

Justice Committee

Demand-led policing: service of first and last resort

Written submissions received from social work services

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Written submission from Angus Council

Thank you for your request for information and data in relation the Scottish Parliament's Justice Committee roundtable evidence session on 'demand-led policing' on 24 January 2017.

We were asked to provide information, including data, about the provision by Local Authorities of out-of-hours social work services that are available for people who may also require the assistance of the police and facilities to enable people to recover from the use of drugs and alcohol.

Angus Position

Angus Council has a generic OOHS which is available out of office hours for all children and adults in need; the focus is generally around child welfare and those adults deemed to be at risk of harm, or in fact suffering directly from mental health difficulties. The service is a joint service with and hosted by Dundee City Council.

If during the out of hours period, a high level of intoxication raises health concerns, this is responded to by medical staff and Police Scotland have a protocol in place to manage such episodes locally. When the OOHS is alerted about an adult who is in need of care or protection and is recovering from drugs or alcohol the need for medical assessment is explored in the first instance. Health services and/or police where appropriate are contacted.

For those cases where OOHS are contacted and someone has been medically assessed as not requiring a health intervention but is considered to be vulnerable and in need of personal care or other support, an assessment of need and risk is undertaken. Where appropriate, immediate supports are identified until day time services can undertake a more comprehensive assessment.

All local substance misuse services, including those operated by the third sector, offer an open referral system and Police Scotland can refer people directly for assessment. Local substance and mental health services are currently piloting engagement with Police Scotland for a 6 month period around a "Complex Case Investigation Group" exploring those cases that impact on local policing and communities, although this does not have a specific OOHS remit at this stage.

The statistical data relating to our OOHS provision does not offer a breakdown by type of problem/service user group.

It trust this information is sufficient for your needs, however if you require further information, please do not hesitate to contact me.

Richard Stiff
Chief Executive
5 April 2017

Written submission from Dumfries and Galloway Council

Our out of hours service is provided by Glasgow Partners emergency service the stats indicated that from 01/01/16 – 31/12/16 there were 13 adult Alcohol and drug related referrals only 1 of which resulted in a call out.

I'm afraid we don't have any more details as we don't record if there were drug and alcohol issues related to the call out. A standby worker would not become directly involved with dealing with a solely drug and alcohol issue this would be a police matter which they would deal with and alert us if they felt that Social Work intervention was required .

There are no out of hours alcohol or drug services provided in D & G. Police will access an out of hours force medical officer to determine whether they need to be taken to A & E for assessment/treatment or not. They would be able to seek advice from Addaction who provide a telephone contact Monday to Friday 5pm to 8pm this contract is part of the funding award via the ADP. They also provide limited out of hours booked appointments for both caseload management work and IEP. Out with these times there are no available services other than accessing national help lines

4 April 2017

Written submission from East Ayrshire Council

In Ayrshire and Arran we are developing an Integrated Urgent Care Service. This follows from the review led by Sir Lewis Ritchie. Our Integrated Services include Medical, Nursing and Social Work including Crisis Mental health Nurses.

Through our urgent care resource hub access is available to Social Workers throughout the out of hours period 7 days a week who will provide support, guidance and information to Police Scotland and to people in distress.

Ayrshire and Arran have piloted an out of hours Police Triage Service between Police and Crisis Mental Health Services to improve pathways and access to mental health interventions while also reducing time in Emergency departments and Police time.

The second phase of this pilot is to consider pathways for those who present in distress out of hours but do not require a Mental Health intervention but may require support in reducing their distress. Many of these individuals may be under the influence of Alcohol and/or Drugs.

Currently we are trying to collect wider data and information from a number of services (Police, Out of Hours Services, and Emergency Departments) to map the types of presentations, pathways and outcomes for these individuals-with a view to assessing whether different and more effective pathways are required and for whom.

We are working with cognisance of the National Distress Brief Interventions Work.

Additionally, the 3 Ayrshire ADP's fund liaison services, based in the acute hospitals to support mental health and/or alcohol and drug related issues. This service is available 9am – 7pm 7 days per week. They offer assessment and treatment advice to acute colleagues as well as referral onto other specialist addictions services.

