



Belfast Health and
Social Care Trust

Regional Emergency Social Work Service

Annual Report

1st April 2016 – 31st March 2017

Foreword

This is the fourth annual report for the Regional Emergency Social Work Service covering the period 1st April 2016 to 31st March 2017. It provides an overview of the on-going development of the service, its staffing levels and activity levels by Trust, as well as activity levels in relation to the NIHE. In this reporting period the service has been able to report on the source of referrals, visits undertaken and more detailed ASW statistical. The overall number of referrals during the year has remained consistent with the previous years.

During 2016/2017 the service has continued to consolidate the model of service, reviewing and updating some of the protocols and procedures and develop new policies, such as lone working and supervision. The service has also continued to review and develop many areas of service provision including, an audit framework for the service, governance arrangements, the role of locum shift managers, IT provision, training pathways, full induction programme and processes for incident reporting.

The Regulation and Quality Improvement Authority completed an inspection of the service in July 2016 and published their report in January 2017. The report was very positive and reflected the significant developments made in the service since its inception in May 2013. A Service Action Plan is in place to review and develop these recommendations. This work will be completed in the first part of 2017/2018.

I would like to take this opportunity to thank the staff both permanent and locum, for their continued commitment to the service and their hard work. The work undertaken over this year, the outcome of the RQIA Inspection and the continued commitment of the staff has ensured the provision of a service which is committed to continued development and improvement. The relationships between RESWS and day services continue to be an integral part of the service provision and have been crucial in ensuring the service provides the highest quality of care to those who access it. These relationships continue to benefit significantly from the on-going commitment of the members of the Operational Management Group and the Consortium Board.

I hope that you find this report informative and I look forward to 2017-2018.

Cecil Worthington
Director of Social Work, BHSCT
Consortium Board Chair

CONTENTS

	Page
Introduction	5
Service Model	5
Accommodation	7
IT Provision	7
Workforce Planning	8
Governance Arrangements	8
RQIA Inspection	10
Risk Assessments	11
Lone Working	11
Supervision and team meetings	12
Training	12
Complaints/Issues/Incidents	13
Interface Meetings	13
Service User Involvement	14
Service Budget	14
Audit Framework	14
Quality Improvement	14
Future Developments	15
Statistical Report	15
Appendices	32
 Appendix 1 Membership of Consortium Board	
Membership of Operational Management Group	

Appendix 2 RESWS staffing list

Appendix 3 ASW Register

Introduction

The Regional Emergency Social Work Service (RESWS) was established following a number of high profile reports including the SSI Overview Report entitled “Our Children and Young People – Our Shared Responsibility” 2006, The Independent Review into the death of Mr McElhill and his family in 2008 conducted by Mr Henry Toner (the Toner Report) and the DHSSPS Social Work Strategy “A 10 Year Strategy for Social Work in Northern Ireland 2010-2020” all of which highlighted the importance of modernising and reforming the Out of Hours Social Work Service.

This Annual Report covers the Service’s fourth year in operation i.e. 1st April 2016 – 31st March 2017. The Regional Emergency Social Work Service has been managed by the Belfast Health and Social Care Trust on behalf of the five Trusts in Northern Ireland since it commenced in May 2013 and reports regularly to an Operational Management Group and a Consortium Board via the Service Manager and the Co-Director, Community Child Health and Child Care, BHSCCT. {See Appendix 1 for membership of both Groups}

RESWS continues to provide an emergency out of hour’s social work response across all five Trusts and across all of social care, including Family and Child Care, Learning Disability, Mental Health, Physical Health and Disability and Older Peoples Services. It also provides an emergency response in relation to homelessness and finance on behalf of the NIHE and SSA respectively. The service operates from 5pm-9am Monday to Friday and on a 24 hour basis at weekends and public holidays.

Service Model

The Regional Emergency Social Work Service model is based on having a core team of permanently employed senior practitioner social workers (during 2016-2017 this was 29.5 wte) supported by a team of 69 senior practitioner locum staff who provide cover for annual leave, sick leave and training. The Service also has one Service Manager, four Assistant Service Managers and eleven locum shift managers.

The Service Manager works Monday – Friday 9am-5pm on four days and one evening 5pm-12.30am per week. The four assistant service managers work on a rota basis including 9am-5pm Monday-Friday as well as providing managerial cover for 5pm-2am 7 nights per week and 9am-6pm Saturdays, Sundays and Public Holidays. To ensure that the service can respond appropriately to demand the senior practitioner staff currently work the following shifts:

Day	Shift	Number of staff
Monday – Sunday	5pm-2am	10
Monday – Sunday	1am-9am	4
Saturday	9am-6pm	11

Sunday and Public Holidays	9am-6pm	11
----------------------------	---------	----

Work has been completed on the single rota for the service and this has been operational since July 2016. This new rota format has assisted the managers and administration staff responsible for the day to day operation of the rota by providing a clear visual summary of staff on annual leave, sick leave, special leave, how many locum staff have been identified to cover and the ratio of Emergency Social Workers (ESW) to Approved Social Workers (ASW) across each office as well as across the service. Further work has been undertaken during 2016-2017 to consider a range of alternative work patterns for the rota to ensure the best use of resources as well as the best work pattern for staff possible. The introduction of E-rostering is also being considered as a method of supporting the management of the rota. It is anticipated that a new service rota will be developed during 2017/2018. The service continues to ensure that 50% of staff on shift at any one time can undertake the role of ASW. The service has been successful in supporting a number of staff through the ASW course which has increased the number of ASW qualified staff to 23 out of a total of 32 permanent staff. This has increased the flexibility of the staff group within the service to respond to the referrals received particularly on very busy shifts.

The service has continued to be delivered from four offices across the region: Belfast, Ballymena, Armagh and L'Derry.

Whilst staff are located across Northern Ireland they are not restricted solely to the Trust area in which their office is based. Staff are deployed as part of a managed network so that for example a Senior Practitioner may be dispatched from the Armagh area to attend a call in the Western Trust area. This flexibility assists in circumstances where an additional response is required when staff in any one Trust area are already tied up responding to earlier calls.

Locum staff provide cover for the whole shift unless in exceptional circumstances a shorter period is agreed with management. Locums are based in one of the four offices and respond to referrals in the same way as permanent staff. However, there are occasions when locums work from other offices other than their base to cover shifts when required and as agreed with them. (See Appendix 2 for full list of staff employed by the service during 2016/2017)

The administration support is made up of two team assistants and one team secretary to provide support for the managers.

The Service Manager and the Co-Director have continued to meet with IT staff and to review the effectiveness of the systems and processes that are in place to support the service.

Accommodation

The service has been able to secure additional rooms in the Armagh office site. This has enabled the team to have a staff room and additional space on shifts for staff.

The service is currently working with the NHSCT to secure alternative accommodation for the Ballymena office and hope to have this identified during 2017/2018.

IT Provision

In line with the RQIA Recommendation a review of access to IT systems has been undertaken. This includes an audit of IT systems for each programme of care in each Trust area. From this the service will identify the key IT systems most beneficial to service delivery. Senior managers in RESWS have been meeting with key IT staff to review our current arrangements, including IT support, systems and further IT development.

Paris

All staff within RESWS have full access to the PARIS CIS. Currently three Trusts, ie BHSCT, SHSCT and WHSCT are part of a regional development programme for PARIS, which will assist in access to information for RESWS when fully implemented. To date the Belfast Trust has rolled out the system to adult services, including, older people, learning disability and mental health and it is hoped that children's services will be on the system in 2017/2018.

The Service Manager has been working with PARIS and IT staff to review the service's reporting processes and recording on the system. This has been hugely beneficial in identifying issues which impact on the service's ability to glean the most up to date and accurate information from the system. This work has also focused on making the necessary improvements to the system to ensure that the reporting procedures are robust and entirely reflective of the work being undertaken in the service.

As service areas and other Trust's begin their own implementation of PARIS it is imperative that there is a seamless interface to ensure that RESWS's information continues to be shared in a safe, effective and timely manner.

Soscare

All staff have access to SOS CARE although levels of access continue to vary across the service. The service has a template with all access information. This enables staff to identify colleagues with whom they can consult regarding soscare access in each Trust area. We have been involved in the planning and discussions regarding the implementation of the Electronic Care Record. It is hoped that the developments that are taking place during 2017/2018 regionally in relation to accessing the ECR system will further enhance the access to information for the RESWS.

Epex

Through discussion and planning with both the Western and Northern Trust RESWS now has access to the Epex system which records information on individuals known to Mental Health Services in NHSCT and WHSCT. This is a significant development and greatly assists our ASW staff in obtaining the most relevant and up to date information.

WIFI

The service now has wifi access in the Belfast, Armagh and Derry offices. This has enabled us to utilise further IT access through the use of laptops and tablet devices thus increasing capacity at hand over times. When alternative accommodation is sourced for the Ballymena office, wifi will be progressed.

Workforce Planning

Workforce planning has been of critical importance since the service was established to ensure there are sufficient staffing levels to run the service. Recruitment is an integral part of the service planning due to movement of staff, including retirement and moving to other posts.

During the period 2016/2017 we have recruited a number of posts. An Acting Service Manager, Michaela Glover was appointed on a temporary basis in September 2016. As Ms Glover had been previously an Assistant Service Manager, Ms Melissa Campbell was recruited in December 2016 as Acting ASM.

In terms of the wider staff group the service recruited 3 locums and 2 full time staff. Further recruitment is planned for early 2017/2018 for replacement of 4 full time staff.

Further to the RQIA recommendations the service has undertaken a review of the Call Management provision which is based at Muckamore Abbey Hospital. The review will consider the most appropriate model, to include staffing levels, job specifications and location.

Governance Arrangements

The Executive Director of Social Work within Belfast Trust holds overall responsibility for the provision of this Service. All social work staff within RESWS are on the social work part of the register with NISCC. This is monitored through the Trust's monitoring arrangements and via line management.

