

| | | |
|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| MEETING | Trust Board | Ref No. 6.5 |
| DIRECTOR | Social Work/Children's Community Services | Date 13 January 2022 |
| Regional Emergency Social Work Service (RESWS) 1 April 2020-3 March 2021 | | |
| Purpose | <ul style="list-style-type: none"> • <i>Annual progress report for approval.</i> • <i>This paper reports on the continuous activity of the Regional Emergency Social Work Service across all programmes of care in the 5 HSC Trusts during the global Covid-19 pandemic. New ways of working quickly developed in order to sustain continuity of business as well being responsive to the DOH & PHA advice and direction. Undoubtedly the pandemic did pose challenges for the workforce in terms of remote working, training, sickness/vacancy rates, however despite these challenges, RESWS continued to provide safe, responsive and compassionate care.</i> | |
| Corporate Objective | <ul style="list-style-type: none"> • <i>Safety , Quality & Experience</i> • <i>Service Delivery</i> • <i>People & Culture</i> • <i>Strategy and Partnerships</i> • <i>Resources</i> | |
| Key areas for consideration | <ul style="list-style-type: none"> • Issues /risks/Challenges <ul style="list-style-type: none"> - maintaining a stable and well workforce -supporting remote working, team learning and morale -Implementation of new rota and supporting health and wellbeing of staff -Availability and access to emergency foster placements - Availability and Access to specialist acute mental health beds for learning disability adults -Availability and access of acute mental health beds - Maintaining IT robustness and responsive emergency planning • Internal/External engagement <ul style="list-style-type: none"> -strong partnerships with Trusts across respective programmes of care and Hospitals' ED -strong external partnerships with NIAS,PSNI, NIHE, GP Out of hours • Human rights / Equality <i>No identified issues</i> | |
| Recommendations | <ul style="list-style-type: none"> • <i>Annual progress report for approval</i> | |

Regional Emergency Social Work Service

Annual Report

1st April 2020 – 31st March 2021

Foreword

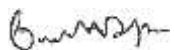
This Annual Report covers the Service's eighth year in operation. The Regional Emergency Social Work Service (RESWS) has been managed by the Belfast Health and Social Care Trust on behalf of the five Health and Social Care Trusts in Northern Ireland since it commenced in May 2013. It reports regularly to an Operational Management Group and a Consortium Board via the Service Manager and the Co-Director, BHSCT {See Appendix 1 for membership of both Groups}. The priority for the RESWS is to provide a safe, effective and responsive emergency social work service.

The 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. The service operates from 5pm-9am Monday to Friday and on a 24-hour basis at weekends and public holidays.

Within this reporting period a significant challenge for RESWS was the onset of the COVID-19 pandemic. This required staff to quickly adjust to new ways of working, to adhere to public health guidelines such as the use of personal protective equipment (PPE), adhering to physical distancing requirements and remote working whilst still delivering high standards of service and compassionate care. RESWS staff rose to this challenge however the impact on staff is only just evolving which will be more fully understood in the forthcoming months.

I welcome taking this opportunity to thank the staff both permanent and locum, for their valuable contribution to the service during these unprecedented times. 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 2021-2022.



Carol Diffin
Executive Director of Social Work, BHSCT

CONTENTS

| | Page |
|----------------------------------------|------|
| Introduction | 5 |
| Impact of COVID-19 | 5 |
| Service Model of Staffing | 6 |
| IT Provision | 7 |
| Workforce Planning | 8 |
| Governance Arrangements | 9 |
| Supervision and Team meetings..... | 10 |
| Training | 11 |
| Complaints and Compliments | 11 |
| Issues raised by Trusts | 11 |
| Adverse Incidents | 11 |
| Case management Reviews | 12 |
| Interface Meetings | 12 |
| Service User Involvement | 12 |
| Service Challenges | 13 |
| Accommodation and Staff wellbeing..... | 14 |
| Service Budget | 14 |
| Audit | 14 |
| Future Developments | 14 |
| Statistical Reports | 14 |

Appendices:

| | |
|------------|--------------------------------------------|
| Appendix 1 | Membership of Consortium Board |
| | Membership of Operational Management Group |

Introduction

In this reporting period, the service reports on the number of referrals, source of referrals, visits undertaken and more detailed ASW statistical information.

The overall number of referrals made to the service was 17,833 which can be broken down into two categories; Appropriate referrals ie referrals which resulted in a social work assessment, which totalled 15,839 and Inappropriate referrals ie referrals which did not meet threshold for an emergency response, which totalled 1,994. Comparing these figures from last year which totalled 19,450, in 2020/2021 the service has experienced a decrease in the number of appropriate referrals by 1,770 but has experienced an increase in the number of inappropriate referrals made to our service by 153.

Impact of COVID – 19 Pandemic on Service Delivery

Given the emergency remit of the RESWS no services or assessments were stepped down throughout the last year and the RESWS core business of responding to emergency situations continued. However legislative contingency arrangements were put in place under The Coronavirus (Emergency) Act 2020 – this provided modifications to the safeguards which relaxed the requirements in the time of an emergency. The provisions in the Act are permissive and do not remove the normal procedures. Rather they provide an alternative when the normal procedures cannot be followed.

Given the ever changing situation and guidance during the Covid-19 pandemic, all decisions with RESWS are continually assessed on a case by case basis and risk assessed for both patients and staff.

The Mental Health (NI) Order 1986 was modified during the pandemic, detailed in the Coronavirus Act 2020. In cooperation with the HSC Trusts, the HSC Board, PHA and others, the Department has considered the need to keep the amendments in the Coronavirus Act live, insofar as they relate to the Mental Health Act 1982. The RESWS utilised various parts of the amended Mental Health (NI) Order 1986, for example, holding powers, use of relevant Social Workers to complete ASW assessments, making use of immediate appointment of ASW candidates on ASW programme, conveyancing of patients to hospital, and second opinion ASW. Within RESWS conveyancing of patients during Covid 19 meant not entering any psychiatric wards to complete handover. Completion of Form 7, was arranged by telephone and consultation with NIAS and Senior House Officer on the admitting ward, however, the ASW remained the applicant and was available throughout the process of assessment and conveyancing.

For a significant period during the first surge, HSC Trusts were also expected to manage bed capacity within their own resource to avoid the need for 'Out of Trust' admissions. Out of hours Trust admission were suspended during this time.

Service Model of Staffing

The RESWS model is based on having a core team of permanently employed senior practitioner social workers (during 2020-21 this was 33 staff) supported by a team of 72 senior practitioner locum staff who provide cover for annual leave, sick leave and training. The Service also has one Service Manager, 4 Assistant Service Managers and 10 locum shift managers.

The Service Manager works Monday – Friday 9am-5pm. The four assistant service managers work on a rota basis including 9am-5pm Monday-Friday as well as providing managerial shift cover 5pm-2am 7 nights per week and 8.30am-6.30pm and 3.30pm-2am Saturdays, Sundays and Public Holidays.

| Day | Shift | Number of staff |
|--------------------------------------|------------------|------------------------|
| Monday – Sunday | 5pm -12.30am | 9 |
| Monday – Sunday | 9pm - 9am | 5 |
| Saturday, Sunday and Public Holidays | 8.30am – 5.30pm | 11 |
| Saturday, Sunday and Public Holidays | 3.30pm - 12.30am | 11 |

Following the introduction of the new shift pattern on 6th November 2019, a review of the new working pattern was to be conducted after six months of implementation, however this review had to be delayed due to the outbreak of COVID – 19. Some informal feedback has been sought from staff who report there are both positives and challenges in working the new shift patterns. A formal review will be conducted with staff in 2021/2022.

ASW staff

The service continues to prioritise and support staff complete the ASW course and the overall figure has increased to having 25 qualified ASW staff out of 32. The increased compliment of ASW staff allows the service to ensure that 50% of staff on shift at any one time can undertake the role of ASW.