As a key partner within the ADP's, Police Scotland colleagues play a vital role in the planning and development of services to meet the need of this group of people and as partners, consideration is given to the planning of responses in the out of hours period. As a result, EAHSCP are piloting with Police Scotland colleagues and other emergency services a low threshold service. This will afford colleagues the opportunity to refer at risk individuals to specialist services directly. It is hoped that by adopting this approach that people most at risk of accidental overdose will receive the support they require to prevent untimely deaths.

In addition Mental Health services have a group of Advanced Nurse Practitioners who offer assessment and treatment support to people attending Emergency Departments both in and out of hours. This includes mental health and/or people with alcohol and drug related issues.

Additionally, due to a recent change in legislation around naloxone, more Community Planning key stakeholders will be involved in the supply and administration of this life saving intervention.

Each of the 3 HSCP's fund NHS Addiction services who operate an open referral system and provide treatment support to people with addiction issues 365 days per year 9am-5pm Mon- Fri and 9am-1245pm Sat, Sun and public holidays. Additionally telephone advice is available via the in-patient addiction ward (Ward 5 Woodland View) 24/7, 365 days per year.

31 March 2017

Written submission from East Dunbartonshire Health and Social Care Partnership

Purpose of Report

To identify DATA on Social Work and Alcohol out of hours services and facilities provided by Local Authority

Summary

The Scottish Parliament Justice Committee held a very wide ranging debate on 24 January 2017 on the wide ranging and complex issues which Police Scotland responds to. In the context of this report, this would include individuals with drug and alcohol issues and those who would be considered to have a Co-morbid diagnosis, primarily mental health issues. The core information sought is that of availability of services out of hours, which will be provided in the body of the Report. However, the Justice Committee also reflected a number of needs in terms of configuring and developing services in terms of collaboration and partnership working, the need for a 'single, complete community based assessment and a holistic view of how we deal with individuals who might need help or assistance' (P11), the writer will focus also upon the principles and priorities which have underpinned service development under the leadership of the Alcohol and Drug Partnership.

Main Report

The Alcohol and Drug Partnership (ADP) has sought to develop a range of community based services in line with a Comprehensive Needs Assessment which harvested views from all providers of substance misuse services, including 300 service users and carers, within East Dunbartonshire and to develop a range of family and peer support services alongside formal service provision, thus providing community based wraparound services for individuals in distress or need and their families and carers. The Alcohol and Drug Partnership has been successful in attracting just under £1 million in external funding to develop a range of Voluntary services to work with some of our most complex cases, often utilising an assertive outreach approach to facilitate and consolidate engagement and to reduce reliance upon statutory services. As recommended in the report, a single assessment is used across all services to reduce duplication and continual iteration on the part of the service user, where specific needs are highlighted and information is kept up to date. The East Dunbarton Alcohol and Drug Service (EDADS) also, with the service users permission, offers an invite to the individuals family or carer at first appointment, this has been very successful in engaging family support which can be a crucial part of an individual's recovery, and is the only service in Scotland to offer this. We are also the first ADP to commission a Family Support Development Worker from Scottish Families Affected by Alcohol and Drugs which has enabled a supportive peer network across East Dunbartonshire and has given a voice to parents and carers who formerly would not have raised their heads above the parapet for fear of shame and stigma – a number of individuals have met with the Health minister at specific events through the support which they have received and have become involved in i.e. the Recovery Café where their practical experience is utilised in a number of ways, this initiative again reduces reliance on statutory services and provides a

proactive response to families in crisis. We were also fortunate to develop other services on a collaborative partnership basis including Turning Point Scotland Housing First service, directly referred to in the Justice Committee report, in response to recognition that there was a significant cohort of individuals who had either been failed to maintain or attain a tenancy due to complex Co-morbid issues. This service operates an assertive outreach approach and has been very successful in maintaining individuals in tenancies that have, for decades in some cases, been subject to repeat cycle of homelessness and disrupted lives – often the most vulnerable and chaotic of service users. Housing Committee also agreed an accelerated Housing route for these individuals which have made an immense difference to availability of appropriate tenancies.

We have also been fortunate to commission an Addaction Families First service in response to a relatively large number of Child Protection referrals – this service also operates an assertive outreach model and works with 35 families per year who are either involved in Child Protection processes or who may be on the cusp of same. Both of the aforementioned are funded in a tri-partite way between the ADP and Housing and Homelessness Services and Children and Families services. As noted in the Justice Committee report, austerity and reducing budgets also have an effect upon support services – funding of this nature helps ensure sustainability going forward, is at the heart of recommendations within the Christy Commission and consolidates deep collaboration and engagement within partnerships.