Within BHSCT there is a clear line of accountability from the frontline senior practitioners to the Executive Director of Social Work, through the relevant Assistant Service Manager, the Service Manager and the Co-Director. As noted previously whilst BHSCT has overall responsibility for the day to day management of the service the five Executive Directors of Social Work across the five HSC Trusts retain responsibility and accountability for the discharge of delegated statutory functions as they pertain to the delivery and assurance of social work services within their respective Trust areas. Each Executive Director discharges this responsibility by being assured that the regional service is providing safe and effective care and response. This assurance is provided to the Executive Directors through a Consortium Board which meet on a quarterly basis. The Operational Management Group continued to meet on a bi-monthly basis during the year. (See Appendix 1 for Membership of Consortium Board and Operational Management Group).

During the period 2016-2017 monthly Governance meetings continued to oversee the governance arrangements in place and to develop an action plan covering areas for service development. These included: Supervision – review of current policy, Lone Working, staff training and development of a Learning and Development Pathway, review of reporting processes for incidents and complaints, development of a single rota, development of an audit framework, access to information systems and development of service user feedback and service risk assessments. These have now been completed and future developments in these areas and other identified areas are incorporated into the Service Plan. Subsequently the Governance meetings have been discharged and future development and service improvement is brought to the monthly Assistant Service Manager meetings.

Throughout the year RESWS has been able to discharge its statutory functions across the service areas, although as noted in last year's report there were areas where this was particularly challenging. In particular the issues faced by day services in relation to availability of mental health beds and conveyancing has also been experienced by RESWS. The challenges for day services in some Trusts of identifying foster homes for children in need of emergency placements has had an impact on occasions for RESWS. The RESWS provides an annual report on the Delegated Statutory Functions which outlines the ASW activity across each Trust and the challenges facing the service in the provision of these functions.

An updated list of ASWs working within RESWS was provided to all Trusts in February 2017 (see Appendix 3). All Approved Social Workers within RESWS have been placed on the BHSC Trust's ASW register and RQIA notified. All ASWs within RESWS have also been placed on each of the other four Trusts ASW register.

All permanent senior practitioner staff received training in vulnerable adults at the commencement of the service and a follow up day was delivered in 2014 and again in 2017. The most recent training incorporated the new regional draft Guidance on Adult Safeguarding. Two locum staff and one permanent staff member are trained to ABE level.

The service has 26 staff trained to undertake Preliminary Interview Assessment and 7 staff trained to Achieving Best Evidence standard under the Protocol for Joint

Investigation by Social Workers and Police officers of alleged and suspected cases of Child Abuse – NI.

Each of the Assistant Service Managers has management responsibility for one of the offices and a lead role in relation to service areas. The table below sets out areas of responsibility and lead offices that each of the Assistant Service Managers have been responsible for from 1st April 2016.

Assistant Service Manager	Office Manager	Lead service area role
Patrick Fitzpatrick	Belfast	ASW, Mental Health, Training
Des Flanagan	Ballymena	OPPC Adult , Safeguarding V.A and Hospitals, Training
Melissa Campbell (Acting)	L'Derry	F&CC Gateway, PARIS , NIHE, Training
Louise Smyth	Armagh	FIT, LAC Physical Disability, Learning Disability CC Training

RQIA Review

The RIQA undertook a Review of the service during this reporting period. The RIQA Report and Recommendations were presented in January 2017. The recommendations are as follows:

1. The Belfast should review the call management arrangements for the service and should include:
 - The training and support provided to the call handlers in relation to dealing with continuous crisis or emergency calls
 - The training requirements to ensure the call handlers can identify and have the confidence to redirect inappropriate referrals.
2. In the interim period until the implementation of regional IT initiatives, the Consortium Board should examine local measures for providing better access to the various IT systems with the aim of achieving appropriate access for RESWS staff.
3. The BHSCT should review the arrangements in relation to referrals associated with homelessness, in particular
 - Benchmarking the number of referrals received with similar jurisdictions across the UK, in relation to their appropriateness
 - Determining whether the work associated with referrals should be undertaken by a social worker

- Confidentiality of information exchanged
 - Determining the appropriateness of the RESWS in providing such a service
4. The BHSCT should ensure that all staff are familiar with the arrangements for exchanging information between the RESWS and daytime services, and that a more robust process should be put in place for collating, recording and tracking referrals
 5. The BHSCT should, as a matter of urgency, prioritise the development of arrangements for staff supervision and appraisal within the RESWS.
 6. The BHSCT should review the current safety arrangements for staff within the RESWS and establish appropriate arrangements to minimise risks
 7. The BHSCT should review the legacy arrangements with the SSA to determine the future need for the service provided by the RESWS.

Following these recommendations an Action Plan was compiled. This is reviewed at the monthly managers meeting and updated plans are presented to the Consortium Board and Operational Management Group.

The RESWS completed a draft Operational Policy prior to the service commencing which provides guidance for staff in relation to their role. This is under review and will be completed during 2017 taking account of the RQIA recommendations.

Risk Assessments

The Service has completed the Belfast Risk Assessment and Audit Tool (BRAAT) during this reporting period. An Action Plan has been developed from this, and it is anticipated that this will be concluded during 2017-2018. Alongside the BRAAT process the service has also developed a risk assessment for each office base and for lone working.

Lone Working

As outlined in the RQIA Recommendations the service required clear risk assessment regarding lone working and procedures in place to minimise risk for staff. As stated above we have completed a risk assessment, and have also developed a lone working standard operating procedure and buddy system. This has been distributed for consultation and will be operational for an initial pilot phase from April 2017.

Supervision and Team Meetings

All permanent social work staff receive 4-6 weekly supervision from their line manager. The senior practitioners are divided into four groups with an assistant service manager responsible for providing individual supervision to the staff in each group. The service manager provides supervision to the assistant service managers and the Co-Director provides supervision to the service manager.

From March 2016 until September 2016 supervision of the Assistant Services Managers was provided by the Co-Director due to the temporary vacancy of the service manager post. From September 2016 this supervision was provided by acting Service manager, Michaela Glover.

Team meetings are held in each office base on a bi-monthly basis and the locum staff are invited to attend these to ensure they are aware of developments within the service. They are also allocated to a named assistant service manager so that they can discuss practice issues on a one to one basis as the need arises.

Manager's meetings continue on a monthly basis and locum shift managers meeting bi-monthly.

Further to the RQIA recommendation regarding supervision arrangements within the service, the Supervision Policy has been reviewed and a bespoke policy is to be introduced in June 2017, which includes a service supervision record and reflective practice record. This document provides a clear framework for managers and staff which is specifically tailored for the emergency nature of our service.

Training

Training for both permanent and locum staff was arranged at regular intervals throughout the year and is arranged at different venues to accommodate the geographical spread of the staff. The training covered a number of areas including:

- ASW refresher training – June 2016
- Adult Safeguarding – March 2017
- Staff Development Days – May 2016, September 2016
- ASW Staff Development Day – October 2016.

Each of the Assistant Service Managers ensure all of their staff participate in required mandatory training. The training pathway, induction programme and training database are now in place and operational. These provide a structure to the service and staff training needs and ensure that the RESWS is maintaining its statutory and mandatory training requirements.

The training of staff to undertake the role of ASW continues to be a service priority. Since the service was established we have continued to train 2 staff each year. There are a further two candidates scheduled to commence the course in 2017/2018. The service has had 100% success rate for the staff undertaking this course which is a real achievement given the significant commitment required from the candidates and the service.

RESWS has been able to source practice assessors from within the service and this has worked well for the staff involved in the course. The service will continue to require practice teachers for the next few years.

Complaints

The Service received 5 formal complaints between April 2016 and March 2017.

All of these were investigated under the Trusts Complaints Procedures, responded to and resolved. Feedback was also provided to the staff involved on the outcome of the investigations.

The complaints were largely focused on interaction with staff and perception of what the RESWS remit is. There were only minor issues to address with staff, and our responses were to inform the complainant of our roles and responsibility and acknowledge the sensitive and difficult nature of our involvement.

Issues raised by Trusts

When the service was established it was agreed that any issues regarding practice highlighted either by RESWS or the Trusts would in the first instance be raised through line management arrangements and resolved. This has been an effective way of addressing any issues that have arisen and the occasions when this happens has remained small in number. All issues raised are shared with the Operational Management Group and the Consortium Board along with any resultant changes in practice.

Adverse Incidents

Adverse incidents are now recorded on the Belfast Trust Datix system. During the period 2016/2017 two incidents were reported on datix.

On the 19/05/2016 a Ward Manager in Lagan Valley recorded a concern regarding a voluntary patient who had been left on Ward 12 without an ASW risk assessment. The matter was fully investigated and it was determined that the ASW from the RESWS had not acted inappropriately was merely facilitating the individual's admission on the request from the OOH GP. No ASW assessment was undertaken, therefore a report was neither appropriate or required.

The second incident occurred on 29/04/2016 and was reported by the Service Manager. During an ASW assessment a Social Worker from the RESWS was

physically assaulted by a service user in their home. Police were able to respond and the Social Worker received minor injuries. The incident was fully investigated and appropriate supports were offered to the staff member.

Interface Meetings

The Service Manager continues to attend a number of strategic, regional forums. These include the Social Services Operational group, the Joint Protocol Forum, Threshold Group and the HSC/PSNI Strategic Meetings. The service had previously been involved in the Marshall Implementation Group, though the actions were completed and the group ended in the 2016/2017 period.

The Service Manager also attends regular meetings with the PSNI. This incorporates a number of different interfaces such as the CRU/PPU, Missing from Care procedures and unaccompanied minors. There are also interface meetings with NIHE, NSPCC and the Northern Ireland Ambulance Service.

The Assistant Service Managers engage with day services and ensure regular meetings and communication through local visits and information sessions with staff and managers from each programme of care.