Currently, the Derry office has 7 out of 8 staff dual trained, Ballymena has 5 out of the 6 staff dual trained, Belfast has 9 out of 12 staff dual trained, and Armagh has 4

out of 6 staff dual trained. Throughout this year, one candidate from the RESWS Belfast Team successfully completed the ASW course and two staff members from Armagh are in the current ASW cohort with projected completion to be later in 2021.

ESW staff

A priority within the service is to establish a more robust training programme for ASW staff to undertake the role of an ESW. A pilot had been agreed between RESWS and the Southern Trust and Northern Trust Gateway Team for RESWS staff to shadow their colleagues in Gateway; the rationale was to provide the RESWS staff with front line experience in relation to thresholding and responding to child protection and family support referrals. Unfortunately, this was not progressed due to the outbreak of COVID -19. However this will continue to be priority within the service and in 2021-2022 the RESWS aim is to finalise a clear training pathway for ASW staff to become dual trained.

The service has 20 staff trained to undertake Preliminary Interview Assessment, 13 permanent staff and 7 locum staff. Unfortunately we no longer have any staff trained to complete Achieving Best Evidence Interviews under the Protocol for Joint Investigation by Social Workers and Police officers of alleged and suspected cases of Child Abuse – NI due to the standards required to keep this training active.

Locum Staff

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 and respond to demands regionally. This flexibility assists in circumstances where an additional response is required when staff in any one Trust area already responding to emergency calls. Locum staff provide cover for the whole shift unless in exceptional circumstances a shorter period is agreed with management.

Remote working

Following the declaration of the COVID-19 pandemic in January 2020, RESWS staff moved swiftly to remote working as per the services contingency arrangements. Throughout March and April 2020, the management team worked closely with their IT colleagues to expedite remote access requests to all locum staff in the event of workforce pressures caused by the pandemic.

IT Provision

Work continues in relation to addressing the stability of the network. The service is focussing on successfully establishing the network connectivity between the Belfast and the Armagh site and once the service has successfully achieved this, the work will be replicated with the Derry site. This work is essential to ensure IT stabilise the network and provide improved access to IT systems, which are not hosted by the

BHSCT. Progressing this work has been slow due to COVID-19. It is anticipated that this work will be completed during the next reporting period 2021-20.

- PARIS
PARIS continues to be the database used within the RESWS for recording all referrals and assessments. The U-DAPP function within PARIS records all the initial referrals taken by the Call Handlers and records all the referrals which are not deemed as requiring an emergency response. It is important that the inappropriate referrals are captured and stored within PARIS in relation to ensuring robust governance arrangements for these referrals but in addition to this, it provides social workers scope to review these and determine any patterns or trends of referrals with particular service users.
- SOSCARE
While SOSCARE has been phased out in most Trusts, the Northern Trust and South Eastern Trust continue to use this database and therefore access remains for RESWS. RESWS staff also use SOSCARE to glean historical records contained within the other Trusts.
- NI Electronic Care Record (NIECR)
NIECR remains crucial to the service as it has the facility to gain information across Trusts and multiple case management systems.
- Remote Access
All full-time staff in the RESWS have access to remote working. While this was the case prior to the Covid-19 Pandemic, it was extended to all locum staff members to ensure the service had appropriate contingency plans in the event of workforce pressures caused by the pandemic.

Workforce Planning

Following the review of the staff working patterns any new vacancies within the RESWS will be recruited on a 28 - hour contracts. This is in keeping with best practice for resting shift workers and supports the health and well-being of the workforce.

During the last year, five new social work staff commenced post. It has been challenging trying to integrate these new staff members into their respective teams given the restrictions of COVID-19 and staff working remotely. However the managers and their colleagues have been mindful of this and have worked hard to ensure each of the new staff members were supported in their new role. Within the management group, Melissa Campbell and Shauna Gillespie were appointed as permanent full time Assistant Service Managers to the service in January 2021.

One staff member has retired during this period and a second member of staff plans to retire in 2021, both from the Belfast Office.

During the first surge, the service was able to secure additional ASW staff through the workforce appeal campaign. An Expression of Interest was circulated throughout the region and as a result, the service was able to recruit seven additional locum ASW staff. This provided additional cover on the rota and provided opportunity to have the permanent ASW staff rotated between the role of ASW and ESW. Unfortunately when lockdown restrictions were lifted the majority of these staff stepped away from this role.

Governance Arrangements

The Executive Director of Social Work within Belfast Trust holds overall responsibility for the provision of this regional 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 with an escalation process to the Executive Director of Social Work, which is 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, compassionate 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).

The Service has a monthly team meeting to oversee the following governance arrangements:

- Assurance committee
- ASM meeting
- Supervision
- Staff training and development of a learning and development pathway
- Review of reporting processes for incidents and complaints
- Review of the staff rota
- Review of audits for social work and call handling practice
- Access to information systems
- Development of service user feedback

Additional assurance measures introduced during COVID-19

Meeting the demands of an emergency service can be challenging, as with any emergency service demand does not always follow a predictable pattern. When the

pandemic was declared, a number of measures were introduced to ensure that the RESWS continued to deliver safe and effective practice.

Internal Situation report

This report is completed at the end of each shift by the shift manager and provides a brief overview of the shift, this is then reviewed by the service manager the following working day. The report provides an additional avenue to gather data and consider patterns of activity impacting on the RESWS in specific Trusts/areas of care or interfaces with other emergency services. This allows the service manager to escalate and raise issues that are emerging to the Co-Director and executive Director of Social work.

Escalation meetings

Escalation meetings with the Co – Director were introduced on a three times-weekly basis. This provided an opportunity to escalate any COVID related issues to Executive Team and allowed for additional support to be provided to ensure service delivery was not adversely impacted.

Monthly Assurance committee

Assurance committee was established in the service which is made up of the Service Manager and the four Assistant Service Managers. During these meetings the management team reviews new and significant incidents within the service such as for example learning from CMR/complaints received/datix incidents. From these meetings key learning and messages are disseminated through to staff from their respective managers via team meetings and supervisions.

Assistant Service Managers

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 oversee.

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

Supervision and Team Meetings

The staff group are split into four teams by location and with an ASM responsible for providing individual supervision and support. The supervision policy also allows for supervision with locum staff at their request. The service manager provides supervision to the ASMs and the Co-Director provides supervision to the service manager. Supervision reports are compiled monthly by managers, who report any reason for non-compliance with the standard.

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 ASM so that they can discuss practice issues on a one to one basis as the need arises. There is a specific peer supervision meeting for ASW staff held on a quarterly basis in each of the offices. This is facilitated by an ASM from an ASW background. Assistant Service Manager meetings continue on a monthly basis and include a separate locum shift managers meeting arranged bi—monthly. Unfortunately all face to face supervisions and team meetings were stood down and moved to a virtual platform.

Training

Unfortunately, due to COVID-19 the majority of face to face training was stood down and rescheduled including the service staff development days however staff have been able to avail of some virtual training during the year. It is hoped that in 2021-2022 training opportunities will be more accessible for staff.

Complaints and compliments.

The Service received two formal complaints between April 2020 and March 2021. All of these were investigated under the Trusts Complaints Procedures, responded to within 20 working days and resolved. Feedback was also provided to the staff involved on the outcome of the investigations.

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 2020/2021, 8 incidents were reported on Datix system; 6 of these incidents related to service disruption due to IT problems; 1 was due to recording of information and 1 was in relation to social work practice. All 8 incidents were reviewed by service manager, assistant service manager and social worker were appropriate. The service hopes to utilize this system more frequently in the next reporting year as the service recognizes that it is currently under reporting incidents particularly involving staff, for example being subjected to aggression by service users.

SAI

An SAI was completed in respect of service failings in the call handling software in 2020. The issues related to the settings in the software that manages the out of office message, and despite contingencies, there was a loss of service to the public and other stakeholders attempting to access the RESWS. Learning from this SAI has led to a review of the ICT support for the RESWS out of hours, and a workshop has taken place in February 2021 to review the service level agreement in place for the RESWS. As a result of this workshop, it was recognised that the current response time for resolving the issues was not in keeping with an emergency service. Consequently, service is planning to transition to a 0800 number which will give enhanced access for staff to quickly resolve setting issues. Additional checks are also carried out prior to public holidays to ensure settings are correct and the software settings reflect the Trust holiday dates.

