Looked After Children

Standard Operating Model between GCC and SCRA
Glasgow City Council

Contact for Enquiries

Karen Ralston
Service Manager
0141 276 3334

Summary & Background

The protocol provides a joint framework for Glasgow City Council, Social Work Services and the Scottish Children's Reporter Administration (SCRA) to effectively manage and deliver services to children and families within the hearings system in Glasgow.

Protocol was adopted 18 months ago.

One of the aims - no order principle.

To reduce the amount of NFA reports completed by social work services (SWS).

Duty intake model SWS involved initial assessments and investigation. Reduce the allocation of reports and need to reinvestigate and reassess children and families for referral to SCRA.

Intended Outcomes

Stabilises the work flow from SCRA to SWS. This in turn provides an opportunity to manage and improve performance and quality within a stable demand environment.

It ensures there are no backlogs or unnecessary delay in the marking of new referrals to SCRA.

It delivers a standard method of operation across the city for SCRA and SWS.

It enables managers of the service to connect with each key operational decisions and processes.

It provides visibility on qualitative issues on such issues as referral pathways and their operation.

It promotes a common understanding of operational thresholds thus addressing risk on a common basis. This is important for future service development.

Key Activities

Piloted the role out of weekly screening between Local Authority reporter and Service Manager for all new referrals.

Audit team did a comparison between the first locality and second locality referrals and processes.

Backlogs of referrals were actioned and screened.

All school referrals were returned if not discussed at JST and stage interventions considered.

SWS receive the weekly referrals on thursday and recommendation received to SCRA by Friday.

Girfec request received by SWS within next working day (reduced the number of days SCRA had referral open prior to sending to SWS).

Results

Referrals reduced discussed at weekly screening.

Direct meetings changed to telephone screening.

SWS requests for new reports considerably reduced.

Less NFA by reporters.

SWS staff could concentrate on other priorities.

See direct correlation to patterns of Domestic Violence incidents.

More information from SCRA regarding police incident reports which wasn't readily available previously for e.g. drug raids, violence, offensive weapons.

How do you know it worked

Audit team report showed anomalies between each locality and amount of referrals received.

Oct- Dec 2010 – 390 new referrals report request to SWS
Oct- Dec 14 – 166 new referral report requests to SWS

2008 – 3,500 children on statutory orders in Glasgow
2015 – 2,100 children on compulsory measures of supervision in Glasgow

Performance improved - New GIRFEC reports increased in completion within 20 day target. Grounds of referral established sooner.

Obstacles and Issues

Both agencies committing to weekly screening.

As referrals declined less Carefirst records to consult.

Shared thresholds.

Regular reviews of the process/protocol. Less conflict resolution.

Learning

Both agencies committed to reducing amount of unnecessary referrals/completed reports and hearings required.

Assisted with developing relationships in localities.

More discussion regarding referral information and themes.

Supporting systems – JST/ISG became more robust.

Less influx of referrals at holiday periods when educational establishments were unable to contribute to reports i.e. summer, easter, christmas.

Dispelled some myths in each services about each other.

Next Steps

Protocol is reviewed in each locality and overall review by citywide steering group – SWS/SCRA/Education/Police/Health & Panel Member Chair

SWS/SCRA scrutinise performance

Presentations at Local Management Reviews (LMR).

Additional Information

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JST/ISG protocol