Service User Involvement

This has been a challenging area due to the emergency nature of the service and the sensitive nature of the involvement with service users. However the service is committed to developing the most effective methods of service user feedback to ensure that it is meeting the needs of those accessing the RESWS. During 2016-2017 a pilot service user questionnaire was undertaken. This was a small sample, however enabled the service to gain a greater insight into the public's perception and experience of RESWS. Overall the response was positive and enabled us to identify improvements. These included ensuring appropriate handovers between staff and shifts and improving the response time for calling into the service and management of calls. All of the responses reported that the service was very accessible and provided a timely and appropriate emergency service. We are keen to continue to develop service user involvement and will be undertaking a further questionnaire in 2017/2018 focusing on ASW involvement.

Service Budget

Prior to the establishment of RESWS it was identified that the new service would require an annual budget of £3.6 million. The service came in on budget during this last year.

Audit framework

During 2016-2017 significant developments have been made in the audit processes for the service. Having previously undertaken a pilot audit for family and childcare in

September 2015, the service now has an Audit Framework in place and completed its first comprehensive audit in January 2017. This audit comprised of 150 randomly selected referrals from locum and permanent staff, across all 4 offices. The audit focused on childcare, ASW, Older People, Vulnerable Adults and Locum referrals. The outcome of the audit was very positive and will be shared with staff, Operational Management Group and the Consortium Board in the early part of 2017/2018 period. The framework outlines two service wide audits per year, January and September. There is an audit proposal and action plan for each audit period and this is overseen and monitored by the Belfast Trust Standards, Quality and Audit Department.

A Supervision Audit was completed in September 2015, however due to the Service Manager's sick leave the outcome of this was not made available until November 2016. The outcome of the audit was positive and enabled areas of development to be considered. The Service Manager will undertake a yearly supervision audit, with the next scheduled for 2017/2018 period.

Quality Improvement Project

BHSCT is committed to introducing quality improvement methodology into its services. Within RESWS a project was established to examine the referral process, from the call management staff through to the discharging of the referrals to day services. The aim is to improve and develop internal systems to manage inappropriate referrals both coming into the service and those forwarded to day services. As part of this project activity levels have been reviewed in terms of calls received into the service, the processing of inappropriate referrals and IT support. The Service Manager will be reporting on the outcome of this project in 2017/2018.

Future Developments

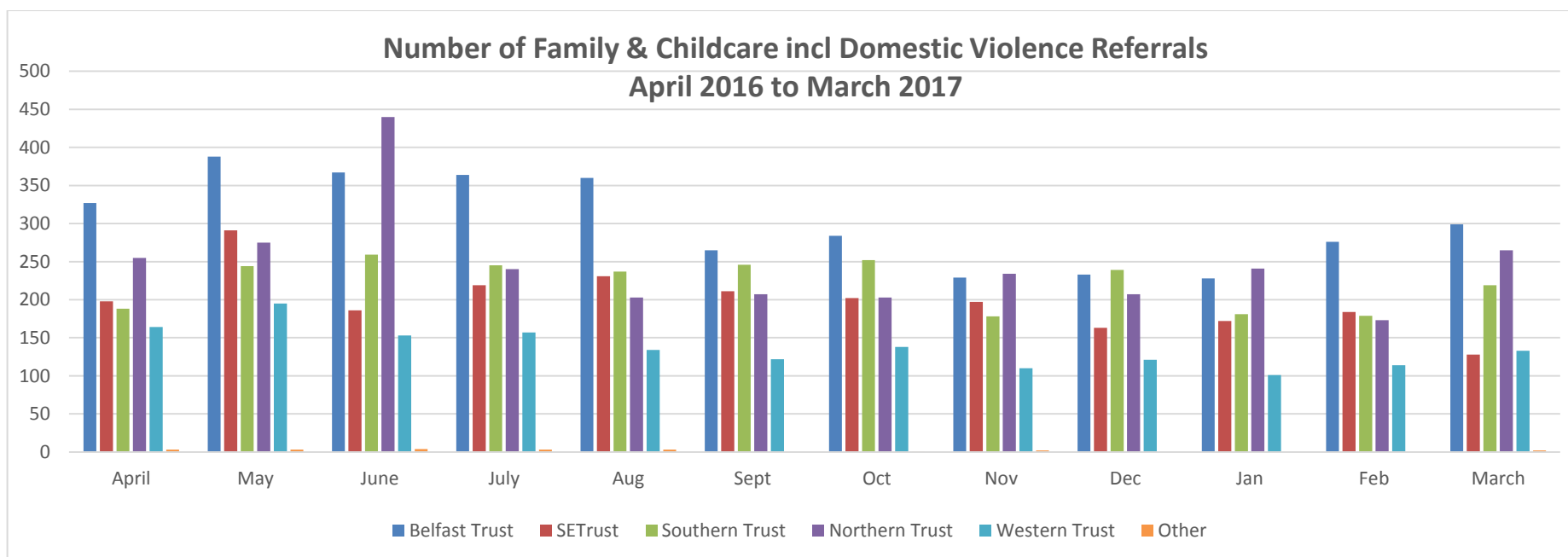
It is clear from this report that the Service has undergone considerable development over the past year. There are robust governance arrangements in place, bespoke training pathways, improved reporting procedures and quantitative data. An RQIA Review has outlined the significant progress that has taken place since the establishment of the service and has identified key areas for further development.

Moving into 2017/2018 the service has a clear vision for further service improvement and development. The recommendations of the RQIA report are progressing and will be completed in the early part of the next reporting period. The Service Business Plan for the coming year provides a framework for the service to work towards. This will include consolidating work already undertaken, such as the lone work standard operating procedures and supervision policy; further development of service user feedback and the audit process. It also outlines additional service improvements in respect of a review and development of the call management service, and implementation of a new service wide rota.

Statistical report

The next section of this report outlines the statistical data for the fourth year of the Service across all social care service areas in all five Trusts and highlights that the number of referrals into the Service has remained relatively stable over the past year of operation.

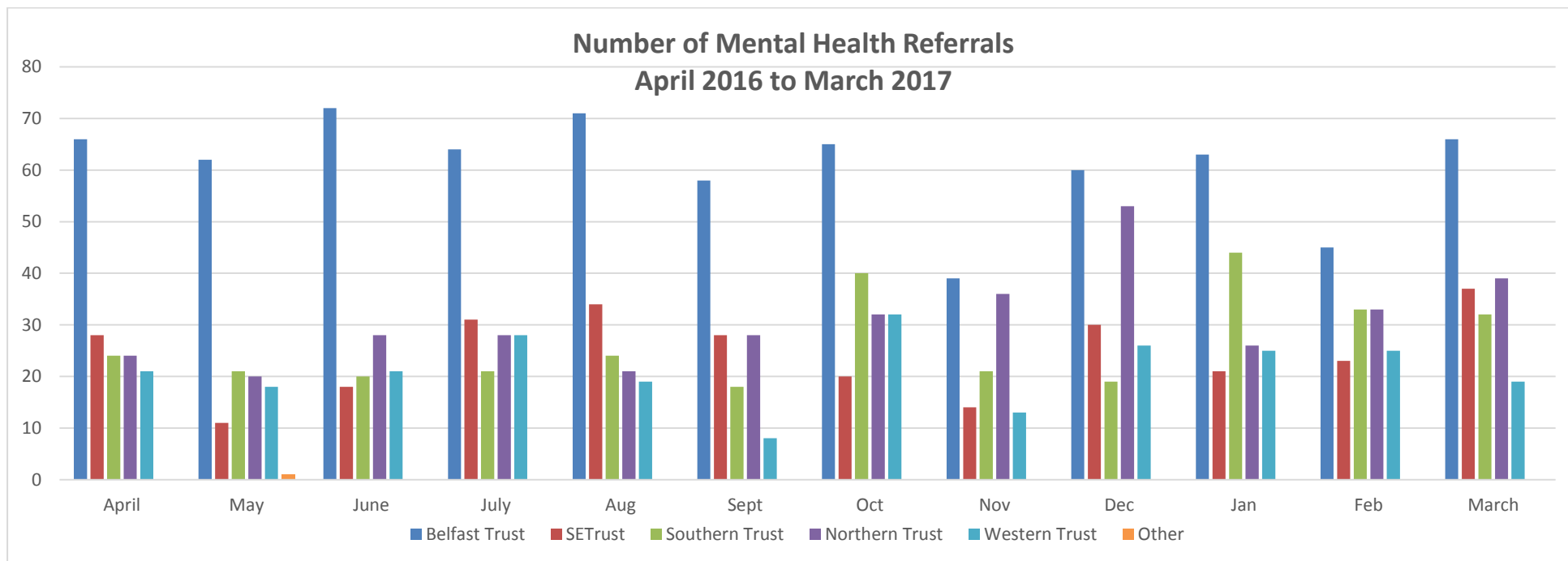
.