Case Management Reviews

Given the regional remit of the service, the service has continued to experience increasing requests for information from the Safeguarding Board for Northern Ireland. In the last reporting year the service has completed 32 individual agency reports. In addition to this, 9 CMRs involving RESWS have either been completed or still ongoing.

Learning from CMRs will continue to be shared with staff alongside any specific recommendations for practice. This sharing takes place at team meeting, supervision and staff development days as an opportunity to discuss the learning directly with staff.

Interface Meetings

The Service Manager and four Assistant Service Managers are responsible for attending to a number of strategic and regional forums. These include the Social Services Operational group, the Joint Protocol Forum, and the HSC/PSNI Strategic Meetings. Unfortunately the majority of these meetings were stood down due to COVID-19 however it is hoped that these will be reinstated as the region establishes a virtual platform to conduct such meetings safely.

Service User Involvement

Service User involvement was an integral aspect of the call-handling audit which was completed this year. The service user feedback, both professional and non-professional, was sought specifically around the call-handling service and was gained at the point of referral via Social work staff completing a questionnaire with the referrer. The feedback forms were completed at random and a total of 109 forms were completed with service users. The outcome of this was very positive as all referrers reported having a positive experience with the call handling service. In 2021-2022 it is hoped that the service can progress more initiatives to capture service user feedback across the whole service.

Service Challenges

Mental Health Assessments

Throughout the year, the RESWS has discharged its statutory functions across the service areas, although there remain some specific challenges in Mental Health and Children's Services. Concerns remain over the provision of mental health beds and the considerable distress experienced by patients and families waiting long periods on conveyance to psychiatric hospital. In this reporting period the RESWS completed 670 ASW assessments and of these, 362 extended over a 6-hour period, which is over 54%.

These delays are related to the ongoing issues of inpatient bed availability, delays in identifying out of Trust beds, and the availability of partner agencies such as police or ambulances. During the early months of the Covid-19 pandemic there was a significant improvement noted as all of the HSC Trusts worked to ensure inpatient bed availability as there were initially no out of Trust placements. Regrettably, this position was not maintained as the initial response to the pandemic subsided. Despite these structural resource deficits, we continue to support staff by having a handover system to all HSC Trusts so that staff do not work past their shift and can be relieved. We have also initiated a reciprocal agreement with the five Trusts around handovers in the evening so day services can be relieved when RESWS have the resources to do so. This is subject to ongoing review, as we explore any available supports for our ASWs.

The shortage of Learning Disability beds continues to present challenges for the RESWS. Elongating assessment periods and patients waiting long periods for conveyance. The practice of placing LD patients in Adult Acute psychiatric beds remains a source of concern, despite past representations on the subject.

Given the above challenges experienced by the ASW staff group, the impact of this has left them feeling overwhelmed and exhausted in their role. Given the long hours ASW are spending completing this process, this has contributed to low staff moral and places additional pressure on their ESW colleagues who remain on shift dealing with high volume of calls.

Emergency foster placements

The provision of emergency placements for children and young people continues to be a challenge for the RESWS and particularly for young adolescents and teenagers. During the COVID-19 Pandemic, the RESWS has faced a number of challenging situations related to the placement of children who have been deemed to be at risk from COVID-19 infection. The service has worked with other Trust to ensure safe placements were made available, and secure transport arrangements in place to reduce the risk of COVID-19 infection. This was kept under review during the COVID-19 pandemic to ensure there was resources in place to ensure the safety of both staff and young people. This issue has been raised at both the Regional Operational meeting and Consortium Board as well as the Regional Assistant Director meetings.

Accommodation and Staff wellbeing

Throughout 2020-21 staff have largely worked remotely however a small number of staff continued to avail of office space upon completion of relevant COVID-19 risk assessment. However office space in the Western Trust remains problematic as staff are unable to socially distance in this office. Priority needs to be given to this to allow the service to plan and consider their rebuilding/recovery plans. Some staff have reported they feel isolated working at home and the challenges they face in not having an office or a colleague to return to, to debrief after a particularly difficult visit or ASW assessment.

Service Budget

Prior to the establishment of RESWS, it was identified that the new service would require an annual budget of £3.6 million. Within this reporting period, the service was over spent by £202 000 during 2020-2021. This is the significant overspend and cost pressure for the service which has been attributed to the need for more locum staff covering staff shortages during COVID-19.

Audits

In April 2020 as staff moved to work remotely the management team became concerned that service delivery may be compromised due to this. Therefore an audit was completed of all referrals completed by social work staff in the month of April 2020 during the period of Monday – Friday, 5pm-9am. 159 assessments in total were audited; 81 were completed during the hours of 5pm-midnight and 82 assessments were completed during the hours of midnight - 9am. The Audit demonstrated high standards of social work practice in all five programmes of care. There were clear examples of exemplary practice where practitioners have carefully considered and safeguarded against risk of harm to clients/children and families. All 159 assessments were assessed a proper level and there was an appropriate level of intervention in each case. Furthermore, the audit evidenced that all staff ensured compliance with Police and Procedures and that the assessments were all client/child centred. There was also good examples of interagency working and joint decision making with other professionals involved with the client/family.

Future Developments

The Service Business Plan for the coming year provides a framework for the service. This will include consolidating work already undertaken, such as the supporting staff feedback and reviewing the new working pattern with staff. The focus on the wellbeing of the workforce will continue as the service continues to recover from COVID 19, with a particular focus on Trauma informed practice, exploring how the management team can support the workforce who frequently interface with individuals experiencing traumatic and often tragic life events. Quality improvement projects will also be a priority within the service and it is hoped that a place on the Scottish Improvement Leaders Programme will be secured for one of the ASM.

Statistical report

The next section of this report outlines the statistical data for the eight 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.

ANALYSIS OF STATISTICAL DATA

Total Number of Referrals

Tables 1-4 show referral patterns per Trust across programmes of care (POC) and the continued decrease in referral trends. Referrals have decreased in all Trust areas from 17609 in 2019/20 to 15839 in this reporting year. Whilst Family and Child Care referrals generate the highest number of referrals within the service, there has been a decrease in referral numbers by 412 . Similarly, Mental Health referrals decreased in number by 207, which the service believes may be attributed to the COVID-19 lockdown restrictions. The biggest reduction in referrals has been for housing which has been a 90%; this is a key reflection of the transfer of emergency homelessness to the NIHE in Jan 2020. Belfast Trust continues to generate the most referrals in all Programmes of Care, almost double, compared to the other Four Trust areas

Table 1 : Figures POC and by Trust 2020-2021 (not including inappropriate referrals)

| | Belfast | SETrust | Southern | Northern | Western | Other | Total |
|----------------------------|-------------|-------------|-------------|-------------|-------------|------------|--------------|
| F&CC inc DV | 2971 | 1505 | 1471 | 1883 | 1533 | 96 | 9459 |
| Mental Health | 804 | 318 | 325 | 469 | 382 | 49 | 2347 |
| Older People | 835 | 528 | 370 | 671 | 262 | 11 | 2677 |
| ASP1 Referrals | 43 | 9 | 15 | 16 | 11 | 0 | 94 |
| Physical Disability | 212 | 111 | 101 | 102 | 53 | 12 | 591 |
| Learning Disability | 217 | 86 | 55 | 151 | 75 | 4 | 588 |
| Housing | 32 | 15 | 12 | 4 | 20 | 0 | 83 |
| Total | 5114 | 2572 | 2349 | 3296 | 2336 | 172 | 15839 |