East Dunbartonshire also has a well-recognised Recovery Café which received a National Award from Safer Communities Scotland in Engaging Communities and Developing Community Awareness – this initiative is a collaboration between service users, statutory and voluntary services and was a direct result of consultation drawn from service users who stated that they often struggled on weekends and evenings when services were closed, it is currently a pop up café, a partnership with Kirkintilloch Baptist Church and operates on the first Saturday of every month. Whilst the writer initially facilitated this it is now completely run by service users who comprise the management committee and who have led by example and engaged the wider business community.

We have also developed a Recovery Hub which aims to engage individuals who may not be engaged with services and offers a supportive route into services. All services also operate Self-Management and Recovery Training (SMART) groups which are available at weekends and some evenings. A leaflet outlining the recovery services available and opening hours is attached to this report. We also have small information cards available which require updating in relation to service development and changes in the past 2 years.

We have sought to develop community based services which are well anchored and which provide very natural support to individuals who may have lost a great deal in terms of personal and family relationships through the tenure of their drug and alcohol using journey and would seek to support the repair of fractured relationships.

Police Scotland is a major partner of the Alcohol and Drug Partnership and there are positive examples of collaborative working which has involved funding from the ADP for short pieces of work and campaigns under the Licencing umbrella such as Agent

Purchasing in respect of underage purchasing. Whilst the Recovery leaflet has been cascaded to police stations across East Dunbartonshire, it may be very useful to facilitate awareness raising workshops with Police Scotland and Fire and Rescue Scotland, given the significant nature of developments within substance misuse services. A similar awareness session was facilitated between EDADS and Voluntary sector partners 18 months ago and was very successful in helping cross understanding of services and integrated working.

A number of voluntary services partners are co-located within Kirkintilloch Health and Care which has been very valuable in terms of communication and appropriate information sharing between EDADS and the Voluntary sector a key recommendation of the Justice Committee meeting. It should also be stated that East Dunbartonshire Alcohol and Drug Partnership is the best performing ADP in terms of Naloxone Training and distribution and exceeds the Scottish Government target significantly. Now that the Memorandum of Understanding has been agreed in relation to training of family members, we have successfully trained a number of families and carers, a development which saves lives which could be lost to overdose.

Operating hours of services are as follows –

- EDADS 9am-5pm. Positive joint working with Police Scotland as appropriate and with Fire and Rescue Scotland in relation to risk assessment. EDADS also now operates a drop in service which has widened availability to individuals and significantly reduced DNA's.
- Carr-Gomm Allotment Service 10am-6pm, available on Saturdays and late working one evening per month.
- Housing First – On call service available 24/7 x 365 days per year alongside office hours.
- Scottish Families Affected by Drugs and Alcohol. Support Worker available 4 days per week. Free Helpline 9am-11pm Weekdays and 5-11 Saturdays and Sundays. Family Support group available every second Thursday 6.30-8.30 at Milngavie Library. Tele-health available on evenings and weekend.
- Glasgow Council on Alcohol – Glasgow service available 9am-9pm Mon-Wed. East Dunbartonshire Service available 9am-5pm, Saturday 9am-1pm and late evening appointments as required.
- Group Recovery Aftercare Community Enterprise (GRACE), available 9am-5pm and Mondays 7pm-9pm.
- Addaction Families Plus. Available 9am-5pm. Offers flexible support evenings or weekends.

Recommendations

- It is recommended that local awareness workshops are facilitated locally between statutory and voluntary services to ensure shared understanding and integrated working with the potential for shadowing to enable deeper understanding and stronger partnerships.
- Further cascading of the comprehensive Recovery focus leaflet.
- Updating and cascading of recovery information cards.

- Implementation of joint priorities and joint resource sharing in response to identified needs and priorities.

Written submission from East Renfrewshire Council

Thank you for your request around social work and drugs and alcohol out-of-hours services and facilities provided by East Renfrewshire.

East Renfrewshire Health and Social Care Partnership provides all social work services and the local community addiction service to our local communities. Out of hours services are, however, provided by Glasgow and Partners Emergency Social Work Services.