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Belfast Trust	327	388	367	364	360	265	284	229	233	228	276	299	3620
SETrust	198	291	186	219	231	211	202	197	163	172	184	128	2382
Southern Trust	188	244	259	245	237	246	252	178	239	181	179	219	2667
Northern Trust	255	275	440	240	203	207	203	234	207	241	173	265	2943
Western Trust	164	195	153	157	134	122	138	110	121	101	114	133	1642
Other	3	3	4	3	3	0	1	2	0	0	0	2	21
Total	1135	1396	1409	1228	1168	1051	1080	950	963	923	926	1046	13275

This service has dealt with 13274 family and child care referrals (including domestic violence) in the past year; this is a slight reduction on last year's figure which was 13348 referrals. Similar to previous years the highest numbers of referrals are generated

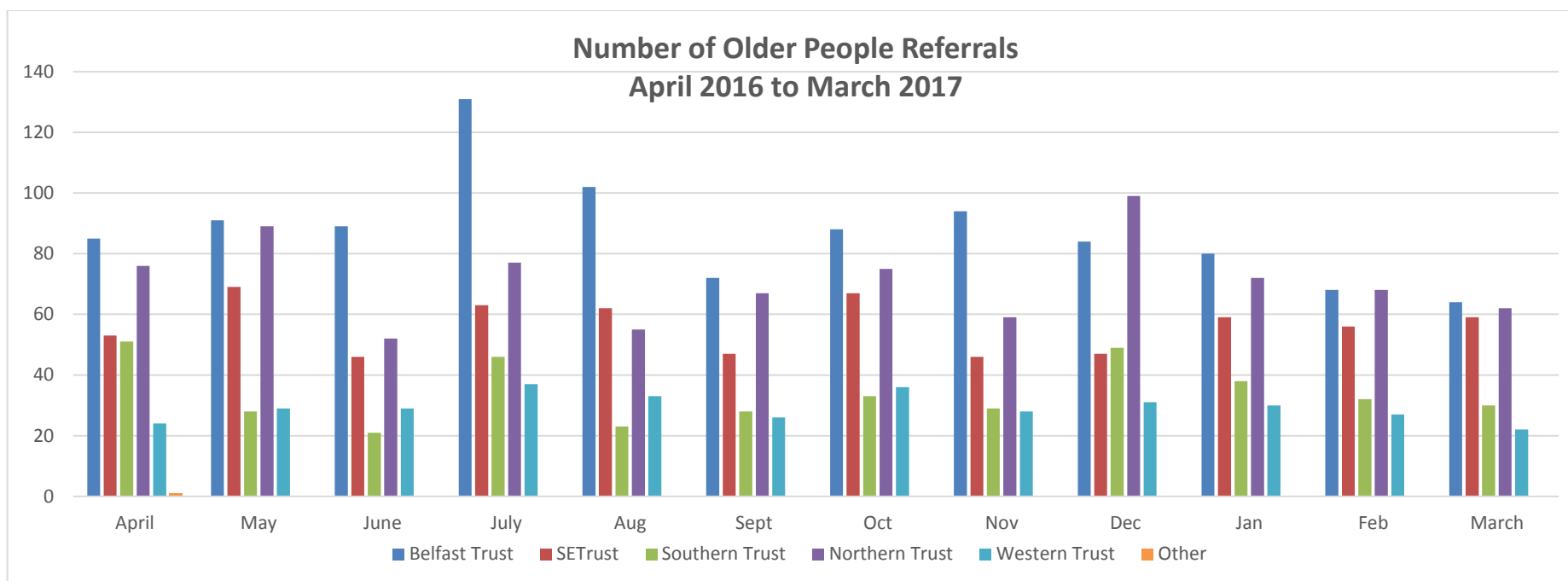
within the Belfast Trust with the Western Trust generating the least amount of family and child care referrals. It is evident that family and child care referrals remain predominant within our service which is consistent with the previous three years.



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Belfast Trust	66	62	72	64	71	58	65	39	60	63	45	66	731
SETrust	28	11	18	31	34	28	20	14	30	21	23	37	295
Southern Trust	24	21	20	21	24	18	40	21	19	44	33	32	317
Northern Trust	24	20	28	28	21	28	32	36	53	26	33	39	368
Western Trust	21	18	21	28	19	8	32	13	26	25	25	19	255
Other	0	1	0	0	0	0	0	0	0	0	0	0	1
Total	163	133	159	172	169	140	189	123	188	179	159	193	1967

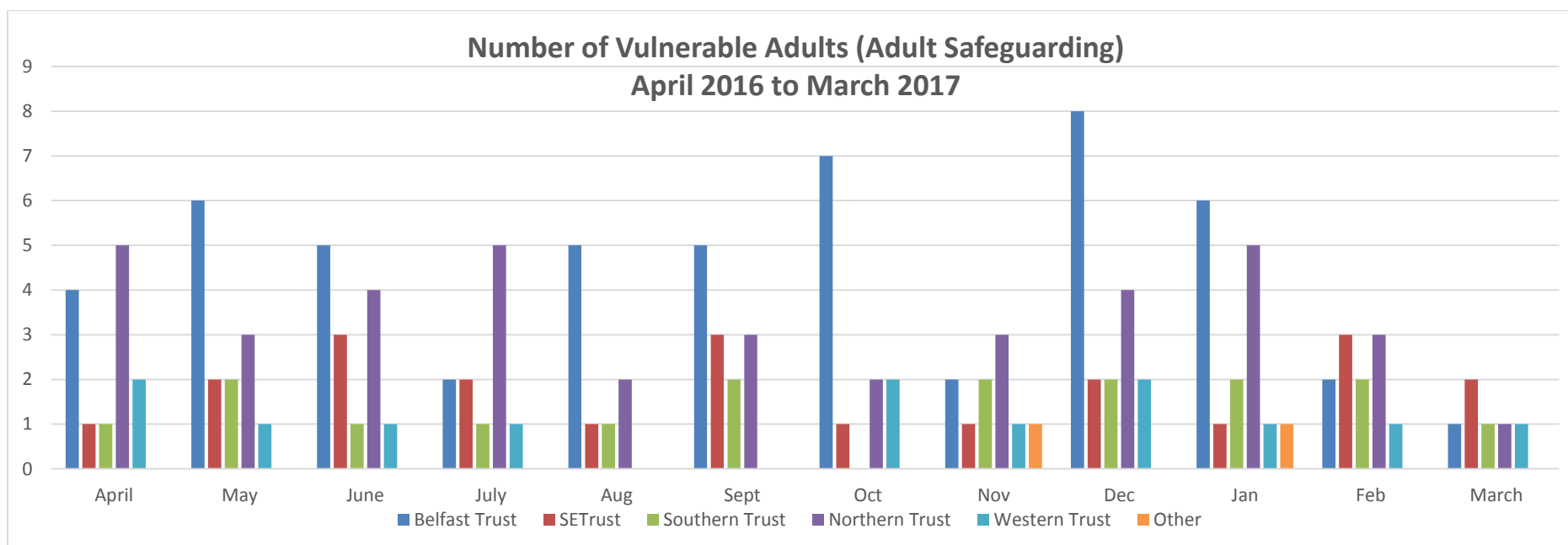
The number of Mental Health referrals in the previous Reporting Period (April 2015-March 2016) was 2261. In this Reporting Period the total fell to 1967, a reduction of 294. There was a small reduction across all Trusts, and while there is no clear discernible reason for this, it may be an outcome of the interface meetings and greater understanding of our role and remit. There is a need to watch this over the coming year.

In terms of ASW activity during 2016/2017 there were a total of 654 assessments completed by the service on behalf of the five Trusts. There were 523 detentions from 654 assessments, an increase from the 630 assessment completed last year. Approximately 17% of the 654 assessments completed were Form 5's. With regards to completed reports within the 5 day timescale there was an 80% compliance across the service.



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Belfast Trust	85	91	89	131	102	72	88	94	84	80	68	64	1048
SETrust	53	69	46	63	62	47	67	46	47	59	56	59	674
Southern Trust	51	28	21	46	23	28	33	29	49	38	32	30	408
Northern Trust	76	89	52	77	55	67	75	59	99	72	68	62	851
Western Trust	24	29	29	37	33	26	36	28	31	30	27	22	352
Other	1	0	0	0	0	0	0	0	0	0	0	0	1
Total	290	306	237	354	275	240	299	256	310	279	251	237	3334

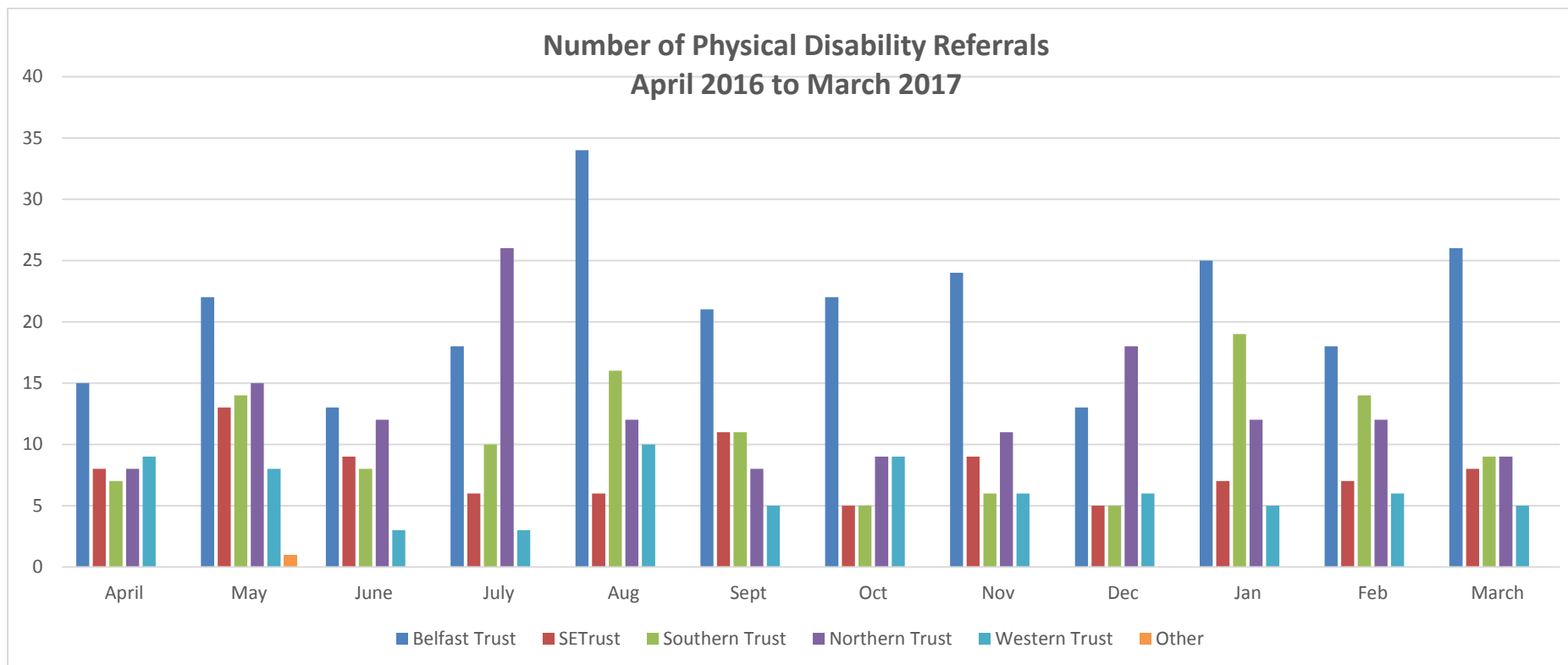
There is no significant change in the number of Older people referrals to the RESWS. The number of overall referrals indicate only a slight increase from 3264 in 2015-16 to 3334 for 2016-17.