Graph 1: Total number of Referrals per Year

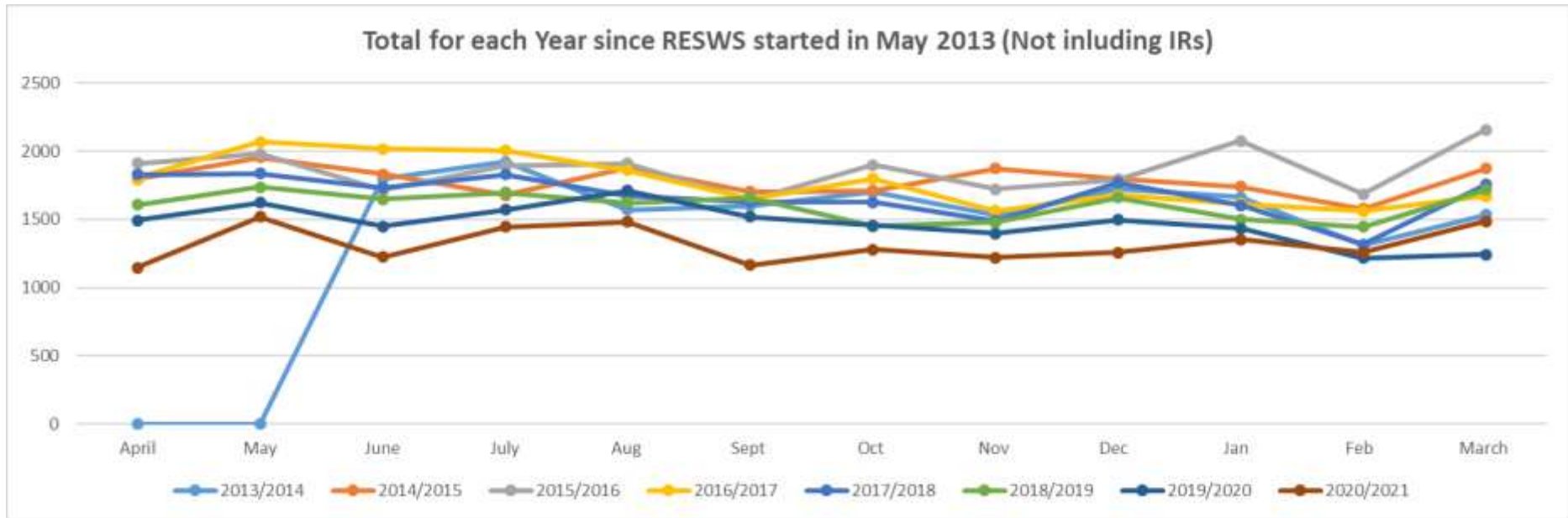


Table 2 : Total number of Referrals per Year

| | 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 |
| 2017/2018 | 1830 | 1836 | 1733 | 1829 | 1671 | 1631 | 1628 | 1490 | 1771 | 1606 | 1315 | 1755 | 20095 | -1198 |
| 2018/2019 | 1607 | 1736 | 1649 | 1696 | 1624 | 1660 | 1451 | 1478 | 1659 | 1502 | 1447 | 1720 | 19229 | -866 |
| 2019/2020 | 1494 | 1621 | 1451 | 1572 | 1711 | 1518 | 1456 | 1396 | 1496 | 1433 | 1218 | 1243 | 17609 | -1620 |
| 2020/2021 | 1146 | 1518 | 1225 | 1446 | 1482 | 1167 | 1280 | 1221 | 1257 | 1354 | 1257 | 1486 | 15839 | -1770 |

Inappropriate referrals

All referrals that do not meet threshold for an emergency response are recorded as inappropriate referrals onto the UDAPP. The number of inappropriate referrals has been on the increase since 2018. This year the service had 1994 inappropriate referrals which is an increase of 153 from the previous year (see Graph 2 & Table 3) . The service has completed a scoping exercise and determined that a large number of inappropriate referrals are from professional referrals namely hospitals and NIAS. A priority for the service in 2020/21 will be to engage these named stakeholders to complete engagement sessions centred on the role and remit of the RESWS.

Graph 2 : Number of Inappropriate Referrals since 2018

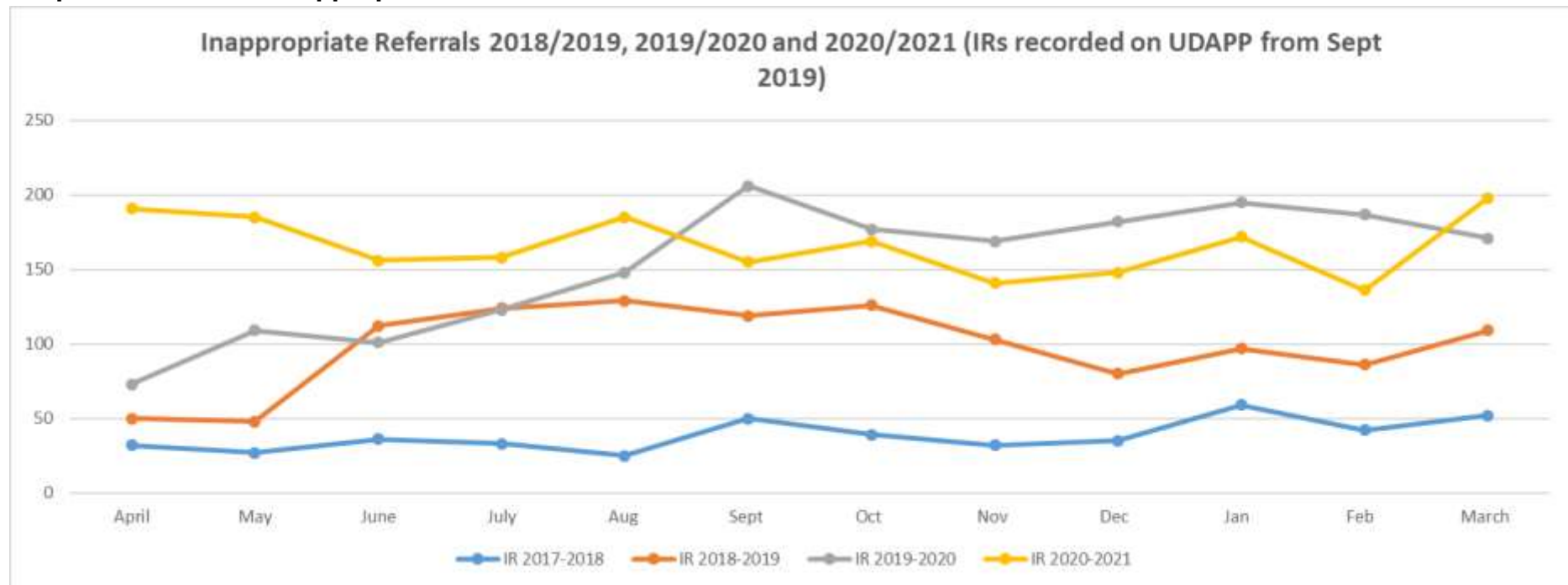


Table 3 : Number of Inappropriate referrals

| | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Total | + / - |
|---------------------|-------|-----|------|------|-----|------|-----|-----|-----|-----|-----|-------|-------------|----------|
| IR 2017-2018 | 32 | 27 | 36 | 33 | 25 | 50 | 39 | 32 | 35 | 59 | 42 | 52 | 462 | 0 |
| IR 2018-2019 | 50 | 48 | 112 | 124 | 129 | 119 | 126 | 103 | 80 | 97 | 86 | 109 | 1183 | +721 |
| IR 2019-2020 | 73 | 109 | 101 | 123 | 148 | 206 | 177 | 169 | 182 | 195 | 187 | 171 | 1841 | +658 |
| IR 2020-2021 | 191 | 185 | 156 | 158 | 185 | 155 | 169 | 141 | 148 | 172 | 136 | 198 | 1994 | +153 |

Alerts

Alerts submitted to the RESWS are imperative for risk management and decision-making. The service is pleased to report an increase in the number of alerts received by 1031 from 2019/20.

