

**EAST AYRSHIRE**

**CHIEF OFFICERS GROUP (CHILD, ADULT AND PUBLIC PROTECTION)**

**ADULT PROTECTION COMMITTEE CONVENERS BIENNIAL REPORT 2008-10  
21 DECEMBER 2010**

**Report for noting by the Adult Protection Coordinator**

**1. PURPOSE OF REPORT**

- 1.1 To provide the Chief Officers Group (child, adult and public protection) with the final version of the East Ayrshire Chair of the Adult Protection Implementation Committee Biennial report 2008-2010 and Business Plan 2010-11 which was required to be submitted to Scottish Government Ministers on 29<sup>th</sup> October 2010 following the agreement of the Adult Protection Committee; and
- 1.2 To seek endorsement from the Chief Officers for the distribution of the aforementioned report following feedback from Scottish Ministers currently being awaited.

**2. BACKGROUND TO THE GUIDANCE AND TEMPLATE DEVELOPMENT**

- 2.1 Section 46 of the Adult Support and Protection Act states that "The Convener of the Adult Protection Committee must ...prepare a general report ". This report is expected to be submitted to Scottish Ministers on a biennial basis.
- 2.2 The Scottish Government held a conference for Adult Protection Committee Independent Conveners in autumn 2009 where a Short Life Working Group of Conveners developed a framework template for the report content and structure to promote a degree of consistency of national performance reporting.
- 2.3 This framework template was approved for use by the Adult Protection Implementation Committee at their meeting of 15<sup>th</sup> March 2010.

**3. SUMMARY OF PROGRESS**

- 3.1 The Chairs Biennial Report 2008-10 (Appendix 1) provides an overview of all reporting activity and trends in the year prior to the implementation of the Adult Support and Protection (Scotland) Act 2007 and the subsequent two years.
- 3.2 The Scottish Government Adult Care and Support Division are currently reading all Biennial Reports and will provide written feedback to APC's on all reports submitted, there have been no timescales indicated for this exercise .

#### **4. LEGAL, POLICY AND FINANCIAL IMPLICATIONS**

- 4.1 The report meets the statutory reporting requirements of the Adult Protection Committee and its functions in terms of keeping under review the procedures and practice of the public bodies and office holders which relate to the safeguarding of adults at risk present in the Council's area.
- 4.2 The costs associated with dissemination and distribution of the report and actions from the Business plan can be met within the current budget allocation.

#### **5. RECOMMENDATIONS**

- 5.1 The Chief Officers Group (Child, adult and public protection) is asked to;
- (i) Note the final version of the East Ayrshire Chair of the Adult Protection Implementation Committees Biennial Report 2008-201 and Business Plan October 2010 – October 2011; and
  - (ii) Endorse the report and its distribution across partner agencies and for public access on the Adult Protection Committee Website.
  - (iii) otherwise note the contents of this report

Donna Sinforiani  
Adult Protection Coordinator  
DS/DS

13<sup>th</sup> December 2010

**Implementation Officer:- EDDIE FRASER**

Any person wishing further information on the contents of this report please contact Donna Sinforiani ,Adult Protection Coordinator, Community Care (Adults) on (01563) 553559.



East Ayrshire Adult Protection Committee  
**Acting  
against  
harm**

## East Ayrshire

### Chair of the Adult Protection Implementation Committee

# Biennial Report 2008- 10 and Business Plan October 2010 – October 2011





# Contents

## FOREWORD

Introduction from the Chair of the Adult Protection Implementation Committee

Preface from Chief Officers

<b>CHAPTER 1:</b>	Introduction and Context to the Biennial Report	Page 5 - 11
<b>CHAPTER 2:</b>	Users and Carers	Page 12 – 16
<b>CHAPTER 3:</b>	Management Information	Page 17 – 26
<b>CHAPTER 4:</b>	Critical Case Reviews	Page 27 - 28
<b>CHAPTER 5:</b>	Public Information	Page 29 - 31
<b>CHAPTER 6:</b>	Management of Services and Staff	Page 32 - 33
<b>CHAPTER 7:</b>	Communication and Co – operation between agencies	Page 34 - 38
<b>CHAPTER 8:</b>	Training	Page 39 - 46
<b>CHAPTER 9:</b>	Workforce Issues	Page 47
<b>CHAPTER 10:</b>	Conclusion, Recommendation and Future Plans	Page 48 - 49

## APPENDICES

Appendix 1	Business Plan for 2010 – 2011	Page 51
Appendix 2	APIC Membership	Page 60
Appendix 3	APIC Governance Arrangements	Page 61
Appendix 4	Strategic Planning Partnerships-Overview	Page 62
Appendix 5	Breakdown of Funding Allocation and Expenditure	Page 63
Appendix 6	Adult Support and Protection Training Framework	Page 64

## **FOREWORD**



**Eddie Fraser**  
**Head of Service –Community Care**  
**East Ayrshire Council**

Over the past 2 years I have had the privilege of chairing the Adult Protection Implementation Committee (APIC) in East Ayrshire as we have worked in partnership to implement the new legislation. The Committees work has been based on a shared value base where we believe we all have a right to live our lives, free from any preventable harm, respected and safe within our homes and communities, to make and take responsibility for our own choices and decisions that affect our lives and live as independently as possible. We also recognise many of us will experience physical disabilities and impairments, mental health problems, learning disabilities and will manage to continue living our lives without experiencing harm.

For those affected by harm significant work has already been undertaken in these first 2 years in ensuring structures and resources are in place to support the effective delivery of protection services. I welcome the recent appointment of Dick Stevens as an independent Chair and look forward working in partnership in the years to come.

The East Ayrshire Adult Protection Unit (APU) continues to progress the work of APIC across agencies. As partner agencies we are committed to the important work of both the APIC and the Child Protection Committee, with an outcome that we can respond effectively in protecting from harm our communities, adults at risk, children and young people and as a consequence they can feel secure and live their lives in a safe environment.

I believe that this initial Biennial report and Business Plan provides a clear understanding of how the prevention of harm and the protection of those subject to harm are being addressed now and in the future.

Finally, I wish to take the opportunity to thank the Chief Officers Group, members of APIC, its sub groups and all staff for their support and commitment in striving to ensure the ongoing support and protection of adults at risk in East Ayrshire.

**Eddie Fraser**  
**Interim Chair of the Adult Protection Committee**

## **PREFACE FROM THE CHIEF OFFICERS GROUP**



**Fiona Lees  
Chief Executive  
East Ayrshire Council**



**Wai Yin Hatton  
Chief Executive  
NHS Ayrshire & Arran**



**John Thomson  
Chief Superintendent  
Strathclyde Police**

The Support and Protection of Adults at risk of harm is a priority for all partner agencies in East Ayrshire. Working together, we are committed to ensuring the safety of the most vulnerable adults by supporting communities, individuals and their families to fulfil their individual rights and responsibilities and in doing so, to safeguard their welfare.

We recognise that this will take strong leadership and direction. In the first two years of implementation of the new Adult Protection Legislation, we have concentrated on building upon and extending existing good practice here in East Ayrshire, through our already well developed partnership arrangements. As well as focusing upon the development of services, training for our staff has been delivered to ensure that they have the required knowledge and skills to help secure positive outcomes for the people who use our services.

We welcome the Adult Support and Protection Committee's pledge to develop services and promote a culture of continuous improvement across all levels of interagency adult support and protection work. This is clearly reflected throughout this Biennial Report and Business Plan. The Committee and its multi agency Adult Protection Unit has a crucial role to play in developing and implementing cross agency Adult Support and Protection Strategy and, in line with Scottish Government guidance, has compiled an action plan fully supported by the Chief Officers, outlining what we seek to achieve in the coming year. Working together with our skilled and dedicated staff and our local communities, our key aim is to act against harm and secure better outcomes for those adults, children and young people in East Ayrshire, who are placed at risk.

**Fiona Lees Chair of Chief Officers Group**

## CHAPTER 1: INTRODUCTION AND CONTEXT

The aim of this first Biennial Report for October 2008-October 2010 is to set the scene and provide a clear statement about the multi agency leadership and direction for adult support and protection both at an East Ayrshire and national level. The report is intended to provide an opportunity to demonstrate how the Adult Protection Implementation Committee and partners have been able to implement the requirements of the Adult Support and Protection (Scotland) Act 2007 and to what extent adult support and protection policy and practice have been influenced and developed.