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Belfast Trust	4	6	5	2	5	5	7	2	8	6	2	1	53
SETrust	1	2	3	2	1	3	1	1	2	1	3	2	22
Southern Trust	1	2	1	1	1	2	0	2	2	2	2	1	17
Northern Trust	5	3	4	5	2	3	2	3	4	5	3	1	40
Western Trust	2	1	1	1	0	0	2	1	2	1	1	1	13
Other	0	0	0	0	0	0	0	1	0	1	0	0	2
Total	13	14	14	11	9	13	12	10	18	16	11	6	147

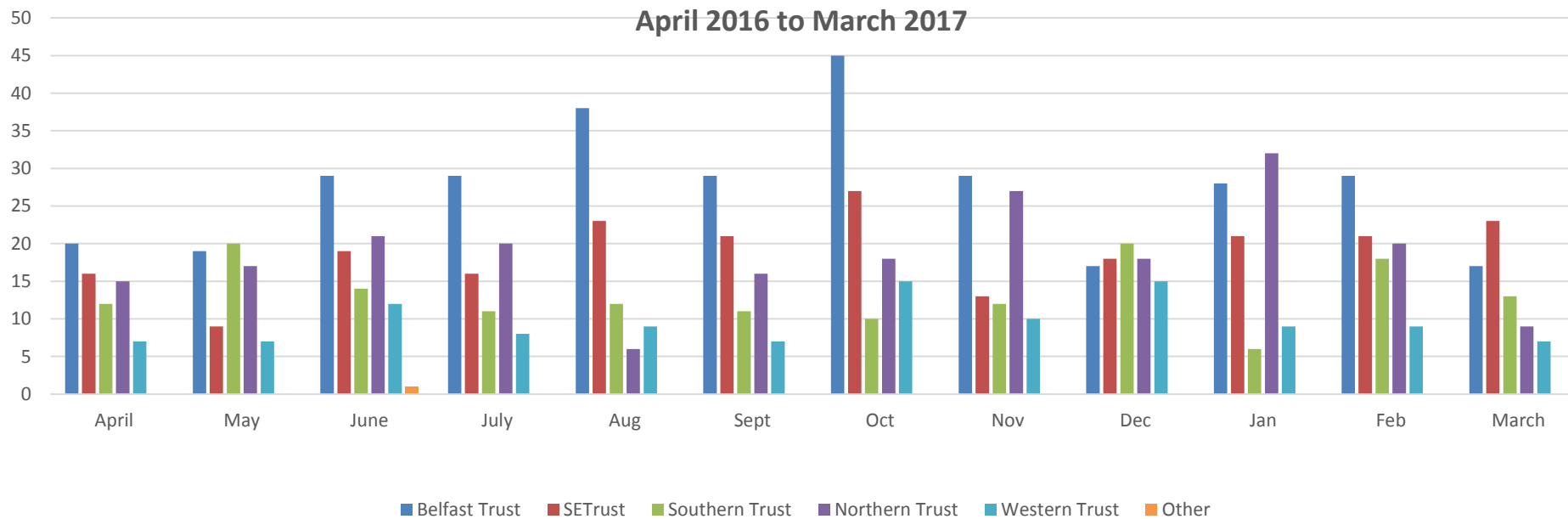
The number of Adult Safeguarding referrals to the service has seen a marked increase from a total of 48 recorded in 2015-16. The current total of 147 reflects both efforts in assisting staff to respond to and record cases correctly on the IT system. The recent mandatory training on Adult Safeguarding was targeted at both permanent, part-time and locum staff members, this training reviewed the role of RESWS in light of the new regional guidelines on Adult Safeguarding.

**Number of Physical Disability Referrals
April 2016 to March 2017**



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Belfast Trust	15	22	13	18	34	21	22	24	13	25	18	26	251
SETrust	8	13	9	6	6	11	5	9	5	7	7	8	94
Southern Trust	7	14	8	10	16	11	5	6	5	19	14	9	124
Northern Trust	8	15	12	26	12	8	9	11	18	12	12	9	152
Western Trust	9	8	3	3	10	5	9	6	6	5	6	5	75
Other	0	1	0	0	0	0	0	0	0	0	0	0	1
Total	47	73	45	63	78	56	50	56	47	68	57	57	697

**Number of Learning Disability Referrals
April 2016 to March 2017**



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Belfast Trust	20	19	29	29	38	29	45	29	17	28	29	17	329
SETrust	16	9	19	16	23	21	27	13	18	21	21	23	227
Southern Trust	12	20	14	11	12	11	10	12	20	6	18	13	159
Northern Trust	15	17	21	20	6	16	18	27	18	32	20	9	219
Western Trust	7	7	12	8	9	7	15	10	15	9	9	7	115
Other	0	0	1	0	0	0	0	0	0	0	0	0	1
Total	70	72	96	84	88	84	115	91	88	96	97	69	1050

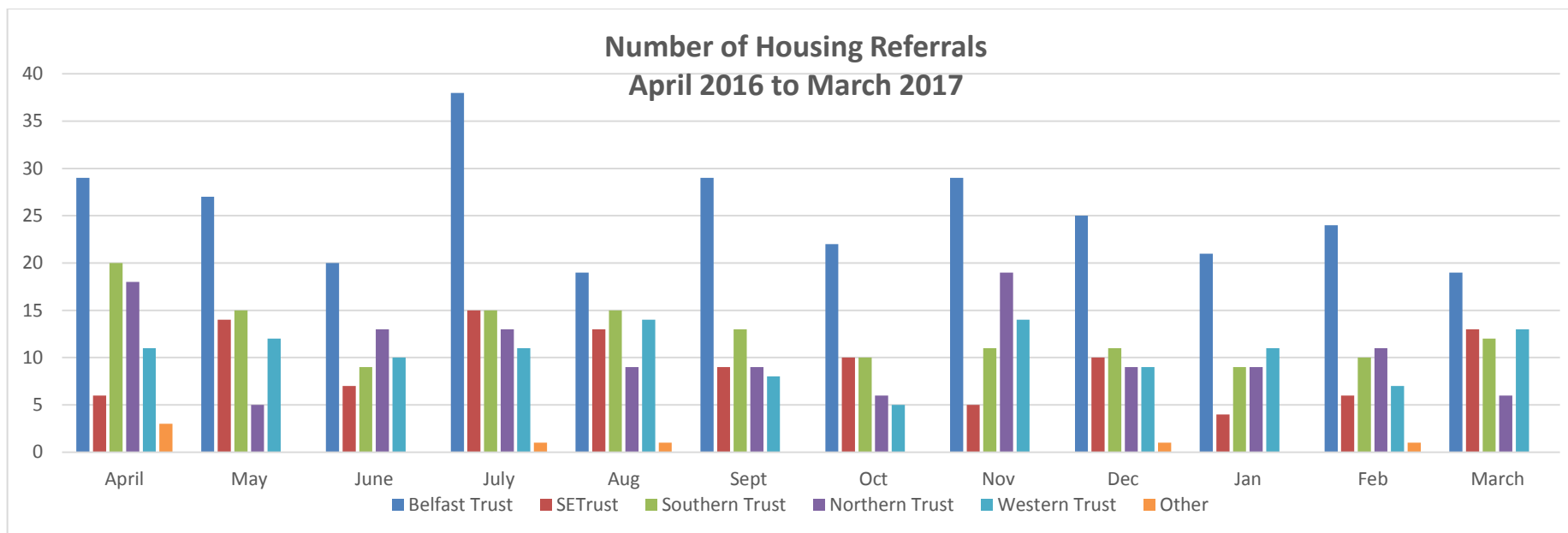
As has been the case for the last 4 years both learning disability and physical disability cases remain among the lowest percentage of referrals across all of the programmes of care. The figures for both categories remain almost unchanged from the previous year.

Learning disability has seen an increase of 52 cases and physical disability an increase of 28 cases. Once again the most referrals for these categories is from the Belfast trust.

Whilst these statistics may not reflect a lot of demand on RESWS service, staff and management would be clear that many of these cases can be very complex pieces of work requiring a lot of support and time from RESWS.