Graph 3 : Total number of Alerts received

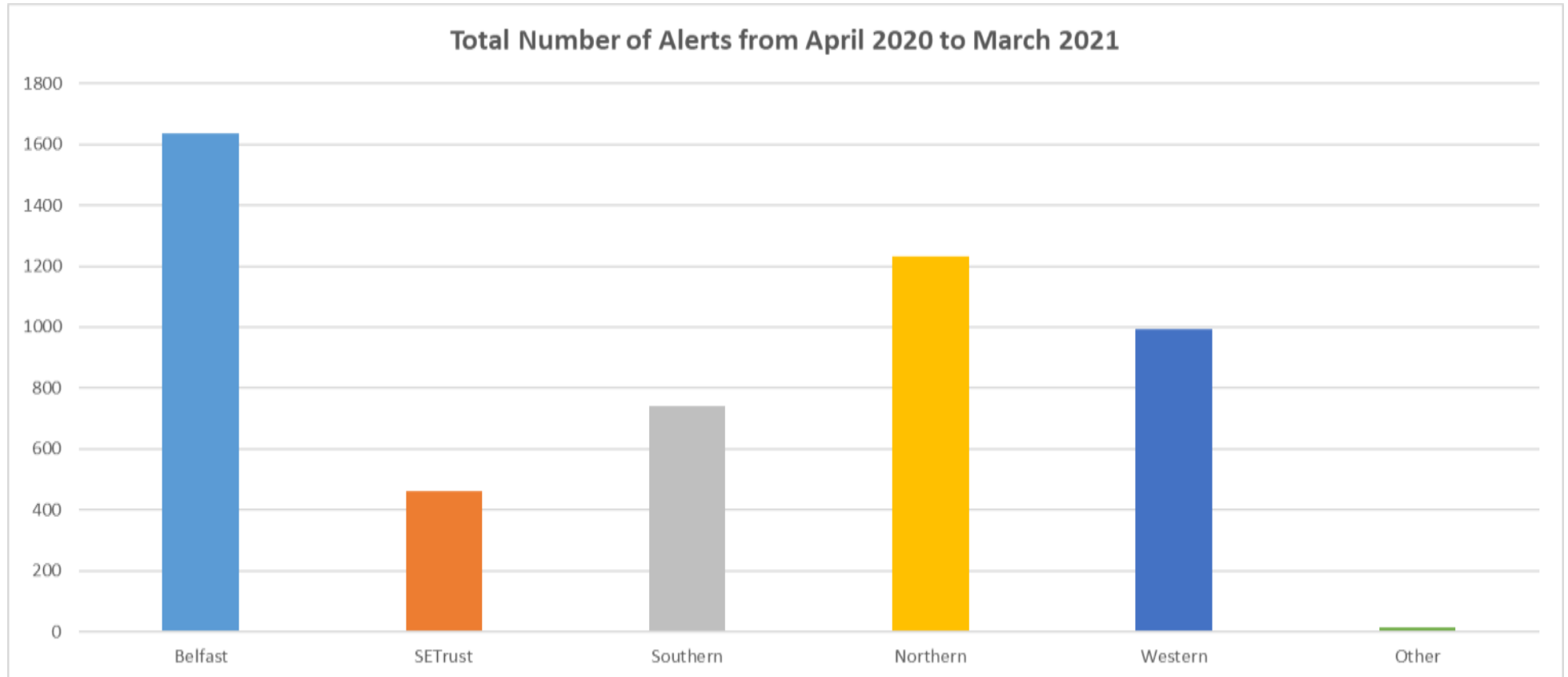


Table 4 : Number of Alerts received

| | Belfast | SETrust | Southern | Northern | Western | Other | Total |
|--------|---------|---------|----------|----------|---------|-------|-------|
| Alerts | 1637 | 462 | 740 | 1231 | 994 | 12 | 5076 |

Family & Child Care including Domestic Violence

The service has dealt with 9454 family and childcare referrals (including domestic violence) in this reporting period. This continues to be a trend of a reduction in last year's figure of 9871 referrals. Similar to previous years the highest number of referrals were generated in the Belfast Trust and Northern Trust. Referrals rates amongst each Trust are also similar to last year with nothing of significance to report.

Graph 4 : Number of Family and Childcare referrals including Domestic Violence

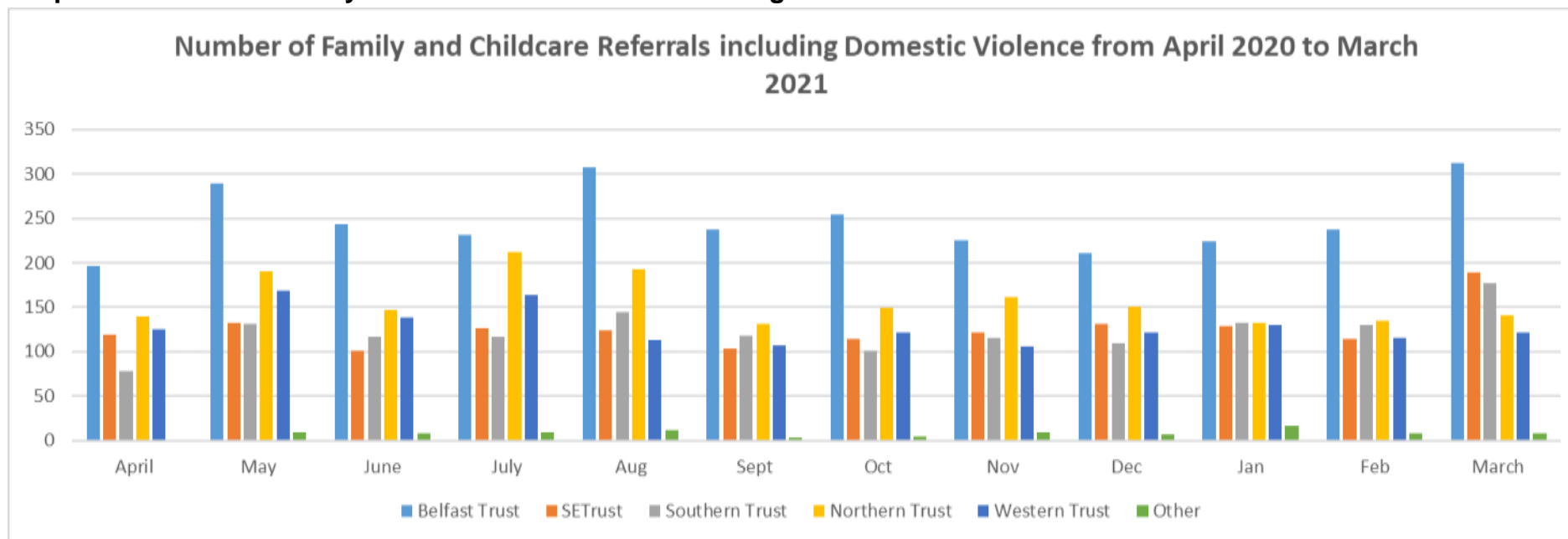


Table 5 : Number of Family and Child Care referrals including Domestic Violence

| | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Total |
|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Belfast Trust | 197 | 289 | 243 | 231 | 307 | 238 | 255 | 226 | 211 | 224 | 237 | 313 | 2971 |
| SETrust | 119 | 133 | 101 | 126 | 124 | 104 | 114 | 121 | 131 | 129 | 114 | 189 | 1505 |
| Southern Trust | 78 | 131 | 117 | 117 | 144 | 118 | 101 | 116 | 109 | 133 | 130 | 177 | 1471 |
| Northern Trust | 140 | 190 | 147 | 212 | 193 | 131 | 149 | 162 | 151 | 132 | 135 | 141 | 1883 |
| Western Trust | 125 | 169 | 138 | 164 | 113 | 107 | 122 | 106 | 122 | 130 | 116 | 121 | 1533 |
| Other | 1 | 9 | 8 | 9 | 12 | 3 | 5 | 9 | 7 | 17 | 8 | 8 | 96 |
| Total | 660 | 921 | 754 | 859 | 893 | 701 | 746 | 740 | 731 | 765 | 740 | 949 | 9459 |

Mental Health Referrals

Mental health referrals for 2020/21 is 2347, a small decrease from the previous reporting period (2554). ASW staff undertook a total of 660 assessments, which is a modest increase from the previous reporting period (652). Of the 660 patients, 618 Patients were admitted for assessment. Graph 5 and Chart 6 clearly demonstrates BHSCT having significant higher referral rates than the other four Trusts.