Through exploring the local demographic profile and the common themes that impact on individuals and communities we can start to strengthen engagement within East Ayrshire and start to create an understanding of where our priorities should be in terms of our capacity for continuous improvement for adult support and protection. The report describes and highlights the current position of our agencies through reference to multi agency inspection arrangements and current reports and provides a baseline with which to inform and measure future work through the Adult Protection Implementation Committee Business Plan for 2010/11. The Business Plan demonstrates what we intend to achieve over the coming year to build on our progress of the last two years and is detailed in appendix 1 of this report.

This report aims to demonstrate the joint approach to adult protection in terms of current partnership and community planning arrangements and provides information on the role and function of APIC and how it works alongside child and public protection arrangements.

The final aim of this report is to form the basis from which to provide a focus to the future work of APIC, its partner agencies and stakeholders and establish a framework for future reports to Scottish Government.

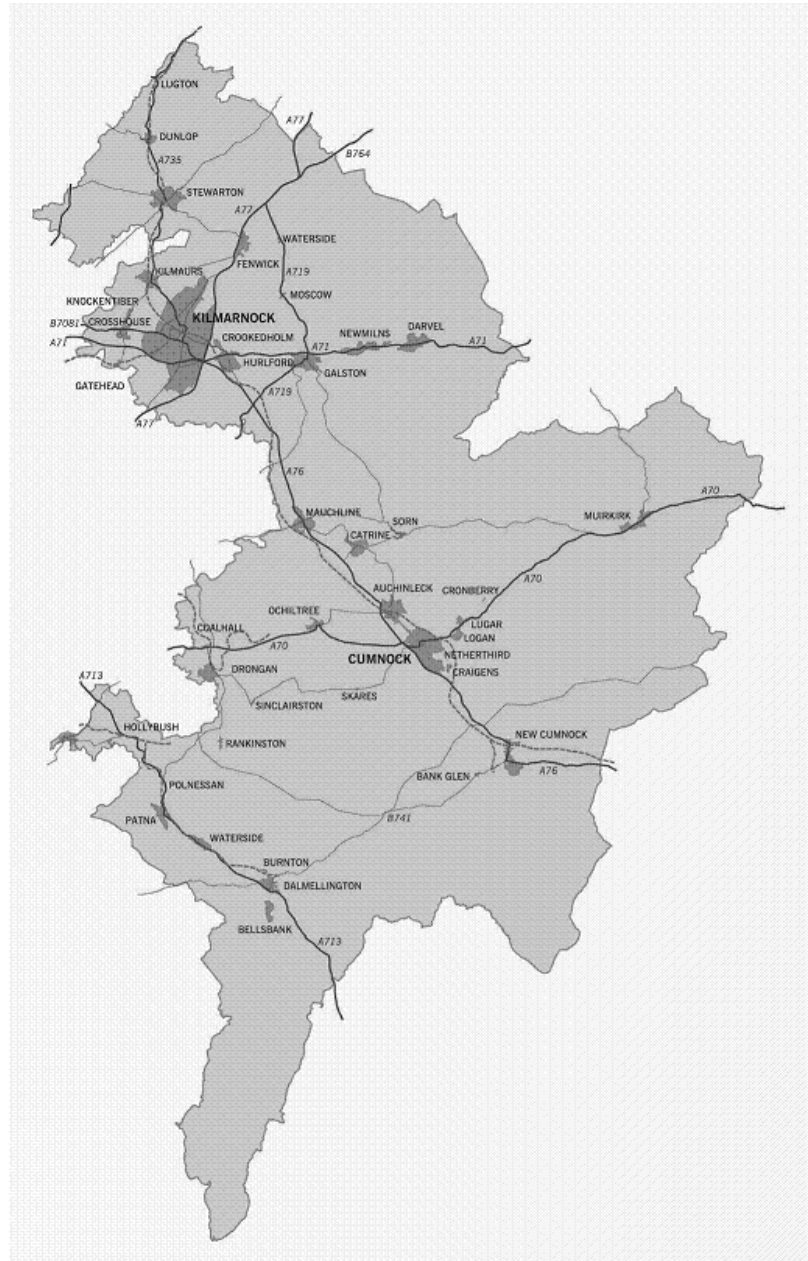
The Adult Support and Protection Act is compliant with the European Convention on Human Rights. East Ayrshire APIC will continue to ensure it conducts its business in a way that demonstrates equalities remains at its core and is committed to ensuring compliance with its duties under the Equality Act by ensuring its policies and procedures are subject to equality impact assessments. The needs of all residents of East Ayrshire will be taken into account irrespective of disability, gender, ethnic origin, sexual orientation, age, religion or economic circumstances.

## East Ayrshire Profile

East Ayrshire is situated in West Central Scotland, approximately thirty miles south of Glasgow

The authority covers an area of four hundred and ninety square miles. East Ayrshire has a population of approximately 119,920 of which 58,003 are male (48.4%) and 61,917 female (51.6%) living in a total of 51,910 households. There are twenty three main communities and settlements in a diverse geographical area with a mix of rural and urban communities. The main population centres are Kilmarnock (44,000) Cumnock (9000), Stewarton, Galston, Hurlford & Crookedholm, Mauchline and Auchinleck.

East Ayrshire has a high quality environment with good quality services, including health, education, social services and a strong community spirit, however, East Ayrshire as a whole has significantly higher levels of poverty than the Scottish average and compared to other authorities in Scotland, as a proportion of the relevant population.



East Ayrshire has according to the Index of Multiple Deprivation (SIMD 2009) and the Department of Work and Pensions figures (2008):

- Third highest unemployment rate in Scotland at 4.6% compared with the national average of 3% who are claiming benefits (DWP 2008)
- 7<sup>th</sup> highest proportion of population claiming Income Support (DWP May 2008)
- The third highest proportion of carers claiming Carers Allowance

- 4.2% providing unpaid care for over 20hrs per week (Scottish average 3.5%)
- The percentage of adults claiming Incapacity benefit or Severe Disability Allowance is significantly higher than the National Average
- 11 (3.4%) of the 325 datazones in the 5% most deprived datazones in Scotland were found in East Ayrshire, compared to 8 (2.5%) in 2006 and 7 (2.2%) in 2004.
- The following communities have datazones which are in the 0-15% most deprived in the SIMD 2009:
  - Auchinleck (3 datazones)
  - Bellsbank (2 datazones)
  - Catrine (1 datazone)
  - Cumnock (1 new datazone)
  - Cumnock-Netherthird (1 new datazone)
  - Drongan (1 datazone)
  - Galston (1 datazone)
  - Kilmarnock Central (1 datazone)
  - Kilmarnock North (8 datazones)
  - Kilmarnock South (5 datazones, including 1 new datazone)
  - Lugar and Logan (1 new datazone)
  - Muirkirk (1 datazone)
  - New Cumnock (1 datazone)
  - Newmilns (1 datazone)
  - Patna (2 datazones)

## Population Trends

The following tables outline the number and percentage of the population by age group and the projected number and percentage of population change by broad age groups:

*Table1: Number and Percentage of Population by Age band in East Ayrshire and Scotland source; GROS*

Age	No of people	% of East Ayrshire population	% of Scotland Population
0-17	22,347	18.6	20.2
18-24	8,993	7.5	9.4
25-34	12,747	10.6	12.3
35-44	18,383	15.3	14.8
45-54	17,149	14.3	14.4
55-64	15,893	13.3	12.3
65-74	11,457	9.6	9.0
75-84	6,747	5.6	5.7
85+	2,225	1.9	1.9
<b>Total</b>	<b>119,920</b>	<b>100.0</b>	<b>100.0</b>

Table2: Percentage Population change 2006 – 2031 by broad age groups source; GROS

AREA	0-15	16-64	65+	ALL AGES
EAST AYRSHIRE	-16.8	-10.8	26.1	-4.6
NORTH AYRSHIRE	-16.2	-10.3	31.0	-2.9
NORTH LANARKSHIRE	-7.6	-0.3	31.3	3.7
FALKIRK	-9.1	6.3	33.5	8.4
CLACKMANNANSHIRE	-4.1	3.1	42.4	8.9
WEST LOTHIAN	10.8	16.9	58.2	22.0
<b>SCOTLAND</b>	<b>-6.9</b>	<b>0.4</b>	<b>31.2</b>	<b>5.0</b>

The percentage of the population who are of working age is below the average for Scotland. The percentage of the population aged 65 and over is above the national average and life expectancy as a whole in East Ayrshire is improving. The area has a 0.7% ethnic minority population (2001 Census) which is significantly lower than the Scotland average (2.0%).