Where out of hours services are called to attend to an address in East Renfrewshire (whether already known or not to the HSCP, our local records will be checked and a report provided to the local duty manager the next morning. This enables us to undertake any follow up action as required.

East Renfrewshire HSCP has no provision for drug & alcohol out-of-hours services – where emergency situations arise outwith working hours, the Emergency out-of-hours social work service would respond where appropriate, alongside liaison with acute health services, police etc. as appropriate.

11 April 2017

Written submission from Glasgow City Council

As requested I can confirm that we are one of the seven authorities who are contracted into the provision of the Out of Hours Social Work Service, known as Glasgow and Partners. The lead authority for the provision of this service is Glasgow City Council. We have a Minute of Agreement in place however I thought it would be more helpful to send you, as attached a copy of Schedule A which outlines the services provided and the details of the partnership.

In the main the service covers both adult and child care work that presents as an emergency when day time offices have closed. Whilst support in respect of alcohol and drug issues is not specifically stated there will be cases of both child and adult protection where addiction is a significant issue.

In addition to this we provide a local Crisis Mental Health Out of Hours service – which covers when our two day time services have closed. They work between the hours of 5 – 8pm Monday to Friday and Saturday and Sunday and on Public Holidays only people open to the service can contact crisis directly. Out with these hours they would contact Standby, NHS 24 or may come in to contact with the Police.

Whilst this is in the main a mental health Crisis service we are very aware of the comorbidity of service users who experience mental health problems and also have addiction dependencies. The work of the Crisis team is usually planned but on occasion they can respond to emergencies.

We also have Service level Agreements in place with two local voluntary services specifically in relation to addictions – DACA and Alternatives. Both services offer support to people with addictions in terms of groups work and one to one work, again often after hours but in the main this work is planned. There is also the provision of a Recovery Cafe on a Saturday afternoon and also on public holidays to support drug users in recovery in the community.

This is Schedule A referred to in the foregoing Minute of Agreement between Glasgow City Council, Dumfries and Galloway Council, East Dunbartonshire Council, East Renfrewshire Council, Inverclyde Council, Renfrewshire Council and West Dunbartonshire Council.

Schedule A - Service Specification

1 INTRODUCTION

1.1 This Service Specification sets out the service outline including, objectives, criteria for the service and operational working arrangements of the Out of Hours Social Work Service. (Glasgow and Partners Social Work Service.)

For the purpose of this document the Glasgow and Partners Emergency Social Work Service will be referred to as the G&PSWS.

1.2 The G&PSWS offers an out of hours, emergency statutory Social Work Service to seven user councils. The user councils are: Glasgow, Dumfries and Galloway, East Dunbartonshire, East Renfrewshire, Inverclyde, Renfrewshire and West Dunbartonshire.

1.3 The service is managed by Glasgow City Council which acts as the lead authority providing both operational and external management of the service.

1.4 A Joint User Group oversees the work of the service and each participating user council is required to identify a senior member of staff to participate in this group. The Joint User Group meets quarterly to discuss common business issues, service contract details and performance management issues.

2 SERVICE OBJECTIVES

The G&PSWS has been established to meet the following objectives:

- To provide an effective out of hours emergency social work service that fulfils statutory requirements.
- To provide effective assessment and crisis intervention services to members of the public.
- To support and protect vulnerable members of the public out with normal working hours.
- To ensure effective continuity of care between day time and emergency out of hours provision.
- To support joint working arrangements out with normal working hours. The G&PSWS will assess each referral it receives and prioritise this work, determining the required response for each.

3 SERVICE PROFILE

3.1 Glasgow and Partners Emergency Social Work Service deals with Social Work referrals which are too urgent to await the involvement of the local Social Work Area Services the next working day.

3.2 Referrals can be made by members of the public, external agencies or by day time services on an 'Alert' basis. All referrals requiring an urgent response and received during office hours should be dealt with by the local Social Work Area Team.

3.3 Glasgow and Partners Emergency Social Work Service will assess each referral it receives and prioritise this work, determining the required response for each.

3.4 Child protection, mental health, and vulnerable frail elderly/adult support and protection which meet the above criteria will be given a priority.