Graph 5 : Number of Mental Health referrals

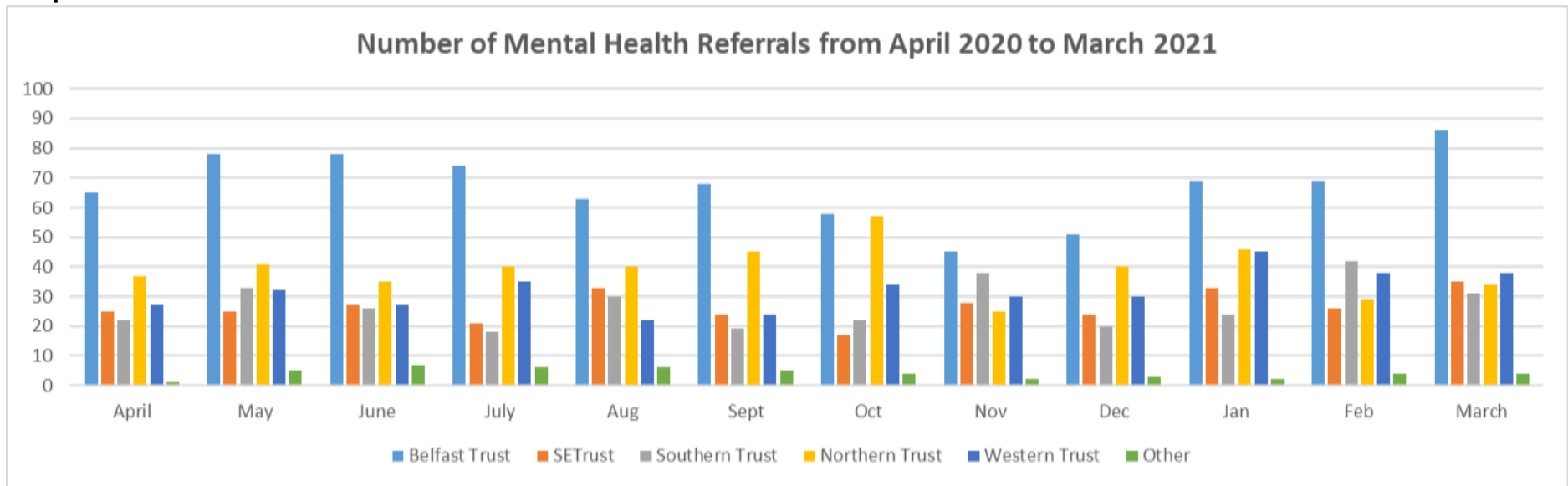


Table 6 : Number of Mental Health referrals

| | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Total |
|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Belfast Trust | 65 | 78 | 78 | 74 | 63 | 68 | 58 | 45 | 51 | 69 | 69 | 86 | 804 |
| SETrust | 25 | 25 | 27 | 21 | 33 | 24 | 17 | 28 | 24 | 33 | 26 | 35 | 318 |
| Southern Trust | 22 | 33 | 26 | 18 | 30 | 19 | 22 | 38 | 20 | 24 | 42 | 31 | 325 |
| Northern Trust | 37 | 41 | 35 | 40 | 40 | 45 | 57 | 25 | 40 | 46 | 29 | 34 | 469 |
| Western Trust | 27 | 32 | 27 | 35 | 22 | 24 | 34 | 30 | 30 | 45 | 38 | 38 | 382 |
| Other | 1 | 5 | 7 | 6 | 6 | 5 | 4 | 2 | 3 | 2 | 4 | 4 | 49 |
| Total | 177 | 214 | 200 | 194 | 194 | 185 | 192 | 168 | 168 | 219 | 208 | 228 | 2347 |

Older People

The number of older people referrals has remained relatively stable with a small increase from 2858 (2019/20) to 2677 in this reporting period. Comparing the figures from previous years a trend is emerging in the BHSCT generating the highest volume of referrals within this programme of care.

Graph 6 : Number of Older People referrals

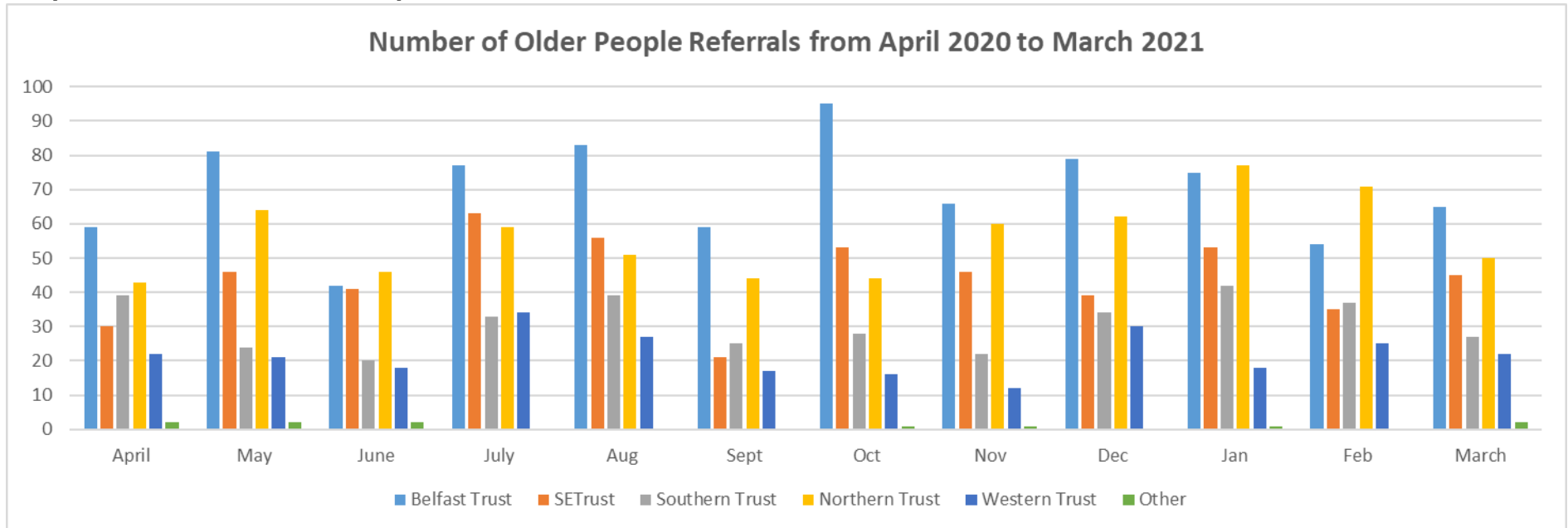


Table 7 : Number of Older People referrals

| | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Total |
|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Belfast Trust | 59 | 81 | 42 | 77 | 83 | 59 | 95 | 66 | 79 | 75 | 54 | 65 | 835 |
| SETrust | 30 | 46 | 41 | 63 | 56 | 21 | 53 | 46 | 39 | 53 | 35 | 45 | 528 |
| Southern Trust | 39 | 24 | 20 | 33 | 39 | 25 | 28 | 22 | 34 | 42 | 37 | 27 | 370 |
| Northern Trust | 43 | 64 | 46 | 59 | 51 | 44 | 44 | 60 | 62 | 77 | 71 | 50 | 671 |
| Western Trust | 22 | 21 | 18 | 34 | 27 | 17 | 16 | 12 | 30 | 18 | 25 | 22 | 262 |
| Other | 2 | 2 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 2 | 11 |
| Total | 195 | 238 | 169 | 266 | 256 | 166 | 237 | 207 | 244 | 266 | 222 | 211 | 2677 |

Adult safeguarding

This year's figure for adult safeguarding has significantly decreased from 194 in 2019/20 to 94 in this reporting year. The service receives a significant number of calls into the service which are safeguarding queries but require no immediate action to protect the adult.