The population of East Ayrshire is 119,920, between 2006 - 2031 the population of East Ayrshire is expected to decline by 4.6% compared to an increase of 5% nationally. The biggest decline is expected to occur in the 30-49 age band, which is expected to fall by 24.1% during this period. By contrast, all the older age bands are expected to experience an increase in their numbers. In the 65+ age group the population is set to rise by 26.1% over the same period, and in the 75+ age group, a 82% increase is projected with households being headed by someone 75+ increasing by 85%.

There are emerging health issues, which are giving cause for concern in East Ayrshire and the Community Plan, Health and wellbeing action plan 2009-11 identify the Public Health priorities as mental health, smoking, alcohol and sexual health. At the 2001 Census, 10.8% of the population rated their health as 'not good', (Scotland 10.2%) and 22.2% of adults had a limiting long term illness, health problem or disability which limits their daily activities or the work they can do, (Scotland 20.3%).

A robust structure for partnership arrangements to address the challenges of delivering better outcomes for adults, within the context of an ageing and more vulnerable population already exists within East Ayrshire. Improving outcomes for adults at risk of harm or neglect are key priorities for all partners within their Community Planning Partnership.

## **EAST AYRSHIRE ADULT SUPPORT AND PROTECTION COMMITTEE (APIC)**

### **How we will be accountable and work together to protect people**

East Ayrshire APIC is a multi-agency forum formally constituted in compliance with the Scottish Government Guidance for Adult Protection Committees and their membership is outlined in Appendix 2. The Committee has met 6 weekly initially and now meets routinely on a quarterly basis. It has representation from all key public bodies of the Council, Health and the Police and also includes the Care Commission and Procurator Fiscal who has a key role in criminal justice issues. Each member has wide and varied experience and knowledge of protection issues within their organisations and more importantly a strong personal and professional commitment to the prevention and protection of individuals who may be at risk of or experiencing harm. This is reflected in regular attendance at meetings by partners. An Independent Chair has been appointed and will commence his induction in December 2010 and ensure a strong continued leadership and direction.

The Mental Welfare Commission (MWC) and office of the Public Guardian (OPG) are relevant bodies in terms of ensuring the safeguarding of adults in particular those whose capacity to safeguard themselves may be temporary or permanently affected for example those subject to statutory intervention under the Mental Health Care and Treatment or Adults with Incapacity legislation.

The MWC has a key advisory role in terms of providing advice and good practice guidance and making recommendations to develop and improve practice following enquiries. The committee will have a pivotal role in supporting partners to ensure guidance and lessons learned from public enquiries are considered and integrated into local practice. The MWC and OPG have been invited to the committee and have agreed to attend on an as required basis and MWC inquiries such as Justice Denied will continue to be reflected in the business of the APIC.

To assist East Ayrshire APIC in fulfilling its multi agency functions and responsibilities a series of Sub Groups are in various stages of being established to take forward the work of the Committee. These Sub Groups are designed to address the key functions of APIC and are;

- Public Engagement and Information (PE&I) Sub Group
- Performance and Audit Sub Group
- Adult Protection Unit Lead Officers Operational Group
- Ayrshire Training and Planning Sub Group

In order to promote joint working around protection and make effective use of local resources the East Ayrshire Child Protection Committee (CPC) leads are now collocated with the Adult Protection Unit.

This has provided opportunities for joint working. An example of this is that the APIC have joined the Child Protection PE&I Subgroup and to encourage a consistent Ayrshire wide training approach the Training subgroup has all of the three Ayrshire leads as well as the East Training Coordinator. The Coordinator also attends the CPC training sub group to progress common training needs and maximise resources and learning opportunities.

Over the coming year work will be continue to identify further opportunities for joined up working to develop the sub groups and widen their membership and consider ways to involve people who use or may use our services and other relevant stakeholders. These will include the independent sector and further education colleges.

Local arrangements for community engagement through a resident's survey and resident's panel are in place and will be a key priority for APIC to engage with in the future.

### **Partnership with the Chief Officer Groups and Child Protection and Multi Agency Public Protection Arrangements**

An overview of governance arrangements for Adult Support and Protection are outlined in appendix 3.

The East Ayrshire Chief Officer Group has high level strategic membership from the Council (Chief Executive), NHS Ayrshire and Arran (Chief Executive) and Strathclyde Police (Chief Superintendant). The Group provides strategic overview, leadership and direction across all areas of the public protection arrangements. The Adult Protection Implementation Committee (APIC) Interim Chair and CPC Chair attends along with the Adult and Child Protection Coordinators and reports to the EACOG. The CPC Chair has a lead role in the strategic groups which oversee multi-agency public protection arrangements (MAPPA) across Ayrshire.

These arrangements ensure that EA APIC has clear lines of accountability to the Local Council, NHS Board, Police and Care Commission and has the delegated authority to perform its functions. Current partnership arrangements reflect robust arrangements for the leadership, support and commitment for adult support and protection that benefit from a shared understanding of key matters and areas of common interest through their joint planning and collaborative working.

### **Community Partnership Arrangements**

East Ayrshire's Community Planning Partnership Single Outcome Agreement (SOA) 2008-2011 and the Community Plan 2011-15 sets the strategic context within which the Adult Support and Protection Committee have agreed to operate as a key partner.

Its shared vision is of East Ayrshire as:

**“a place with strong vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people’s needs”.**

The SOA sets outcomes that community planning partners are seeking to achieve and reflects local need, circumstance and priorities. The East Ayrshire APIC Business Plan 2010/11 has clear cross cutting links to the Community Plan specifically in terms of the following strategic priorities;

- Improving Community Safety in neighbourhoods and homes, and protecting our most vulnerable individuals and families.
- Improving physical and mental health, wellbeing and care, and reducing health inequalities.

These priorities have Local Outcomes which APIC will address in particularly;

- Protection of children and the safety of vulnerable adults, individuals and families promoted.
- Older people, vulnerable adults and their carers supported, included and empowered to live the healthiest life possible.

The need to improve systems of protection has seen an increase in the regulation and inspection mechanisms within public services, such as Social Work Inspection Agency (SWIA), Health Quality Improvement Scotland (QIS) and the Care Commission Inspection Focus Area’s (IFA) which focus on outcomes. An outcomes approach is also reflected in the Community Care Outcomes Framework which embraces wider agendas of Public Service Reform, Changing Lives, Delivering for Health and Supporting People and supports and informs the SOA. Strathclyde Police continue to implement and strengthen their community policing and public assurance model to which is intended to maximise communication with the public and early identification of problems and risks .

The East Ayrshire APIC operates in tandem with the East Ayrshire Community Planning structures and an overview of the strategic partnership is detailed in Appendix 4. The APIC Interim Chair who will continue to be a core member of APIC in his role of Head of Service (Community Care) is Chair of the Officer Locality Group for Older people and Adults as well as the Chair of the Alcohol and Drug Partnership and the content of this Biennial report reflects the progress made in terms of engaging local partnership groups.

The East Ayrshire APIC through its Performance and Audit Subgroup will require to develop its current performance management and data collation systems to establish a performance framework that identifies clear local outcomes and performance indicators for the APIC to achieve. In plain terms we need to demonstrate how the work of the APIC is contributing to making a positive difference.

## CHAPTER 2: SERVICE USERS AND CARERS

Information regarding the impact of adult protection activity for service users and carers is an area of priority development for the APIC as outlined in Chapter one of this report.

In general despite falling crime rates in East Ayrshire, local people continue to have a fear of crime. In the 2008 Residents' Survey, 18% of respondents said they felt threatened by crime in their area.

Domestic abuse rates have increased significantly over the last 5 years and protection of children and adults at risk of harm is a matter of public concern.