3.5 Access to Glasgow and Partners Emergency Social Work Service is by free phone:- Social Work 0800 811 505.

E-mail: standby@glasgow.gsx.gov.uk
 Fax: 0141 334 8577 | 0141 357 4309

3.6 Glasgow and Partners Emergency Social Work Service operates a shift system to provide emergency Social Work Service cover for out of hours. The Glasgow and Partners Emergency Social Work Service periods are defined as follows:

Monday -Thursday: 5.00 pm - 9.00 am
 Friday- Monday : 4.00pm - 9.00am

All public holidays for Glasgow City Council and the member authorities (some of which may differ). Public holiday cover arrangements require to be reviewed annually.

3.7 A Duty Team Leader is available from 4.00 pm Monday- Thursday and from 3.30 pm on Fridays. Social Workers commence their rota at 4.00 pm Monday-Thursday and 3.30 pm on Fridays. This allows Area Services to exchange urgent information to the Glasgow and Partners Emergency Social Work Service and vice versa, by phone, if required.

3.8 All Social Workers in the service are required to have at least 2 years post qualifying experience and it is desirable that they are approved mental health officers and are trained in joint investigative interviewing with the police in child protection and carry out joint investigations.

Admin support workers support all aspects of the service operations.

3.9 Glasgow and Partners Emergency Social Work Service will strive to meet invitations to relevant case conferences and group discussions and to attend appropriate management forums and other meetings to improve liaison through the User Councils and the respective services.

4 ROLES AND RESPONSIBILITIES

4.1 Work Handover:

All case referrals received by daytime services during normal working hours i.e. up to 5 pm Monday- Thursday and 3.55 on Friday, remain the responsibility of those daytime services until the task associated with such referrals are complete (subject to, clause 4.2 below).

4.2 Daytime services of the User Councils may negotiate with the Glasgow and Partners Emergency Social Work Service for aspects, or the entire task to be completed by Glasgow and Partners Emergency Social Work Service staff in respect of work received by or commenced by daytime services. Good practice would encourage discussion between a requesting senior officer and the Glasgow and Partners Emergency Social Work Service duty team leader. In exceptional circumstances, if an agreement cannot be reached a more senior manager within the Joint User Council and the Glasgow and Partners Emergency Social Work Service Manager should reach a decision.

4.3 Alerts and Information Sharing:

All telephone calls to the service are monitored for statistical purposes and all calls to the service are voice recorded for training, staff development, and agency accountability.

Alert information to Glasgow and Partners Emergency Social Work Service should be transmitted on the standard Alert proforma.

All sections should be completed and should state whether the alert is for the basis of information only or give clear instruction as to what task G&PSWS team is requested to do.

Alert information should be clear, succinct and supported by care or protection plans and advice on how best to respond should Glasgow and Partners Emergency Social Work Service subsequently become involved.

Alerts to Glasgow and Partners Emergency Social Work Service should be e-mailed (g.s.x) or notified via electronic systems from each Local Authority, e.g. CareFirst (Glasgow). Again, the standard pro-forma headings must be used when using the electronic delivery systems

Alert information must include:

- family details,
- relevant carers;
- contact details
- current supports
- risk to the client
- alternative/suggested action to be taken in the event of an emergency.

4.4 When a police check has been obtained in respect of alternative carers this information should be clearly identified within the Alert information provided to the Glasgow and Partners Emergency Social Work Service.

4.5 Glasgow and Partners Emergency Social Work Service will pass relevant information in respect of intervention taken, information received and outcomes to daytime services by e-mail or relevant electronic systems as quickly as possible to the appropriate day time services. In high risk cases of an urgent nature, the Glasgow and Partners Emergency Social Work Service may telephone an appropriate Social Work Officer within the User Council to discuss the case circumstances.

4.6 User Councils must ensure appropriate access to information systems is provided to the Glasgow and Partners Emergency Social Work Service to support effective information gathering and decision making

4.7 The Glasgow and Partners Emergency Social Work Service Manager will ensure effective workload management systems for shifts. The Duty Team Leader will supervise the work of social workers on shift and will offer professional

supervision, backup and monitoring of practice decisions by social workers operating from the office location and fieldwork visits

4.8 Dumfries & Galloway Council operate a variation on this model with local social work staff being available on a rota basis to respond to referrals which are screened and allocated by Glasgow and Partners Emergency Social Work Service Team Leader. In such instances fieldwork visits will be conducted by local Dumfries and Galloway Council, appropriately trained social workers. The responsibility for providing the necessary training to these staff rests with the local user council.