Graph 7 : Number of ASP1 referrals

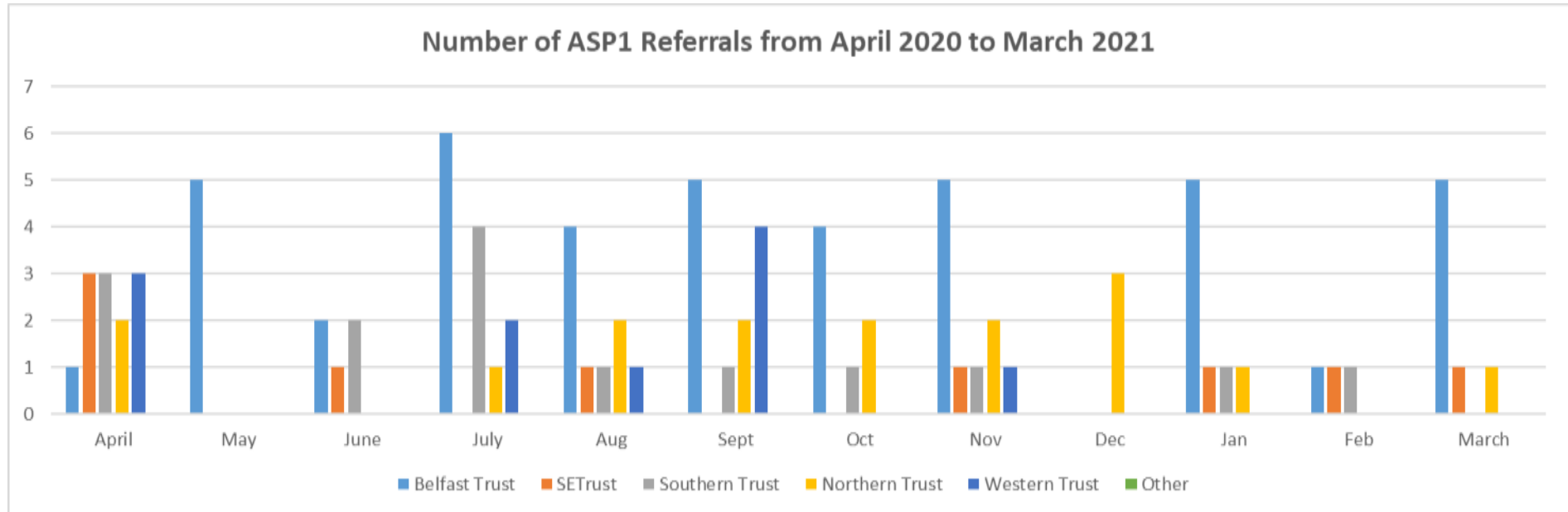


Table 8 : Number of ASP1 referrals

| | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Total |
|-----------------------|-----------|----------|----------|-----------|----------|-----------|----------|-----------|----------|----------|----------|----------|-----------|
| Belfast Trust | 1 | 5 | 2 | 6 | 4 | 5 | 4 | 5 | 0 | 5 | 1 | 5 | 43 |
| SETrust | 3 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 9 |
| Southern Trust | 3 | 0 | 2 | 4 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 15 |
| Northern Trust | 2 | 0 | 0 | 1 | 2 | 2 | 2 | 2 | 3 | 1 | 0 | 1 | 16 |
| Western Trust | 3 | 0 | 0 | 2 | 1 | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 11 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 12 | 5 | 5 | 13 | 9 | 12 | 7 | 10 | 3 | 8 | 3 | 7 | 94 |

Physical and Learning Disability

Physical Disability has seen a slight increase in cases from 585 (2019/20) to 591 in this reporting period. The increase in referral rates have been across Belfast Trust, South Eastern Trust and Southern Trust. Similarly, Learning Disability also experienced an increase of 166 referrals in this reporting period. BHSCT generating the most amount of referrals followed by the SEHSCT, closely followed by the SHSCT, NHSCT and the WHSCT having the lowest referral rates for this programme of care.

Graph 8 : Number of Physical Disability referrals

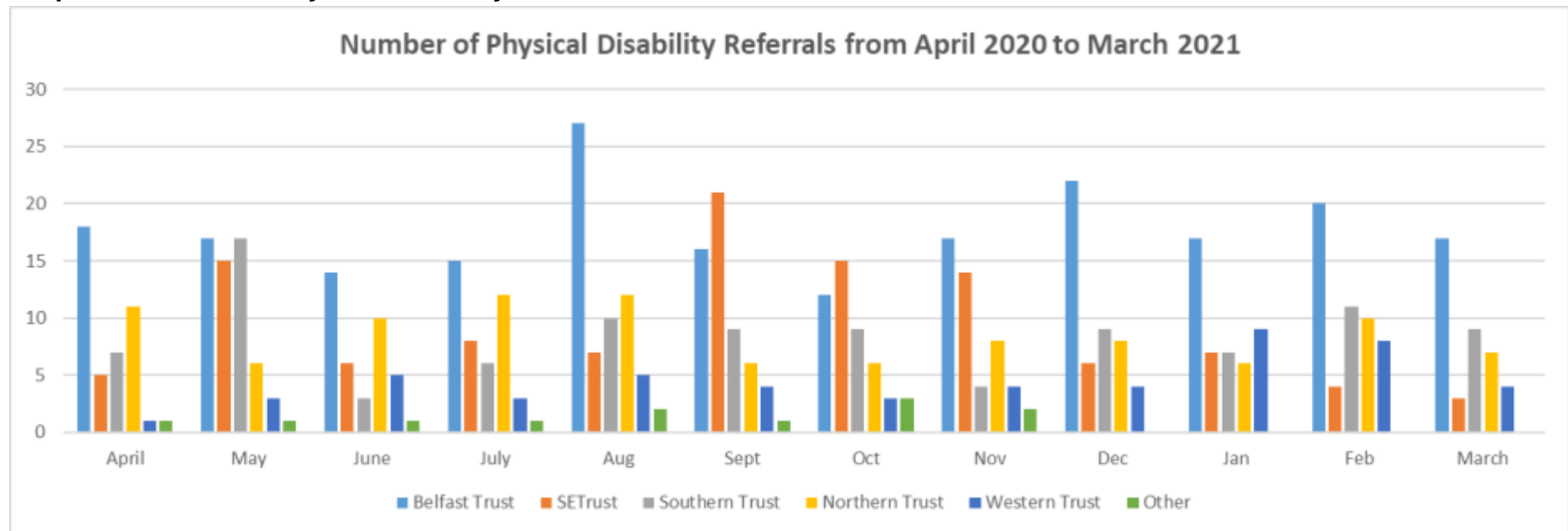


Table 9 : Number of Physical Disability referrals

| | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Total |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Belfast Trust | 18 | 17 | 14 | 15 | 27 | 16 | 12 | 17 | 22 | 17 | 20 | 17 | 212 |
| SETrust | 5 | 15 | 6 | 8 | 7 | 21 | 15 | 14 | 6 | 7 | 4 | 3 | 111 |
| Southern Trust | 7 | 17 | 3 | 6 | 10 | 9 | 9 | 4 | 9 | 7 | 11 | 9 | 101 |
| Northern Trust | 11 | 6 | 10 | 12 | 12 | 6 | 6 | 8 | 8 | 6 | 10 | 7 | 102 |
| Western Trust | 1 | 3 | 5 | 3 | 5 | 4 | 3 | 4 | 4 | 9 | 8 | 4 | 53 |
| Other | 1 | 1 | 1 | 1 | 2 | 1 | 3 | 2 | 0 | 0 | 0 | 0 | 12 |
| Total | 43 | 59 | 39 | 45 | 63 | 57 | 48 | 49 | 49 | 46 | 53 | 40 | 591 |