Within East Ayrshire the involvement of and engagement with service users is central to the way Social Work Services operates. The SWIA Performance Inspection of Social Work Services 2008 (published June 2009) found that East Ayrshire Social Work services were:

**“...working hard to improve outcomes for people who used services, especially for older people. People who received social work services and their carers were mainly positive about the difference these had made to their lives. It found a number of good practice examples, including creative involvement of people who used services in service development”.**

The follow up report published in August 2010 noted that:

**“Social work service managers were taking a number of steps to build a more outcome focused culture”**

Service users and carers are involved in assessment; care planning and reviews as a matter of routine and mechanisms are in place or are being developed to ensure that services users and carers can participate in strategic planning activity through Community Planning and Community Health Partnership arrangements e.g.

- The annual Older Peoples Conference which APIC attended
- Establishment of a formal Carers Forum within the Community Health Partnership structure
- Engagement with service users with learning disabilities and carer groups in the production of the Partnership in Practice (PIP) agreement.

Social Work Services is committed to improving outcomes for service users and to this end has integrated the National Community Care Outcomes Framework (NCOF) into its Community Planning framework.

As such the Improving Health and Wellbeing Action Plan contain a commitment through specific actions to:

- Increasing levels of satisfaction amongst people using community care services
- Providing faster access to services or support
- Provision of support to carers
- Improving the quality of assessment and care planning
- Identifying those at risk
- Moving services closer to patients/people who use services

At a wider level activity in relation to the NCCOF is progressed through our membership of the Scottish Community Care Benchmarking Network. Through this we recognise that obtaining feedback from service users and carers is essential to informing the planning and delivery of services. Recent activity includes surveys of:

- Home care users
- Day care users
- People with learning disability and their carers

In the recent survey of day care service users indicated that day care and day opportunities for social activities had a positive effect on their wellbeing:

- 91% of service users felt that day care had helped them make new friends.
- 80% agreed that attending day care made them feel better about themselves
- 68% agreed that day care helped them remain in the community
- 68% agreed that it gave their carer a break
- 64% felt safer
- 61% felt that it helped them engage with their local community through being involved in activities.
- 59% agreed that it helped them to live more independently and eat more healthily

Further comments from individuals included;

**“Service is very good, would like to go more days a week”**

**“Enjoy socialising with new people, happy with service”**

**“Good food, good company, great workers”**

Strathclyde Police in their Report of Ayrshire Divisions’ Approach to Domestic Incidents (May 2010) highlighted there were 1,166 incidents reported in East Ayrshire. The establishment of a dedicated Domestic Abuse Unit (DAU) which includes a robust system for supporting individuals who have been subject to harm of this nature has been successful in identifying these incidents and increasing public confidence.

The aforementioned report included the experience of one individual who relayed that she had been in the depths of despair for two years, too embarrassed to tell anyone about the harm she was experiencing from a former partner however following an incident she felt the

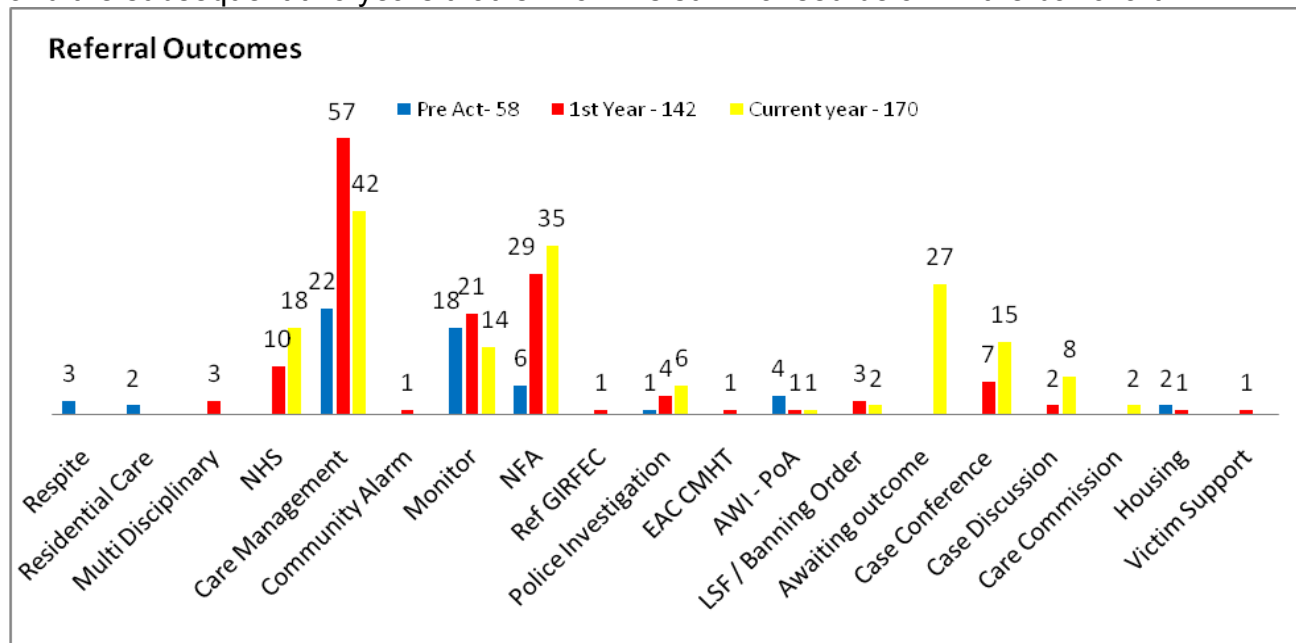
DAU listened and took her seriously which led to the person causing harm being charged and jailed for 18 months.

She describes the outcome for her as “ I no longer have to keep looking over my shoulder everywhere I go....when he is released I know Women’s Aid are there to help me.”

### Adults at Risk

In East Ayrshire robust Interagency procedures for recognising, reporting and managing the care and support of adults at risk of harm including support for those who may intentionally or unintentionally cause harm are in operation. Chapter 3 of this report demonstrates the success of these in terms of the significant increase in incidents being recognised and individuals being able to have access to appropriate supports.

The main information collated relating to outcomes for individuals for the year prior to the Act and the subsequent two years that is known is summarised below in the bar chart:



In terms of individuals participating in formal adult protection meetings out of the 116 Case Conferences held in the last two years 52 adults were supported to attend meetings. Where the individual could not attend 12 were represented by an advocate.

Within East Ayrshire there is a well established Independent Advocacy Service which the Local Authority provides funding for. In terms of those individuals with mental health issues, learning disabilities and acquired brain injury the information provided for Scottish Government as part of its adult support and protection annual survey returns for 1<sup>st</sup> April 2009 -31 march 2009 identified that 111 referrals and access to an independent advocate were directly linked to safeguarding activity.

## **Carers**

East Ayrshire actively promotes the support of carers through providing funding to The Princess Royal Trust East Ayrshire Carers Centre which has services that identify and support informal carers in both the north (Kilmarnock) and south (Cumnock) of the authority.

In terms of ensuring that in situations where informal Carers are in need of support this is provided, evidence from adult protection meeting minutes and protection plans identified that 20 of those causing harm were family members and or carers and of those 6 carers have been offered a Carers Assessment with 6 facilitated as a direct result of adult support and protection intervention. This will continue to be an area to improve on.

APIC is currently exploring how the impact on individuals can be recorded and monitored and used to support the continuous improvement of local multi agency practice. A key area will be to ensure that the APIC work in partnership by ensuring their business plan reflects the need to support the Carers Strategy being developed in East Ayrshire and the Carers Forum.

## **Outcomes for adults in need of Protection Order intervention**

Following input from the Legal Solutions Forum which is further explained in Chapter 7, Care Managers from the Local Authority were able to provide information regarding the impact on those adults who were the subject of serious physical, sexual ,emotional and financial harm that required the intervention of a statutory protection order which is summarised below;

- The Banning Order supported the adult by providing stability and access to support that relieved the symptoms of the mental health issue they were experiencing. This meant the adult could start to fully engage with services and start to focus on developing their own ability to parent and be able to maintain a family life which had been a difficulty.
- Evidence of an improvement in the adults physical health due to being able to access medical appointments and concentrate on own treatment options. They developed increased self confidence and an ability to build their capacity for self protection as they had time to reflect on their situation. They felt able to start making their own decisions and choices which would keep them safe.
- Provided the adult with stability within their life and finances, further crisis admissions to a respite facility were not required which has supported the recovery process for the individuals' long term mental health support needs.

