
To: Education and Children Policy Board

On: 12 May 2016

Report by: Director of Children's Services

Heading: Inspection of registered children's social care services by the Care Inspectorate

1 Summary

- 1.1 Social care services are subject to a range of audit and scrutiny activities to ensure that they are undertaking all statutory duties and are providing appropriate care and support to vulnerable individuals and groups. The last service-wide inspection took place in 2012 and the service has made good progress in implementing the improvement plan which followed that inspection. A multi-agency inspection of integrated children's services took place in January 2015 and a report was published in December 2015 by the Care Inspectorate. The report graded children's services in Renfrewshire as "Very Good" across six quality indicators, "Good" across two quality indicators and "Adequate" on one quality indicator. The report concluded that the lives of many children and young people growing up in Renfrewshire were improving as a result of the services delivered to them by the community planning partnership. The joint inspection identified a number of strengths which make a positive difference for children and young people in Renfrewshire. The report also expresses confidence that Renfrewshire will be able to address the areas for improvement that have been identified in light of the inspection.
- 1.2 In addition to service-wide and multi-agency inspection, individually registered services for children are subject to regular inspection by the Care Inspectorate. Typically, children's residential facilities will be subject to two inspections per year, including at least one unannounced

inspection. Other children's social care services are likely to be inspected once a year or less frequently.

- 1.3 Inspections are undertaken by the Care Inspectorate and the model of inspection is based on proportionate risk. Services which are graded as 'Good' or above are subject to low-intensity inspections. Services are assessed on up to four quality themes:
- Quality of Care and Support
 - Quality of Environment
 - Quality of Staffing
 - Quality of Management and Leadership
- 1.4 Renfrewshire Council children's social care currently provides 9 registered services.
- 1.5 Gradings which can be awarded to each service against the four themes are as follows:
- 1 – Unsatisfactory
 - 2 – Weak
 - 3 – Adequate
 - 4 – Good
 - 5 – Very Good
 - 6 – Excellent
- 1.6 The Care Inspectorate may impose requirements and/or make recommendations in its inspection reports. Requirements are legally enforceable and set out what is required by a care service to comply with the Regulation of Care (Scotland) Act 2001 or with the conditions of registration. A recommendation will set out an action that would improve or develop the quality of the service, but failure to meet a recommendation would not result in enforcement.
- 1.7 This report summarises the latest findings from inspections conducted since the previous update to the Education and Children Policy Board in May 2015.
- 1.8 The inspection activity undertaken shows that children's social care services provided through Renfrewshire Council continue to be of an extremely high quality, providing a high standard of care and support. The services inspected have been graded as "Good" or "Very Good" across all measures.

2 Recommendations

- 2.1 It is recommended that elected members note:

- a) the strong performance of Renfrewshire Council Children's Services registered services, with all services graded as Good or Very Good for Quality of Care and Support
- b) that consideration on reporting inspection updates relating to the entirety of Children's Services are being considered for future Board meetings.

3 Overview of Inspection Activity

- 3.1 Renfrewshire Council Children's Services continues to provide a high standard of care and support in its registered services, as evidenced in the gradings awarded by inspectors. All services are graded on Quality of Care and Support, and all continue to be graded as 'Good' or 'Very Good' in this regard, with most also demonstrating this high standard of achievement across all measures.

4 Recent Inspection Activity in Children's Services

- 4.1 Six registered services for children and young people have been inspected since the last update to Board – Arkleston Road Children's House, Beech Avenue Children's House, Roneil Children's House, the Adoption Service, the Fostering Service and Through Care Housing Support Service. As is regularly evidenced in these updates to Board, the children's houses continue to offer very high standards of care. Beech Avenue Children's House and Roneil Children's House are rated 'Very Good' on all four dimensions. Arkleston Road is rated 'Good' on Care and Environment and 'Very Good' on Staffing and Leadership. The Adoption Service, Fostering Service and Through Care Housing Support Service have also demonstrated high standards and are graded 'Very Good' on all dimensions.
- 4.2 There was one requirement made in respect of the Arkleston Road service regarding the plans for young people and four recommendations (covering outcomes for young people, night and day routines, pathways and clarity on the role of the service manager for all who live and work in the house). It is noted that the physical environment at Arkleston continues to be of a very high standard and there is no concern about the standard of care offered by the service. The Care Inspectorate consider care in the broadest sense. During the inspection a small number of young people were making poor choices with regards to their behaviour in the community. The report notes that for those young people, the levels of risk and vulnerability was concerning.

These behaviours included regular substance misuse, failing to return and placing themselves at risk in the community. However the inspectors found that there was frequent police involvement due to the implementation of the missing young persons' procedures. Staff members were trained in, and had a good understanding of, child protection; staff followed correct protocol and procedures effectively when concerned about the well-being of the young people or other children with whom they had contact with; that staff understood risk and acted appropriately when young people were in risky situation. They concluded that despite the very best efforts and clear commitment of staff and management and the extensive involvement of other agencies there continued to be poor outcomes for these young people. The care plans for these individual children have since moved on considerably.

- 4.3 Roneil Children's House had two recommendations regarding incident reports to contain information on the action to be taken and ensuring clarity on the role of the service manager for all who live and work in the house. The Adoption Service had two recommendations (covering later life letters and accurate information recording) and the Fostering Service, Through Care and Beech Avenue had no recommendations or requirements.
- 4.4 Actions to address all requirements and recommendations are in place. Full details are given in Appendix 1.
- 4.5 Going forward, opportunities to provide updates on inspections across the whole of Children's Services will be considered and reports aligned to reflect the developing structural and governance arrangements.