Graph 9 : Number of Learning Disability referrals

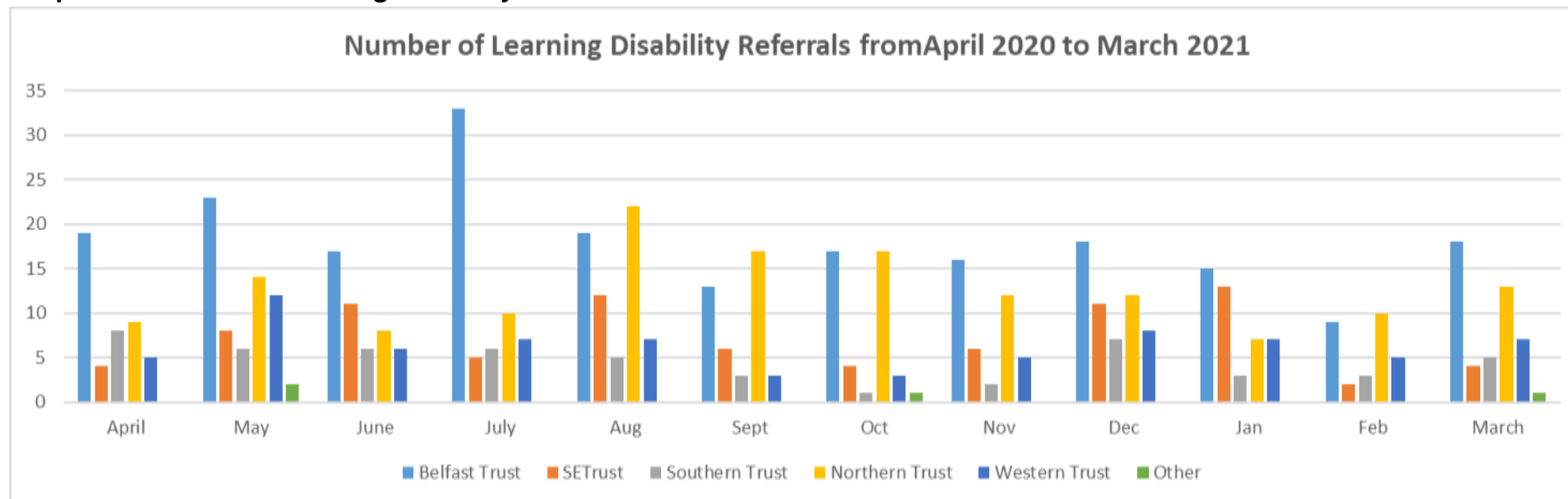


Table 10 : Number of Learning Disability referrals

| | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Total |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Belfast Trust | 19 | 23 | 17 | 33 | 19 | 13 | 17 | 16 | 18 | 15 | 9 | 18 | 217 |
| SETrust | 4 | 8 | 11 | 5 | 12 | 6 | 4 | 6 | 11 | 13 | 2 | 4 | 86 |
| Southern Trust | 8 | 6 | 6 | 6 | 5 | 3 | 1 | 2 | 7 | 3 | 3 | 5 | 55 |
| Northern Trust | 9 | 14 | 8 | 10 | 22 | 17 | 17 | 12 | 12 | 7 | 10 | 13 | 151 |
| Western Trust | 5 | 12 | 6 | 7 | 7 | 3 | 3 | 5 | 8 | 7 | 5 | 7 | 75 |
| Other | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 4 |
| Total | 45 | 65 | 48 | 61 | 65 | 42 | 43 | 41 | 56 | 45 | 29 | 48 | 588 |

Emergency Homelessness

The biggest decline in referral rates has been the provision of emergency homelessness which is now the responsibility of the NIHE. The service has experienced a 90 % reduction in these referrals. The RESWS continues to provide accommodation for any young person presented to the housing executive under the age of 18.

Graph 10 : Number of Housing referrals

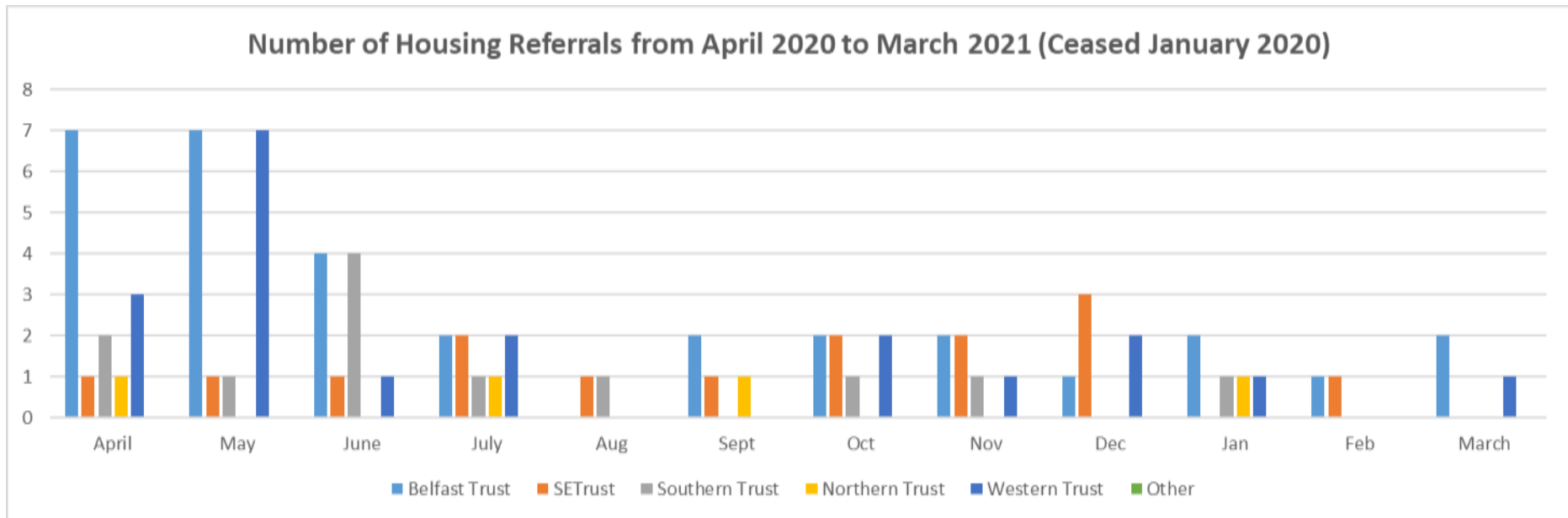


Table 11 : Number of Housing referrals

| | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | Total |
|-----------------------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Belfast Trust | 7 | 7 | 4 | 2 | 0 | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 32 |
| SETrust | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 2 | 3 | 0 | 1 | 0 | 15 |
| Southern Trust | 2 | 1 | 4 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 12 |
| Northern Trust | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 4 |
| Western Trust | 3 | 7 | 1 | 2 | 0 | 0 | 2 | 1 | 2 | 1 | 0 | 1 | 20 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 14 | 16 | 10 | 8 | 2 | 4 | 7 | 6 | 6 | 5 | 2 | 3 | 83 |

Appendix 1

Membership of Consortium Board

Carol Diffin, Director of Social Work, Belfast Health & Social Care Trust
Paul Morgan, Director of Social Work, Southern Health & Social Care Trust (Chair)
Deirdre Mahon, Director of Social Work, Western Health & Social Care Trust
Barbara Campbell, Director of Social Work, South Eastern Health & Social Care Trust
Maura Dargan, Director of Social Work, Northern Health & Social Care Trust

In attendance: Kerrylee Weatherall, Belfast Health & Social Care Trust
 Melissa Campbell, Belfast Health & Social Care Trust
 David Douglas, Southern Health & Social Care Trust

Membership of Operational Management Group

David Douglas, Southern Health & Social Care Trust - Chair (Childrens)
Kerrylee Weatherall, Belfast Health & Social Care Trust (Childrens & RESWS)
Mary O'Brien, Belfast Health & Social Care Trust (Adults)
Des Flanagan, Belfast Health & Social Care Trust (RESWS)
Cecilia Robinson, Northern Health & Social Care Trust (Childrens)
Amanda Burgess, Northern Health & Social Care Trust (Adults)
Darren Strawbridge, Western Health & Social Care Trust (Adults)
Stella Kelly, Southern Health & Social Care Trust (Childrens)
Kathy Lavery, Southern Health & Social Care Trust (Adults)
Mairead Davey, South Eastern Health & Social Care Trust (Childrens)
Joanna Burns, South Eastern Health & Social Care Trust (Adults)