## **A personal view by an individual whose actions were causing harm to another**

An interview was carried out with a young person (now an adult) as they were keen to share their experience of the adult protection process and the impact on them. In terms of the situation they were the subject of a Banning Order while under 16yrs old and were looked after and accommodated by the Local Authority at the time.

The young person felt that at the point in their life when they were involved in the Children's Hearing system and attended child protection meetings they often felt very agitated and found it difficult to engage. They felt a reason for this was that the meetings had a lot of prolonged discussion around the impact on others affected by the harm while in court the focus was about their own conduct and how this needed to change. They felt and was observed to present as much calmer and focussed in the court environment.

This appears to relate to the need for agencies to use professional meetings as a forum for exchanging in depth information about what was happening. This would highlight that at times it may be helpful in complex situations for workers case discussions to take place that would allow for more focus on how to support all parties.

They felt that being treated as an adult in court helped them realise the seriousness of their actions and found being able to be dressed for court was important. A further benefit was that the Banning Order was a civil matter and did not lead to a criminal conviction.

The young person found that the explanation about what the Banning order was and the specific conduct that was considered inappropriate increased their understanding of what they needed to address. They have since been more open with their social worker about their alcohol consumption and as such have been able to receive support to address this and how to manage their anger. They now say they can just walk away rather than resort to physical aggression in situations with others.

Further to the Banning Order lapsing the young person has actively engaged with their social worker with the focus being on their own independent living and there have been no further incidents where they have acted in a harmful manner. They have been able to understand sexually appropriate behaviour and safeguard themselves in future against potential criminal situations.

The young person is living independently, has become a volunteer while actively seeking employment through careers Scotland and has discovered a talent for interior design through involvement in a local cultural activity programme aimed at 16 -18 yr olds.

This highlights the need to ensure the continued emphasis on supporting all parties affected by adult support and protection and the value in ensuring both child and adult services continue to work together to share information and work in partnership to prevent and safeguard from harm.

## CHAPTER 3 – MANAGEMENT INFORMATION

### Presentation and Analysis of Management Information

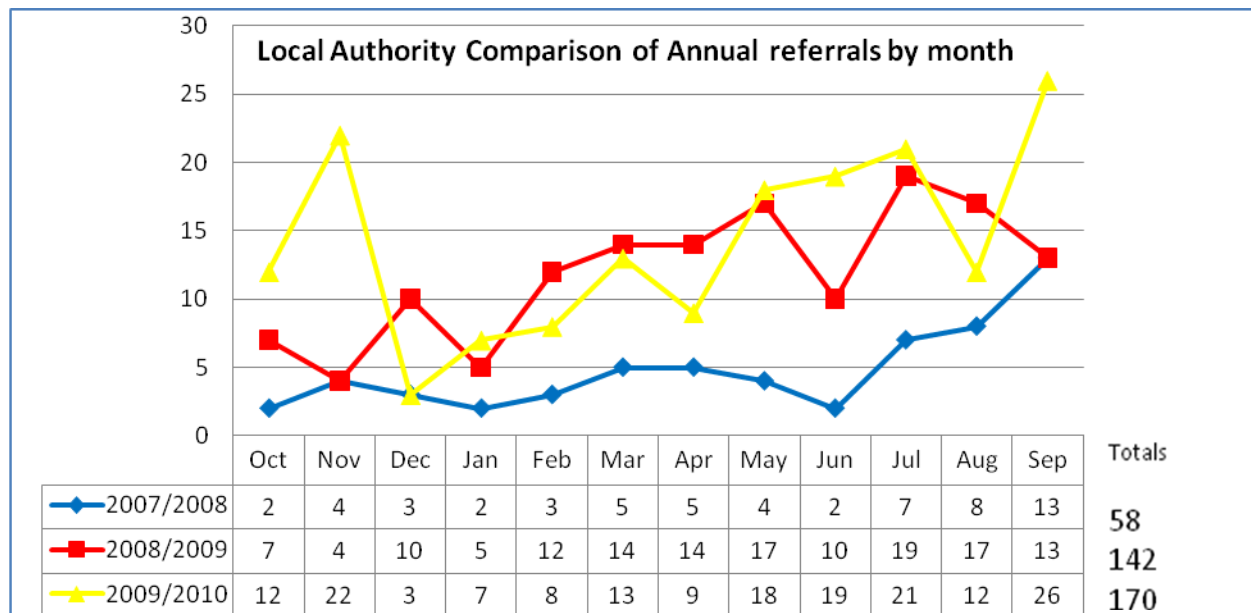
The Adult Support and Protection statistics in this section have been drawn from Vulnerable Adults Procedures statistics in 2007/2008 prior to the implementation of the Adult Support and Protection (Scotland) Act 2007 and East Ayrshire Council's quarterly performance reports to the Committee in 2009/10. These statistics provide a baseline indication of Adult Protection activity within the East Ayrshire area and focus on adults where there have been enquiries into reports of actual or potential harmful conduct.

Also illustrated is East Ayrshire's referral activity against neighbouring local authority activity. The statistics provide the Adult Protection Committee with a useful measure of annual trends from 2007/08 prior to the implementation of the Adult Support and Protection (Scotland) Act and Year 1– 2008/09 and Year 2 2009/10 following implementation (The period reporting years are 29<sup>th</sup> Oct – 31 September)<sup>7</sup>.

- East Ayrshire Referrals year 1 – 142 year 2 – 170
- North Ayrshire Referrals Year 1 – 286 year 2 - 264
- South Ayrshire Referrals Year 1 - 56 Year 2 - 136

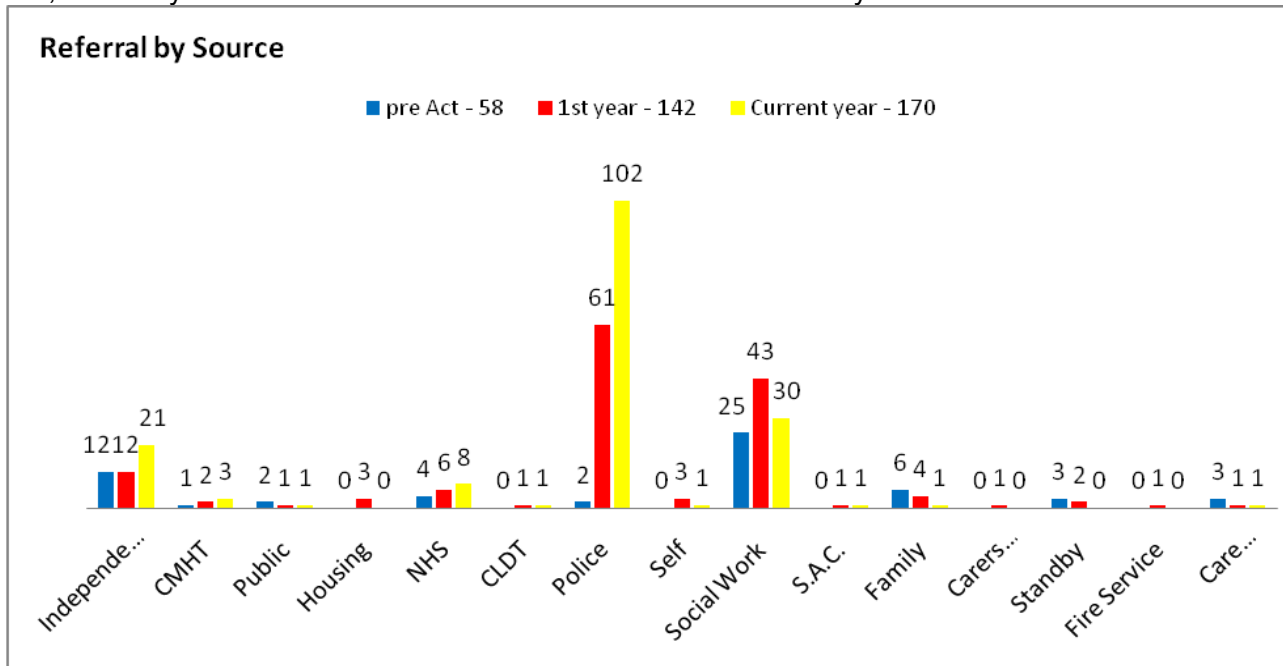
### Adults Referred for Adult Protection Enquiries

**Table 1:** Referrals by month showing a three year comparison, pre the Adult Support and Protection Act and for the two years after the Act was introduced.