Written submission from Highland Council

As you will know in relation to Health and Social Care, Highland Council and NHS Highland work together in a Lead Agency Partnership. So while the Council's out of hours Social work service does not provide an emergency drug and alcohol service, NHS Highland has crisis and assessment services which take referrals from people in distress who are known to Drug and Alcohol services and this is 24/7.

These patients are always offered either information on accessing services in their own home area or appointments arranged on their behalf if they are willing to engage. There are treatment services that operate 7 days per week from Osprey House in Inverness. Out with Inverness, services are 9-5 Mon – Fri in most Districts. There is no 'designated place provision'. There are some Districts with drop in support .

I hope this is helpful.

15 March 2017

Written submission from North Lanarkshire Council

NORTH LANARKSHIRE COUNCIL OUT OF HOURS SOCIAL WORK SERVICE PROVISION

<u>Name of Service</u>	Social Work Emergency Service (SWES)
<u>Service Provider</u>	Integrated Joint Board – Health and Social Care, North Lanarkshire.
<u>Local Authority Area(s) covered</u>	North Lanarkshire
<u>NHS Area(s) covered</u>	National Health Service Lanarkshire
<u>Population Served</u>	338,000
<u>Details of out of hours service(s) offered.</u> Social Work/Homecare/Appropriate Adult/ Mental Health Officer/ Co-location	Social Work Emergency Service/Appropriate Adult/ Mental Health Officer Homecare Community Alarm Service <u>Co-located services</u> Out of Hours Nursing Out of Hours Housing Repairs Lanarkshire Association of Mental Health (LAMH)
<u>Hours of Operation</u>	<u>Social Work Emergency Service/Appropriate Adult/ Mental Health Officer</u> Monday – Thursday 16:45 – 01:00; Friday 16:15 – 01:00 Saturday & Sunday 08:30 – 01:00 and on call every evening from 01:00 until 08:45 Monday – Friday and 01:00 until 08:30 on Saturday and Sundays Escalation for SWES to Community Alarm Service and Homecare from 01:00 – 08:45. <u>Homecare</u> Monday – Thursday 16:45 – 23:30; Friday 16:15 – 23:30 Saturday & Sunday 08:00 – 23:30 <u>Community Alarm Service</u> 24/7 service – Call handlers for homelessness, SWES and Homecare. All <u>Co-located services</u> hours are out with office hours and throughout the night.
<u>Staffing</u> Numbers/ Structure/Times of Operation/ On-call arrangements/MHO arrangements	184 staff work from the building over a 7 day/24 hour period <u>SWES staffing numbers/structure - Every shift</u> 1 Senior Social Worker 2 Social Workers These are made up from permanent staff and/or some of the 7 bank senior social workers and/or 22 bank social workers. There are Mental Health Officers available 7 days per week. Out of hours there is a duty MHO service which is available at weekends and overnight across the authority area.
Any other relevant information about your service	There are specific links with the substance misuse teams based at the 2 acute sites, Monkland's Hospital and Wishaw Hospital.

Written submission from Orkney Islands Council

Thank you for your request in relation to out-of-hours social work provision for people who may be recovering from the effects of drugs or alcohol. In preparing a response, I have read the relevant passage from the Official Report, and spoken to the Police Area Commander, Chief Inspector Gordon Deans.

The nature of provision of out-of-hours social work services in the Islands is by necessity different to that encountered in most Scottish Mainland areas, where some authorities band together to provide waking staff in out of hours teams, and “bricks and mortar” resources. Numbers and geography dictate a different approach in the Islands, with daytime social work staff making themselves available overnight on call from their home addresses. This is the extent of the resource available in normal circumstances, and has proven to be adequate and proportionate over many years of experience of local service delivery. There are no current proposals for additional specific local out of hours drug or alcohol focussed social work provision.

Some years ago, facilities in larger urban areas, sometimes referred to as “drunk tanks” were briefly considered by some members of the local Alcohol and Drugs Partnership, but not felt suitable for further investigation. In the meantime, it is our understanding that Police practice has developed in line with learning from significant experiences elsewhere, to try to ensure that access to prompt medical attention is prioritised where people appear to be incapacitated through drink or drugs, given the acute medical risks that can quickly and unpredictably escalate during the intoxication recovery phase.