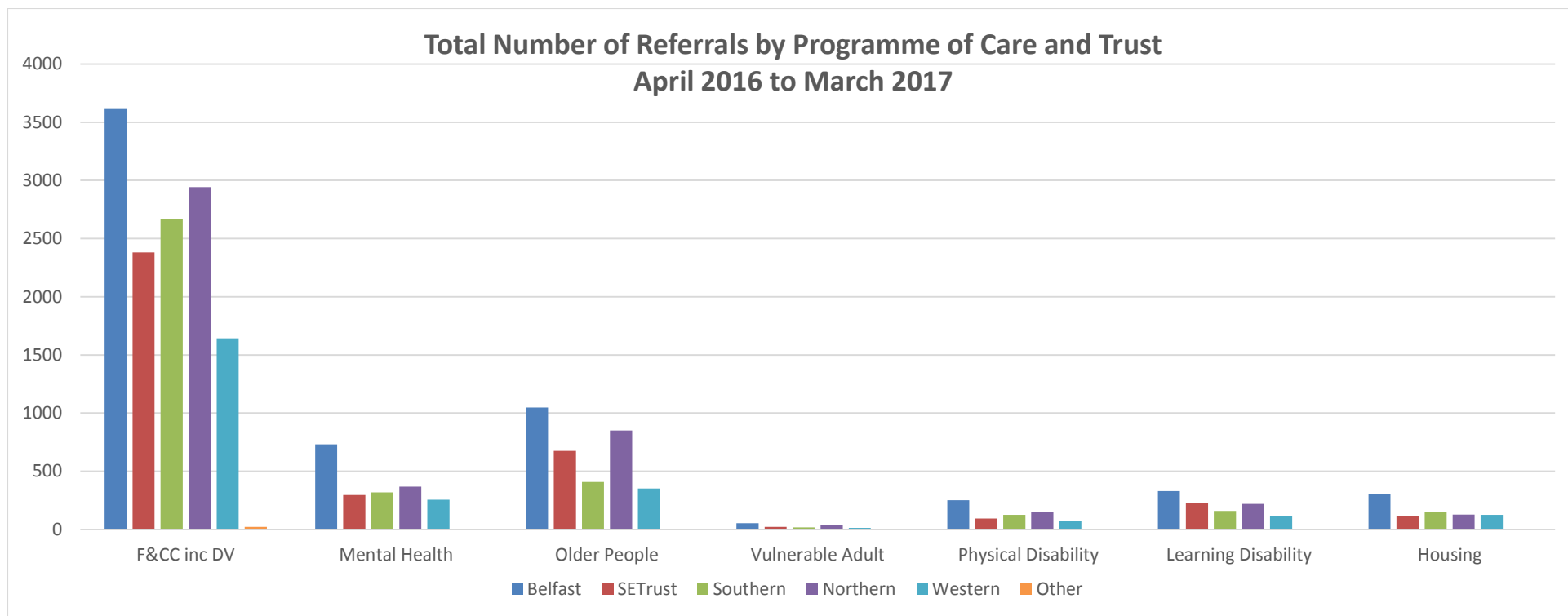
It is therefore essential that RESWS are kept apprised of any service developments across the region which support these client groups in the Out of hours period.

It is also vital that up to date alerts are received regarding such situations as they can often crucial in supporting these clients and their families during difficult times.

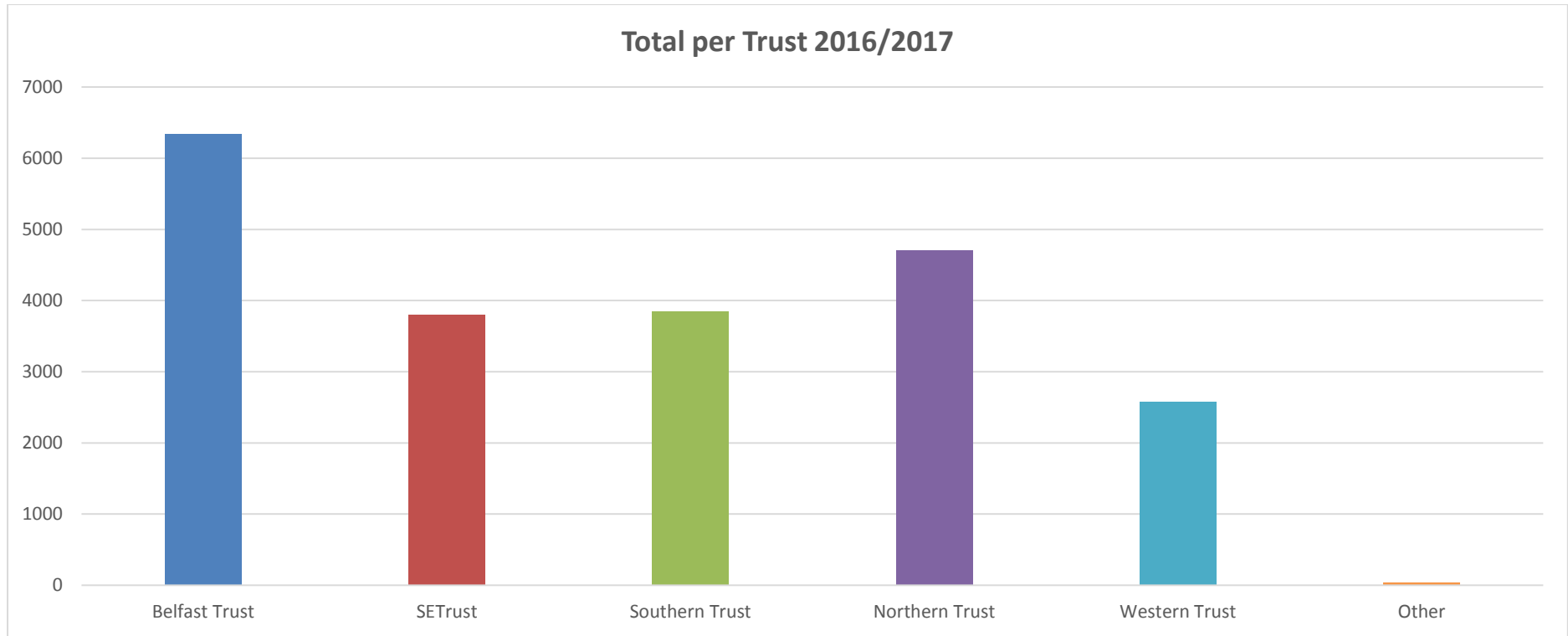


	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
Belfast Trust	29	27	20	38	19	29	22	29	25	21	24	19	302
SETrust	6	14	7	15	13	9	10	5	10	4	6	13	112
Southern Trust	20	15	9	15	15	13	10	11	11	9	10	12	150
Northern Trust	18	5	13	13	9	9	6	19	9	9	11	6	127
Western Trust	11	12	10	11	14	8	5	14	9	11	7	13	125
Other	3	0	0	1	1	0	0	0	1	0	1	0	7
Total	87	73	59	93	71	68	53	78	65	54	59	63	823

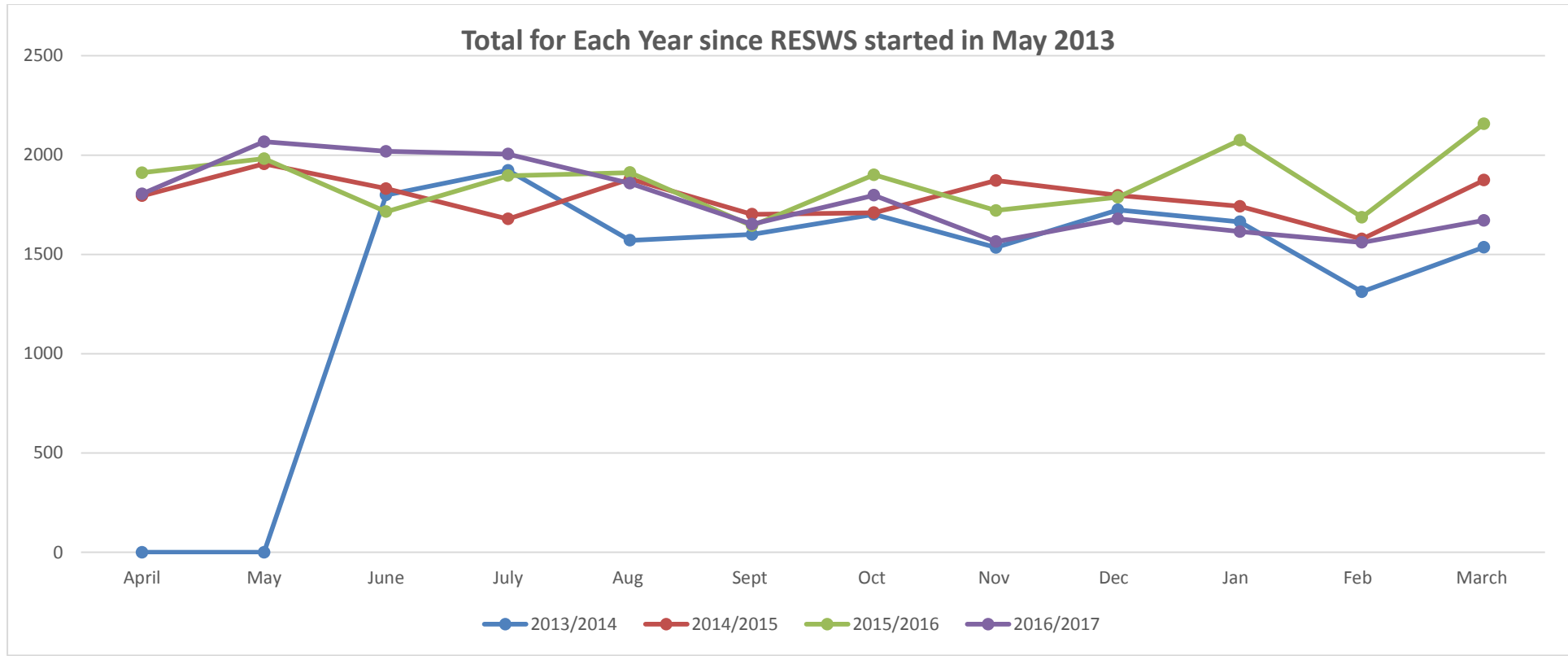
This service has dealt with a total of 823 housing referrals. The Belfast Trust accounts for the majority of these referrals (302) which is just under half the total number of referrals. However there has been a general decrease of 14% in the number of housing referrals made to our service compared to the previous year, 2015-2016. There has been no notable reason for this decrease, but we will be continuing to monitor NIHE activity and impact on the service over the next period.