5 Recurring Themes

- 5.1 The findings of recent inspections demonstrate continuing high standards of care and support across Social Care's registered children's services and the commitment to continuous improvement.
- 5.2 Two units had recommendations regarding the clarity of the service manager's role to those living and to those working the house. Both units (Roneil and Arkleston) have addressed these recommendations and service managers now visit the respective houses on a planned basis and interact with the young people and the staff.

Implications of the Report

- 1. **Financial** - None

2. **HR & Organisational Development** - None
3. **Community Planning** – None
4. **Legal** - None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** - Failure by services to meet and exceed the National Care Standards could lead to poor inspection results and enforcement action from the Care Inspectorate, as well as negative outcomes for service users and carers.
11. **Privacy Impact** - None

List of Background Papers

- (a) None

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Appendix One: Summary of Care Inspectorate Reports

Date of last inspection	Grades	Number and Detail of Requirements	Number and Summary of Recommendations	Progress since inspection
Adoption services	Care: 5 Staffing: 5 Leadership: 5	None	Two The service should ensure that, where possible, all adopted children have later life letters. The service should ensure that they have effective systems in place to enable accurate information to be recorded and verified.	Progress against recommendations: This is an action which is formally agreed at the Adoption Panel when the plan is approved. All children who are adopted will have later life letters at the point of adoption being granted. This recommendation will be monitored by the manager of the fostering and adoption service. An audit exercise will be completed to ensure that the information contained in the Form E Child's plan is accurate. A meeting with Business Support colleagues has taken place to discuss recording issues. This recommendation is met and will be monitored on an ongoing basis.
Arkleston October 2015	Care: 4 Environment: 4 Staffing: 5 Leadership: 5	One Renfrewshire Council should ensure that plans for young people who are subject to the Vulnerable Young procedures are SMART (Specific, measurable, achievable, realistic and timed) in order to reduce or eliminate risk and potential harm.	Four The service should ensure that outcomes for young people in relation to achieving work and educational opportunities are improved. Management, staff and young people should explore how to bring about improved night and day routines.	Progress against requirement: Young people at risk are the subject of multi-agency procedures and detailed case planning. Risk is monitored closely with SMART objectives and strategies are put in place to minimise this. Changes will be agreed with senior managers. It is the manager's view that this recommendation is met and that there will be ongoing monitoring

			<p>Pathways plan should be progressed as appropriate.</p> <p>The role of the service manager should be clear to all living and working within the house and should include some level of scrutiny</p>	<p>Progress against recommendations:</p> <p>The service has a dedicated Employability Officer for young people who are LAAC. This means that they are afforded every opportunity to engage in a meaningful way and access further education/training/employment which suits their abilities. It is the manager's view that this recommendation is met.</p> <p>To ensure routines are improved when young people are choosing not to attend work/training/education, staff will continue to encourage young people to engage with services and ensure there are regular planning meetings and evidence to support this. It is the manager's view that this recommendation is met.</p> <p>The new Pathways Plan format is now within the young people's care plan (16+). Senior staff will monitor progress as part of their monthly audit checks. It is the manager's view that this recommendation is met.</p> <p>Visits take place by the service manager to all of the residential houses on a planned basis. It is the manager's view that this recommendation has been met.</p>
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Beech Avenue September 2015	Care: 5 Environment: 5 Staffing: 5 Leadership: 5	None	None	<p>Any other relevant developments:</p> <p>The service is in the process of developing new questionnaires for young people and a young person will be involved in this process. Young people are encouraged to sign off risk assessments, personal care plans, desired outcomes and behaviour support plans.</p> <p>The service plans to develop a <i>Return to placement pro-forma</i> which would be completed following the return of young people who have been missing/absconded from placement.</p> <p>The service also plans to involve young people and all staff in developing the House/Development plan.</p> <p>Young people are now involved in the recruitment process.</p>
Fostering services September 2015	Care: 5 Staffing: 5 Leadership: 5	None	None	<p>Any other Recent Developments:</p> <p>The service has developed a support group for fostered children with the aim of encouraging them to share their experiences with others and to give children in foster care an opportunity for their voice to be heard. This is jointly facilitated by Who Cares? Scotland and the Fostering Service.</p>
Roneil Sept 2015	Care: 5 Environment: 5 Staffing: 5 Leadership: 5	None	Two	<p>Progress against recommendations:</p> <p>Incident reports now include action taken/to be taken. It is the manager's view that this recommendation is met.</p>

Throughcare January 2016	Care: 5 Staffing:5 Leadership:5	None	The role of the service manager should be clear to all living and working within the house and should include some level of scrutiny. None	Visits take place by the service manager to all of the residential houses on a planned basis. It is the manager's view that this recommendation has been met.
				<p>Any other relevant developments:</p> <p>The Throughcare Service is undergoing a redesign. Additional staff are currently being recruited into the service. The redesign will allow the service to more intensively support young people in supported accommodation. It will also allow the community team to better support those in the community. The service is moving into a newly refurbished building that will allow the service to provide more group work and drop in opportunities for care leavers.</p>