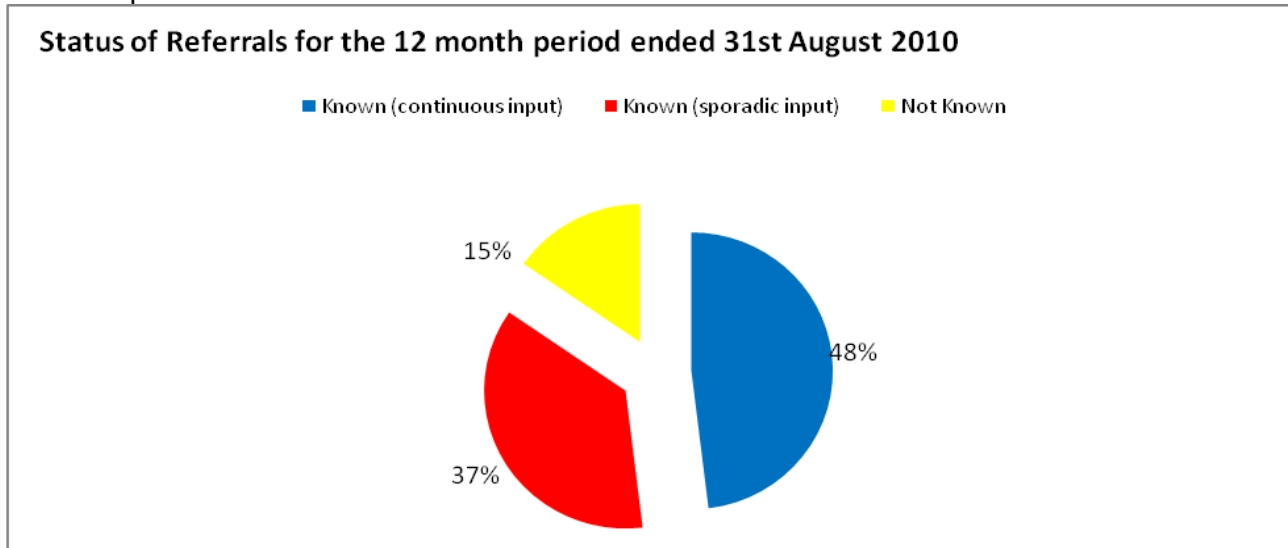


In the first two years of the Act there has been a total of 312 reports of Adults at risk received which is an increase of **193%** prior to the Act, 96 of those were related to the same individuals therefore the total number of adults at risk identified was 265

**Table 2:** Referrals by Source showing a three year comparison, pre the Adult Support and Protection Act, the first year after the Act was introduced and for the current year.

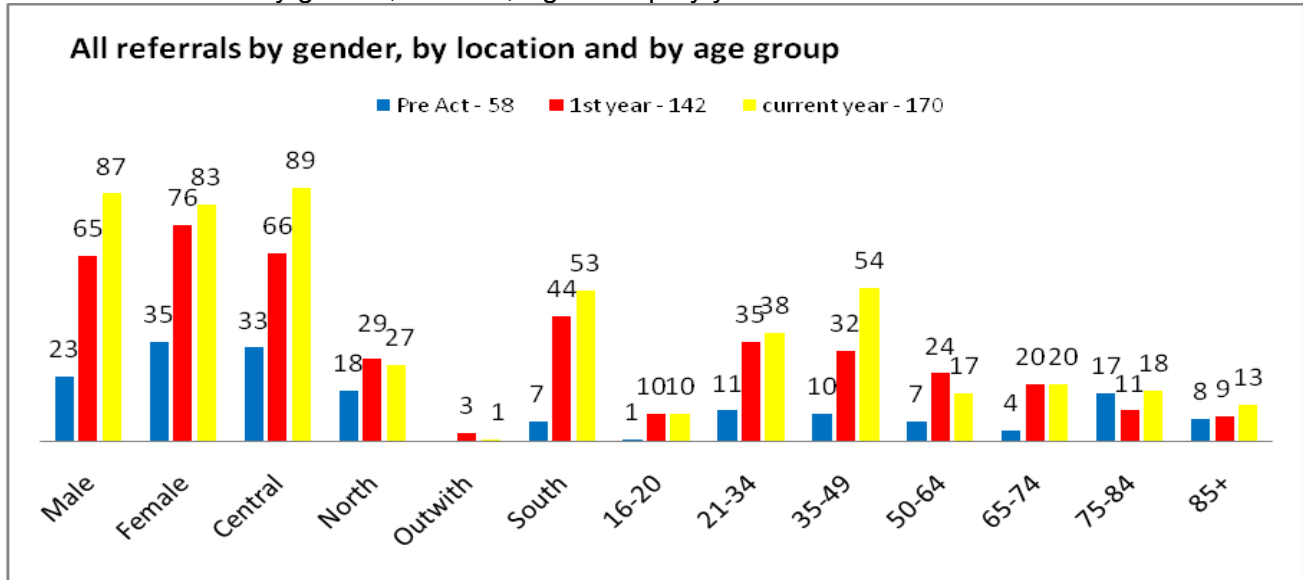


**Table 3:** Breakdown of referrals by those known to social work at time of referral broken down into level of input and those unknown.

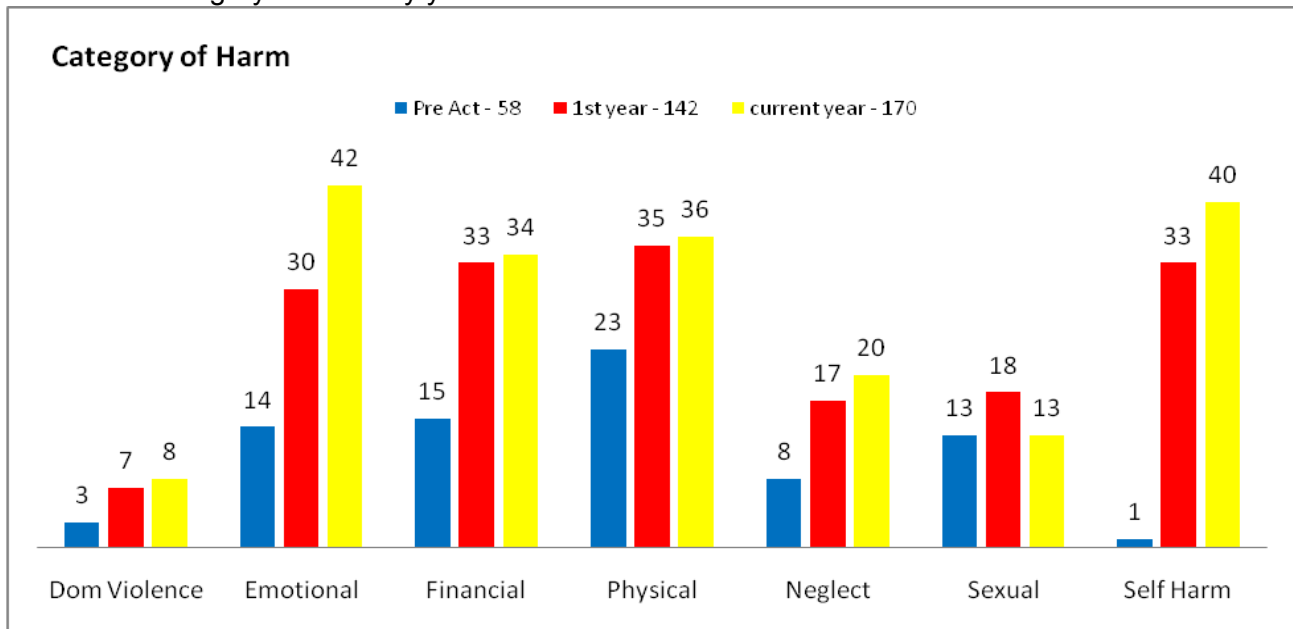


**In Table 3** - of the **24 referrals** that were not already known to social work, **2** were Care Managed, **6** were signposted to Health services, **3** to the police, **9** were no further action and **4** are still awaiting a decision.