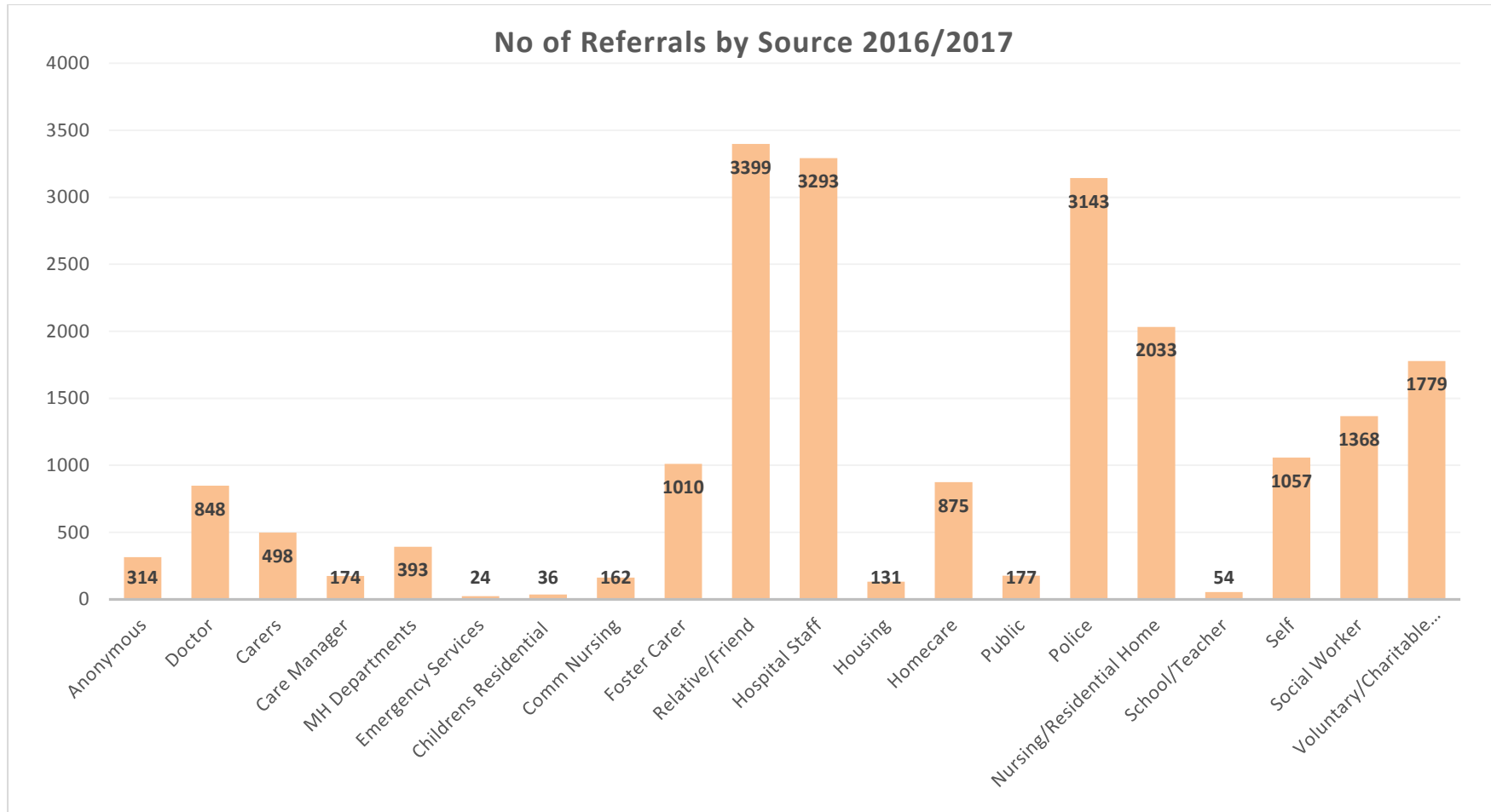
	Belfast	SETrust	Southern	Northern	Western	Other	Total
F&CC inc DV	3620	2382	2667	2943	1642	21	13275
Mental Health	731	295	317	368	255	1	1967
Older People	1048	674	408	851	352	1	3334
Vulnerable Adult	53	22	17	40	13	2	147
Physical Disability	251	94	124	152	75	1	697
Learning Disability	329	227	159	219	115	1	1050
Housing	302	112	150	127	125	7	823
Total	6334	3806	3842	4700	2577	34	21293



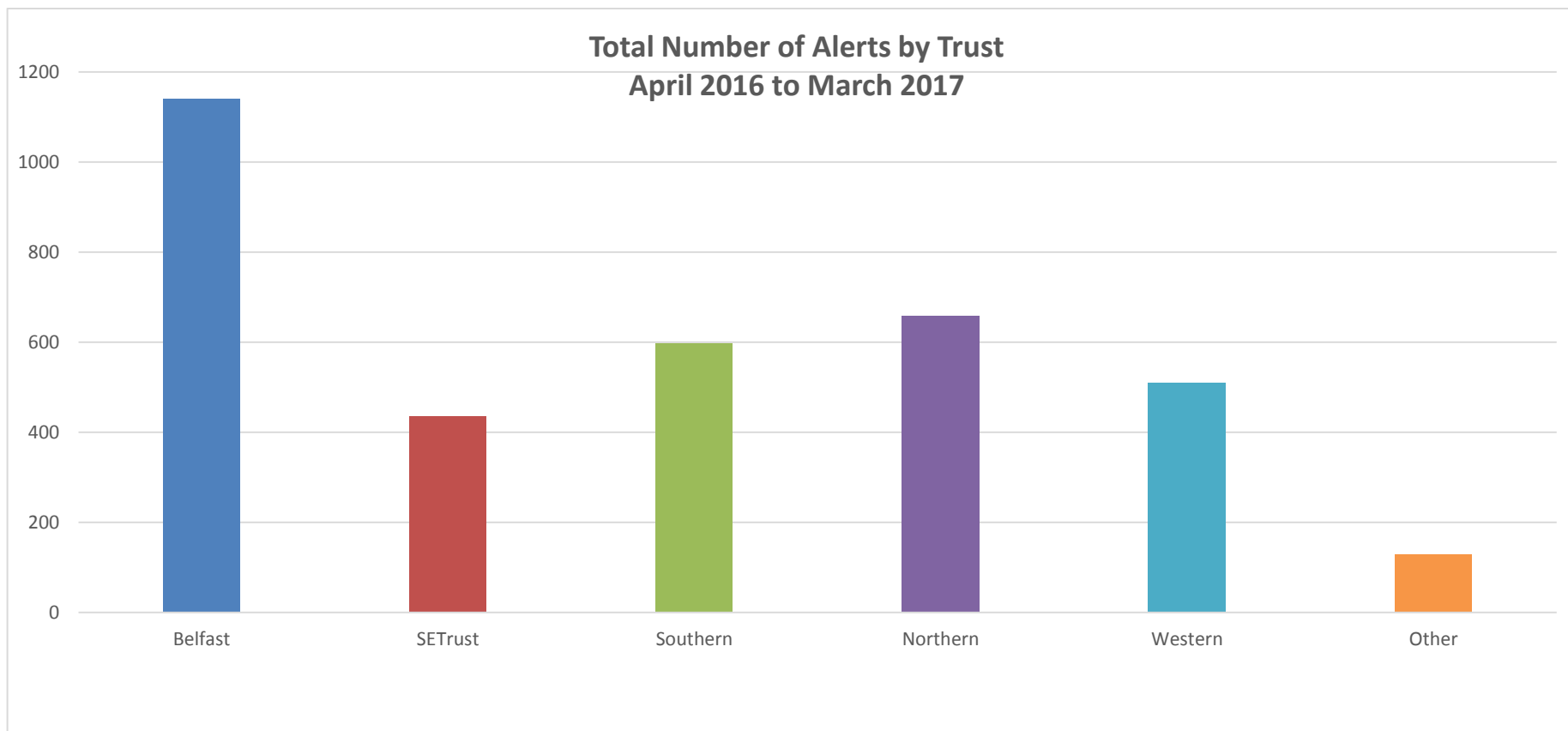
Belfast Trust	6334
SETrust	3806
Southern Trust	3842
Northern Trust	4700
Western Trust	2577
Other	34
Total	21293



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total	+/-
2013/2014	0	0	1799	1923	1571	1600	1701	1535	1724	1664	1312	1536	16365	
2014/2015	1795	1956	1831	1678	1880	1702	1710	1872	1797	1742	1577	1874	21414	+5049
2015/2016	1911	1982	1715	1896	1912	1644	1901	1721	1788	2075	1687	2158	22390	+976
2016/2017	1805	2067	2019	2005	1858	1652	1798	1564	1679	1615	1560	1671	21293	-1097