I hope the above information is of assistance.

22 March 2017

Written submission from Scottish Borders Council

In response to e mail below, I can confirm that Scottish Borders Council has a generic “out of hours social work service” – emergency duty team who work closely with the police.

The Local authority does not have a specific social work drug and alcohol out of hours service and facilities.

Isobel Nisbet
Group Manager Social Work Quality Assurance and Improvement
Scottish Borders Council
7 April 2017

Written submission from Shetland Islands Council

Shetland doesn't have specific out of hours facilities for alcohol and drug use. We have a Memorandum of Understanding (MOU) with NHS, Police Scotland and Scottish Ambulance Service that states all intoxicated individuals will be taken to A&E for assessment, this includes individuals who have potentially committed a crime. This is to ensure all individuals are medically treated in a hospital setting before being taken to the Police cells. The Local Authority OOH's service works to this MOU also. Any individual who potentially meets the 3 point test will also be assessed via the Adult Support and Protection route.

20 March 2017

Written submission from South Ayrshire Council

In response to your request of 14th March 2017 requesting information in respect of what provision by local authorities of out-of-hours social work services that are available for people who may also require the assistance of the police and facilities to enable people to recover from the use of drugs and alcohol. Please be advised of the following information which is reflective of a Pan-Ayrshire approach covering the three Ayrshire Health & Social Care Partnerships.

In Ayrshire and Arran we are developing an Integrated Urgent Care Service. This follows from the review led by Sir Lewis Ritchie. Our Integrated Services include Medical, Nursing and Social Work including Crisis Mental health Nurses.

Through our urgent care resource hub access is available to Social Workers throughout the out of hours period 7 days a week who will provide support, guidance and information to Police Scotland and to people in distress.

Ayrshire and Arran have piloted an out of hours Police Triage Service between Police and Crisis Mental Health Services to improve pathways and access to mental health interventions while also reducing time in Emergency departments and Police time.

The second phase of this pilot is to consider pathways for those who present in distress out of hours but do not require a Mental Health intervention but may require support in reducing their distress. Many of these individuals may be under the influence of Alcohol and/or Drugs.

Currently we are trying to collect wider data and information from a number of services (Police, Out of Hours Services, and Emergency Departments) to map the types of presentations, pathways and outcomes for these individuals-with a view to assessing whether different and more effective pathways are required and for whom.

We are working with cognisance of the National Distress Brief Interventions Work.

Additionally, the 3 Ayrshire ADP's fund liaison services, based in the acute hospitals to support mental health and/or alcohol and drug related issues. This service is available 9am – 7pm 7 days per week. They offer assessment and treatment advice to acute colleagues as well as referral onto other specialist addictions services.

As a key partner within the ADP's, Police Scotland colleagues play a vital role in the planning and development of services to meet the need of this group of people and as partners, consideration is given to the planning of responses in the out of hours period. As a result, EAHSCP are piloting with Police Scotland colleagues and other emergency services a low threshold service. This will afford colleagues the opportunity to refer at risk individuals to specialist services directly. It is hoped that by adopting this approach that people most at risk of accidental overdose will receive the support they require to prevent untimely deaths.

In addition Mental Health services have a group of Advanced Nurse Practitioners who offer assessment and treatment support to people attending Emergency

Departments both in and out of hours. This includes mental health and/or people with alcohol and drug related issues.

Additionally, due to a recent change in legislation around naloxone, more Community Planning key stakeholders will be involved in the supply and administration of this life saving intervention.

Each of the 3 HSCP's fund NHS Addiction services who operate an open referral system and provide treatment support to people with addiction issues 365 days per year 9am-5pm Mon- Fri and 9am-1245pm Sat, Sun and public holidays. Additionally telephone advice is available via the in-patient addiction ward (Ward 5 Woodland View) 24/7, 365 days per year.

Kenneth Leinster
Head of Community Health and Care Services
11 April 2017

Written submission from South Lanarkshire Health and Social Care Partnership

Currently our Substance Misuse Team is a service provided within office hours Monday to Friday. Should someone present to us in a state of emergency due to alcohol or substances we would assess risk to them/others which could result in either assisting them to an appropriate health resource, their GP or A&E or Psychiatric referral.