**Table 4:** Referrals by gender, location, Age Group by year

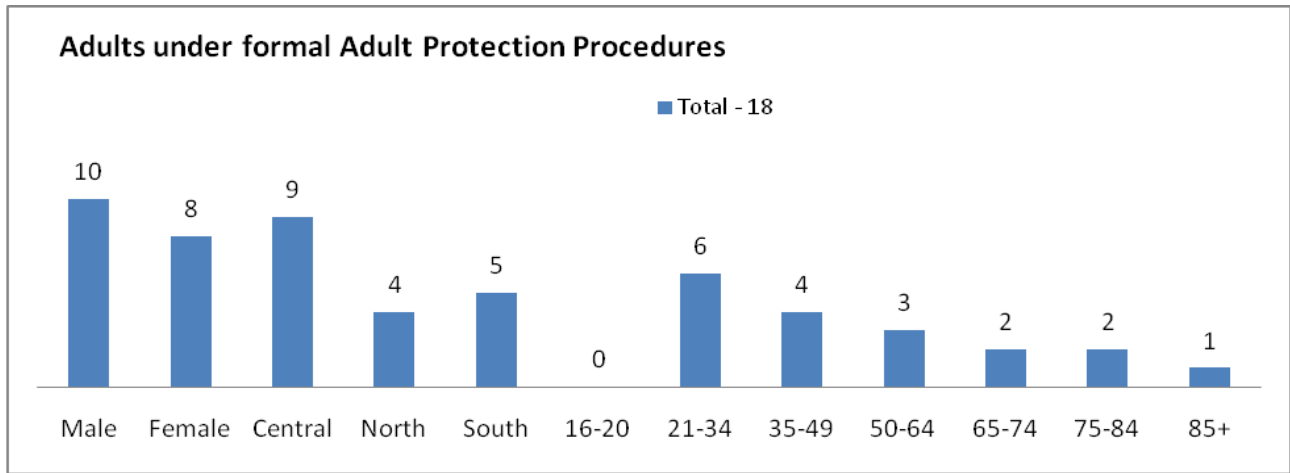


**Table 4a:** Category of Harm by year

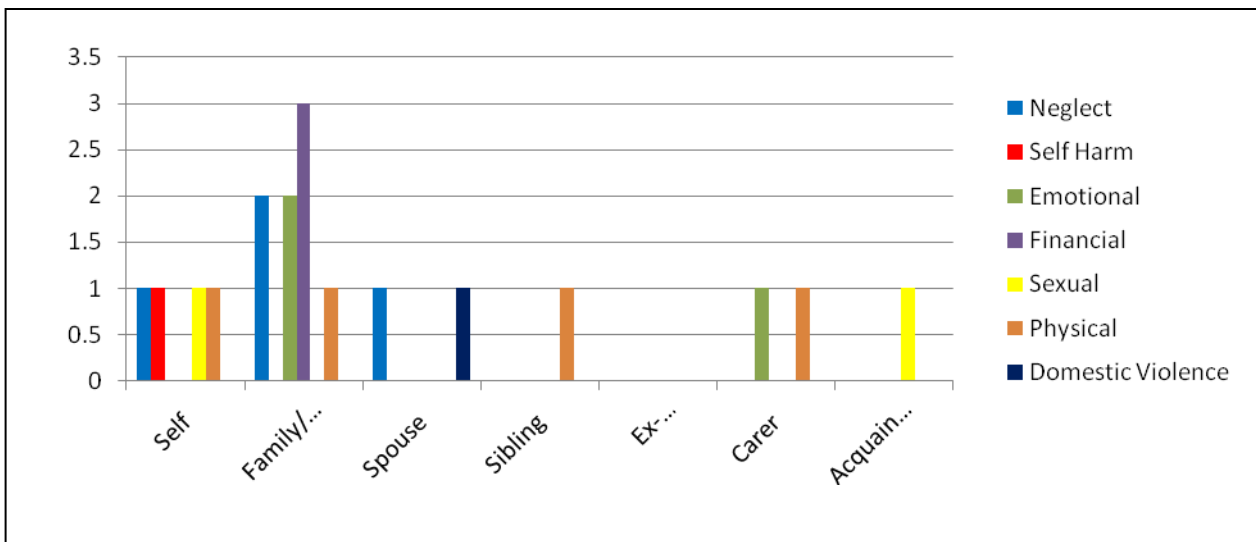


Out of a total of 176 males, 18 had been subject to more than one category of harm, comparing this to 40 out of a total of 193 females, indicates that women are twice as likely as men to be the subject of multiple types of harm.

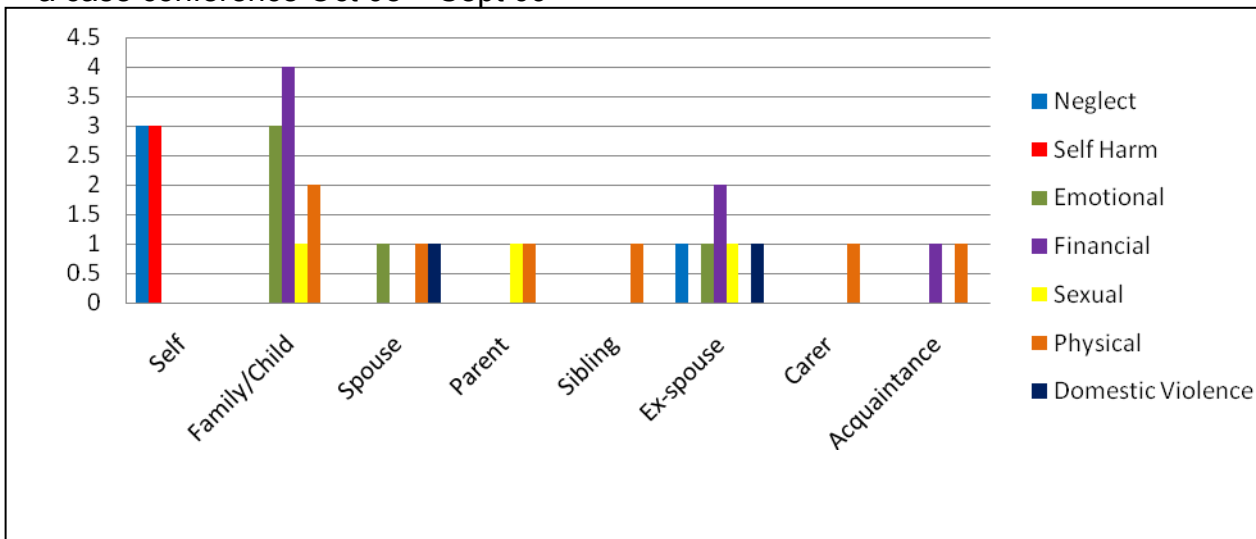
**Table 5:** Total adults with ongoing formal adult protection procedures (Case Conference), by age and locality