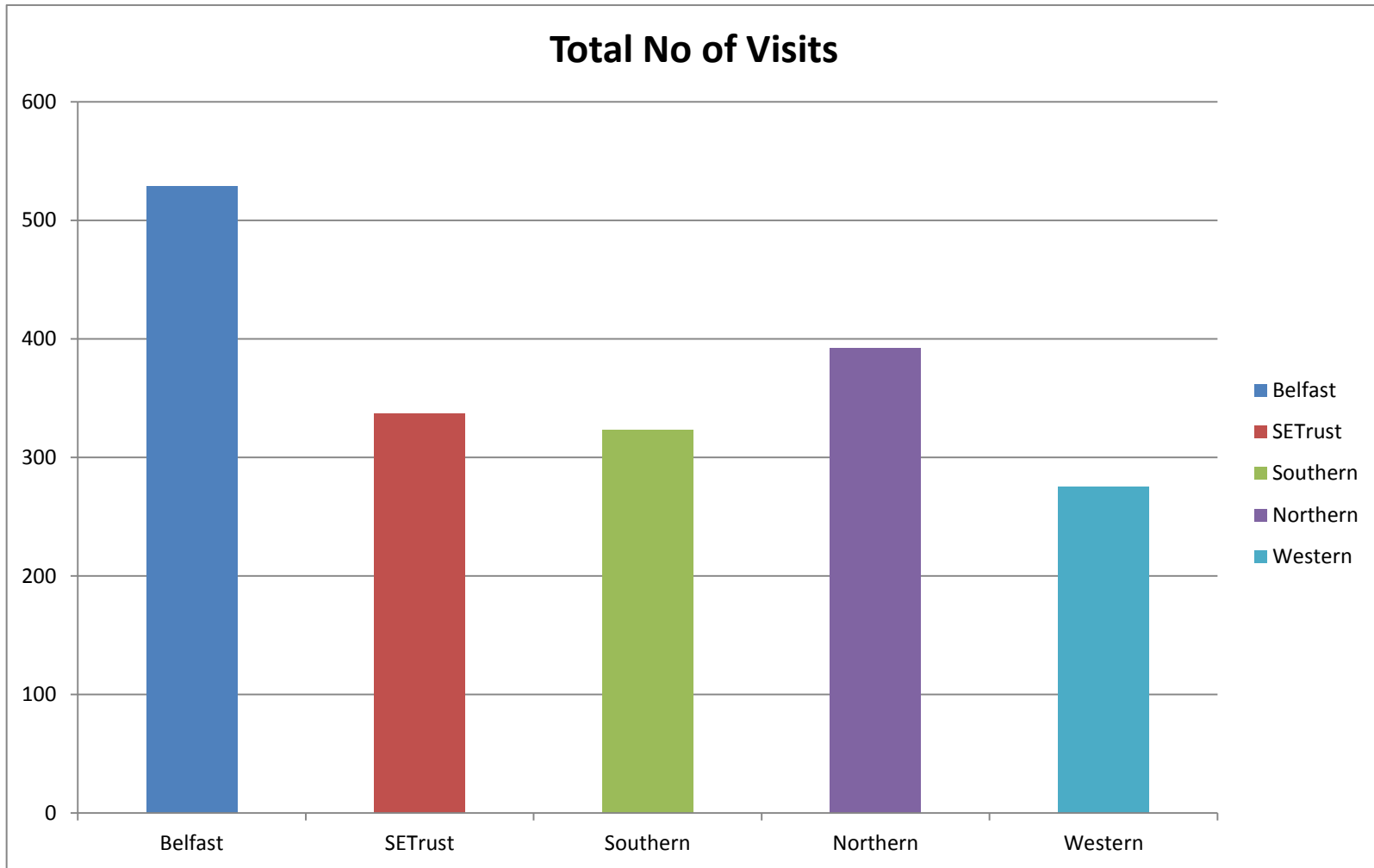


In the previous reporting period, the police accounted for the largest referral source. As evident from above relatives and friends now account for the largest source of referrals. If this is included with 'self' referrals then the general public figure in total is 4,456. This is a significant number and translates to approx. 21% of all referrals to the service. This is a very positive figure as it strongly indicates that the service is accessible and information regarding the service is reaching the general population.



	Belfast	SETrust	Southern	Northern	Western	Other	Total
Alerts	1140	435	597	658	509	128	3467

There has been a slight increase of 184 in alerts received in 2016/2017 compared to the last reporting period. The ongoing interface meetings and visits in each Trust are vital in ensuring this information continues to be sent from day services.



	Belfast	SETrust	Southern	Northern	Western	Total
Total No of Visits	529	337	323	392	275	1856

The total number of referrals for 2016/2017 is 21,293. Of these 1,856 visits were undertaken. This amounts to approx. 9% of the total referral number. When this is looked at by Trust area, the percentage of visits in each Trust is as follows: Belfast Trust 29%, Northern Trust 21%, South Eastern Trust 18%, Southern Trust 17% and Western Trust 15%. We are now able to monitor activity levels by postcode and Trust area and this will in turn enable us to ensure our service provision and service model continues to meet the needs of the NI population.

Appendix 1

Membership of Consortium Board

Cecil Worthington, Director of Social Work, BHSCT (Chair)

Paul Morgan, Director of Social Work, SHSCT

Kieran Downey, Director of Social Work, WHSCT

Brendan Whittle, Director of Social Work, SEHSCT

Marie Roulston, Director of Social Work, NHSCT

In attendance: Carol Diffin, Co-Director BHSCT RESWS

Michaela Glover, Service Manager (Acting), RESWS

David Douglas, AD, SHSCT, Chair of OMG

Membership of Operational Management Group

David Douglas, AD Safeguarding, F&CC, SHSCT (Chair)

Carol Diffin, Co-D, Children's Services/RESWS, BHSCT

Patrick McAteer, Head of Service, OPS, SHSCT

Tom Cassidy, AD Looked After Children, WHSCT

Brendan Duffy, Head of Service OPS, WHSCT

Sarah Brown, AD OPS SEHSCT (Until September 2016)

Mary Quinn, Sector Manager, F&CC, SEHSCT

Maura Dargan, Head of Service, NSCT (Until September 2016)

Mary O'Brien, Service Manager, MH, BHSCT

Michaela Glover, Service Manager (Acting), RESWS, BHSCT

Leona McCormick, Interim Head of Mental Health Service, NHSCT

Appendix 2

RESWS Staff 2016-2017

Permanent

Belfast	Derry	Ballymena	Craigavon
Berny Wilson	Colin McCourt	Geoff McLaughlin	Allen Proctor
Ciara Thompson	Andy Quigley	Ian Hamilton	Bronagh McGoldrick
Colette Heagney	Amanda Grant	James Douglas	Mary O'Neill
Emma McDonald	Shauna Gillespie	Kevin Lawrenson	Michelle Feehan
Eric Morrison	Vacant post	Nigel Morris	Pauline Coyle
Hilary Kerr	Vacant post	Shirley Bridges	Tracey McConnell – covering Maternity Leave
John Hand			Vacant Post
Jonathan Giles			
Martin Mulhern			
Miranda Brown			
Myra Napier			
Susan Gilpin			
Vacant Post			

Appendix 2

RESWS Staff 2016-2017

Locum staff

Belfast	Derry	Ballymena	Craigavon
Alison Walker	Aideen Kelly	Anne Marie Caldwell	Angela Kerr
Amanda Oates	Bernie Melaugh	Claire Craig	Bronagh Hillan
Christine Crudden	Catherine Meenan	Gerard Donnelly	Florence Fegan
Claire Smyth	Gemma Wilson	Karen Harvey	James Phillips
Colette Johnston	Hazel Quinn	Kevin McGovern	Kara Nixon
Damien Maguire	Ian Burnside	Mary Cargan	Karen Curran
Dawn Mailey	Joan Byers	Mary Corbett	Margaret Cullen
Edel McKenna	Joanne Higgins	Mary Murray	Mary O'Maolain
Irene Murphy	Lee McDermott	Nuala Power	Niamh Donnelly
Jason Caldwell	Mairead McGilloway	Roberta Myers	Noreen McComiskey
Joanne Garrett	Mary Murray	Robin Anderson	Tracey McConnell
Lorraine Casement	Michael McLaughlin	Sharon Crawford	
Mabel Dyson	Natasha Duddy	Sinead McDonald	
Marian McKee	Sally-Ann Whiteman		
Martin Morgan	Sarah Dallas		
Mel Byrne	Siobhan McGeown		
Melissa Campbell	Stephen McLaughlin		
Michael Bell	Ursula O'Neill		
Nuala Hanna			
Oisín Martin			
Pam Boreland			
Pamela McFarlane			
Roisín Maguire			
Seamus Laird			
Susan Donnelly			
Trevor McDowell			
William Morrow			

Appendix 3

ASW Register February 2017

Permanent

Name	Date of award	(Re) Approved	When due	Trust Register
Agnes Armour	2011	2014	2017	NHSCT
Allen Proctor	2006	2014	2017	BHSCT
Amanda Grant	2016	-----	2019	BHSCT
Andy Quigley	2013	2015	2018	BHSCT
Berny Wilson	2007	2016	2019	BHSCT
Bronagh McGoldrick	2004	2014	2017	BHSCT
Colette Heagney	2008	2014	2017	BHSCT
Colin McCourt	1989	2014	2017	BHSCT
Des Flannagan	2013	2016	2019	BHSCT
Emma McDonald	2004	2014	2017	BHSCT
Eric Morrison	2016	-----	2019	BHSCT
Hilary Kerr	2002	2014	2017	BHSCT
Ian Hamilton	2015	-----	2018	BHSCT
James Douglas	1996	2014	2017	BHSCT
John Hand	2016	-----	2019	BHSCT
Kevin Lawrenson	1992	2015	2018	BHSCT
Martin Mulhern	2011	2014	2017	BHSCT
Miranda Brown	2012	2015	2018	BHSCT
Myra Napier	2000	2015	2018	BHSCT
Nigel Morris	2006	2016	2019	BHSCT
Pat Fitzpatrick	2003	2014	2017	BHSCT
Shauna Gillespie	2015	-----	2018	BHSCT
Susan Gilpin	2002	2014	2017	BHSCT
			Total No:	23

Locum

Name	Date of Award	(Re) approved	When due	Trust Register
Alison Walker	1993	2014	2017	BHSCT
Ann Marie Caldwell	2013	2017	BHSCT
Christine Crudden	2008	2014	2017	SEHSCT
Claire Craig	2002	2014	2017	BHSCT
Claire Smyth	2005	2016	2019	SEHSCT
Florence Fegan	2008	2014	2017	SHSCT
James Phillips	1995	2016	2019	SHSCT
Karen Curran	2001	2016	2016	SEHSCT
Karen Harvey	2005	2014	2017	NHSCT
Lee McDermott	2011	2016	2019	WHSCT
Mabel Dyson	2009	2016	2019	BHSCT
Margaret Cullen	1993	2014	2017	BHSCT
Marian McKee	2009	2015	2018	BHSCT
Mary Cargan	1988	2014	2017	BHSCT
Mary O'Maolain	1989	2014	2017	BHSCT
Michael Bell	1992	2015	2018	BHSCT
Michael McLaughlin	2009	2014	2017	BHSCT
Noreen McComiskey	2000	2014	2017	SHSCT
Pam Borland	2010	2016	2019	BHSCT
Pamela McFarlane	1996	2014	2017	NHSCT
Roberta Myers	2007	2016	2019	BHSCT
Sarah Dallas	2012	2016	2019	NHSCT
Trevor McDowell	2004	2015	2018	BHSCT
William Morrow	1989	2016	2019	BHSCT
			Total:	26