered in an integrated manner.

Out of Hours

Outcomes:

Average response time from referral to response 10 minutes

Out of hours make a contribution to Council, SOA & Scottish Government expectations by extending the availability of service 24/7.