We have an Emergency Social Work Service (ESWS) which covers out of hours services. When ESWS is contacted with regards to someone under the influence of alcohol or substances workers would again do an initial assessment of risk based on information within our own electronic case records system, encourage the use of NHS24 or if risk is assessed as high to an individual's life or limb such as suicidal thoughts or violence towards others we would contact emergency services to attend and assist.

If someone is looking for ongoing support to desist/reduce their substance use, advice and support will be given by ESWS along with a referral for assessment to local Substance Misuse Team or referral back to the service users universal supports. Incidents are recorded and forwarded to universal services for info and action as appropriate.

We have no facility or resource that is used for a recovery period for individuals from alcohol or drug misuse and retain no records that quantify the prevalence of such incidents.

6 April 2017

Written submission from Stirling Council

Data on Social Work and Drugs and Alcohol out-of-hours services provided.

Forth Valley Emergency Social Work Service (EDT) operates when daytime social work services are closed. EDT is available for emergencies out of hours via telephone contact or if necessary to visit for the purposes of assessment. The EDT service comprises of qualified social work staff who operate at a senior level as well as Mental Health Officers (MHO) who undertake duties in respect of the Mental Health (Care and Treatment) (Scotland) Act 2003. It may be on occasion the services of a MHO are requested out of hours in emergency situations in order to assess people with drug and/or alcohol issues. This is usually undertaken in a hospital setting with health colleagues.

Signpost Recovery is a commissioned third sector service that provides some local out of hours support for individuals with drug and / or alcohol issues. The hours across Stirling and Clacks are:

Tuesday to 8pm (Alloa and ARS Stirling)
Thursday to 8pm (Stirling)
Saturday (9-1pm)

In addition to these out of hours services, Signpost also provide an Arrest Referral Scheme (in partnership with Police Scotland). This service operates seven days a week and provides assessment, advice and information for people from the Stirling area who present with alcohol and/or drug issues, whilst being held in custody by Police Scotland.

Of those arrestees first assessed in the Police custody areas 53% have went on to engage in the community for access to further care, support and treatment. Given the voluntary nature of Arrest Referral, these figures indicate these early interventions are a successful means of engaging with this client group.

Service Development - Vulnerable Persons Database (VPD) Referral Pilot – On the back of the Arrest Referral Scheme, Signpost have worked with the local Alcohol and Drug Partnership (ADP) and Police Scotland in the development of a VPD Referrals pilot. Any individual presenting to Police Scotland with issues regarding their substance misuse that has been identified through the generation of a Vulnerable Person Database (VPD) report, can then be referred onto this service with the individual's consent.

This initiative allows Police Scotland to refer an individual at the earliest point of contact, and allows follow-up with Signpost without the need for someone to be at the point of arrest. It is hoped that this will further direct vulnerable adults to the supports that are available within their own communities at the earliest possible opportunity.

The development of this pathway also included a programme of workforce development for local Police Officers which involved raising awareness of local

issues in relation to drugs and alcohol in addition to highlighting the range of local services available to vulnerable people.

Includem - Stirling Council have just commissioned Includem Intensive Support Service for families where young people are on the "edge of care".

This intensive wrap-around service has 24/7 emergency provision and many of the families have substance misuse problems.

Written submission from West Lothian Council

The Social Care Emergency Team (SCET) provides emergency social work services out with normal office hours. The team works in co-operation with other council services, such as the out-of-hours homeless officer, and also with the emergency services.

Staff work a shift rota providing cover midweek, at weekends and on public holidays. On any shift there will be a duty manager, a social worker and an emergency care worker. After 2.00am each day (1.00am on Fridays), a manager works on standby from home until 8.30am and can be contacted in an emergency.

The team's priorities are child and adult protection, statutory mental health assessments and family or care breakdowns.

What we will do:

- We will deal with telephone enquiries from the public and other agencies
- We will deal with emergencies out with normal office hours to the same standard as all other social work services
- We will pass on information to the relevant social worker on the next working day and provide support to social work units, staff and carers when their managers are not available

Operational hours:

- Monday to Thursday - 4.30pm until 2.00am then on standby service until 8.30am
- Friday - 3.45pm until 1.00am then on standby service until 8.00am
- Saturday/Sunday - 8.00am until 2.00am then on standby service until 8.00am
- Public Holiday cover is provided from 8.30am