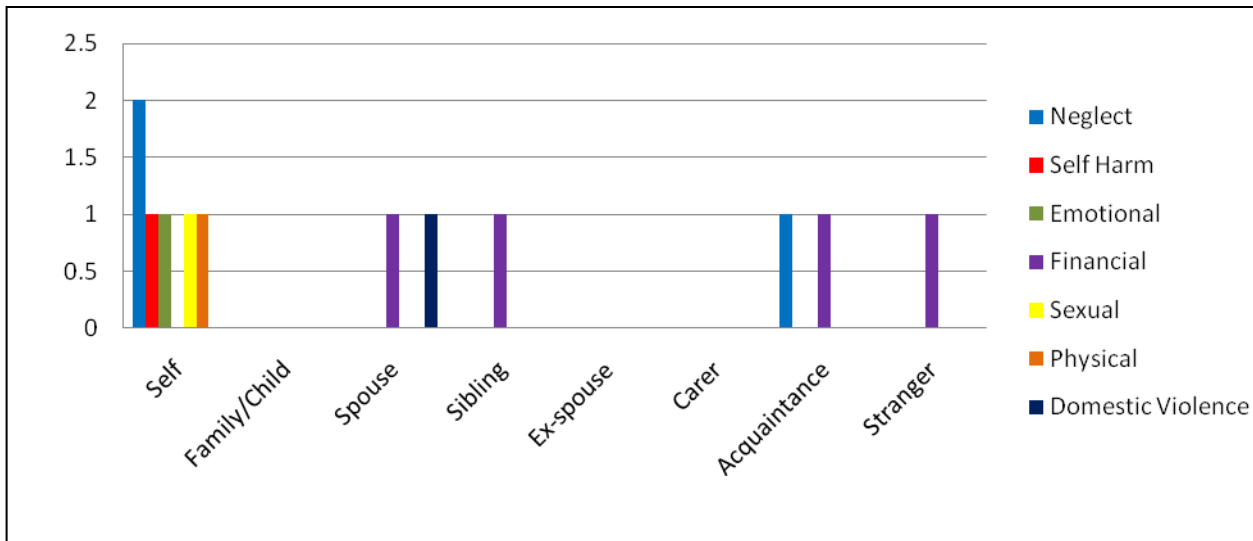
**Table 6:** Category of Primary known or suspected person causing harm of those subject to formal adult protection procedures (Case Conference) Oct 07 – Sept 08



**Table 6.1:** Category of Primary known or suspected person causing harm of those subject to a case conference Oct 08 – Sept 09



**Table 6.2:** Category of Primary known or suspected of causing harm of those subject to a case conference Oct 09 – Aug 10



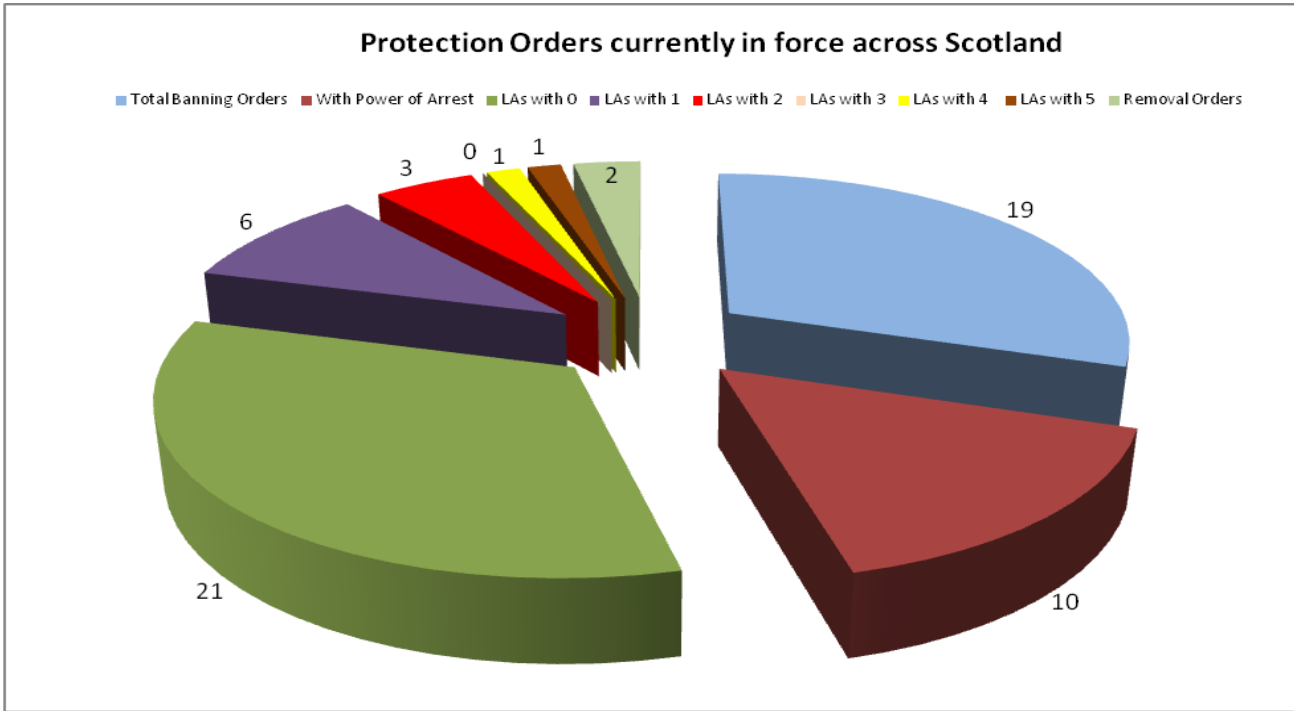
### Protection Order Activity

Since the introduction of the Act East Ayrshire have actively pursued and secured 5 Protection Orders. All have been Banning Orders.

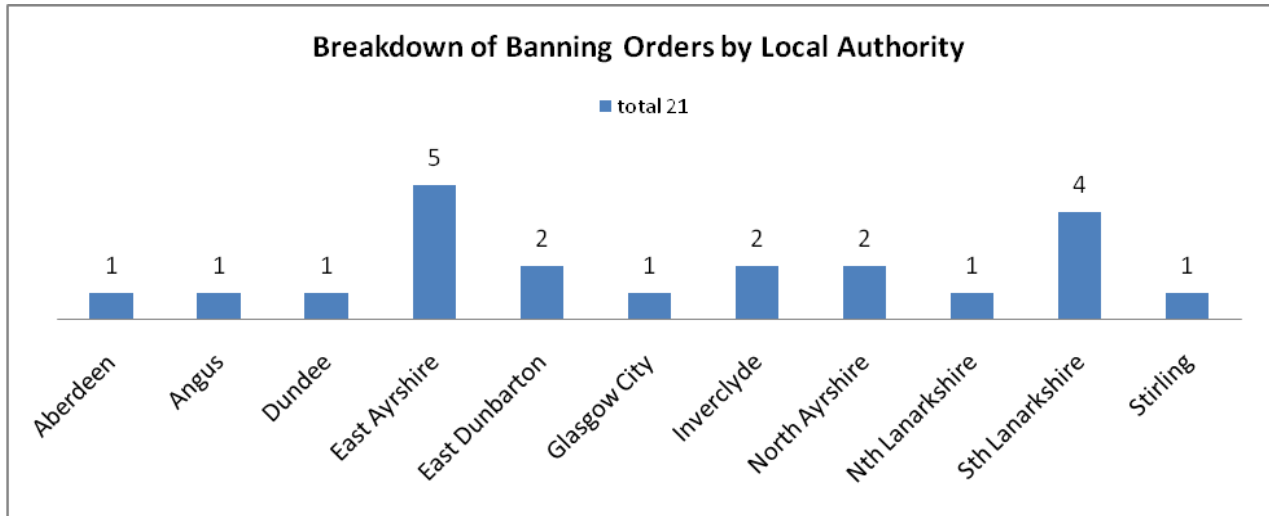
The Orders have been considered and implemented to address a variety of situations including:

- Older adults with physical impairment being subjected to financial, psychological and physical harm
- Adults with mental health issues and physical disabilities being exacerbated by the physical, financial, psychological and potential sexual harm.
- Situations where adults have been subject to domestic violence that their G.P. has confirmed is adversely affecting their mental health and ability to safeguard themselves.
- In response to situations where adults have experienced mental or physical impairment due to chronic alcohol and or drug misuse and subject to financial harm.

The national information received from all of the 32 local authorities identified that there were 21 Orders granted. This included 19 Banning Orders (ten of these have Powers of Arrest attached) and 2 Removal Orders. This data was the national position as at 05/08/2010 and forms the basis of the following two charts.



- Removal Orders = 1 East Dunbartonshire, 1 Perth & Kinross.



In terms of the Act the early indications would suggest that there is not a significant use of protection orders however there remains a high level of activity relating to the Council making enquiries into reports of suspected or actual harm.

## IDENTIFYING TRENDS

### Reporting and Investigating trends and analysis

After the initial significant **193%** increase in reports of adults at risk of harm, indications from figures evidence a gradual but consistent increase in reports of adults at risk at an average rate of **20%** growth per year. Data collated across East Ayrshire has confirmed that the main reports of an adult at harm are originating from formal agencies with the main referrers being the Police and Social Work.

There is a marked increase in terms of reports from the police which has risen to **61%** this year which could be partially attributed to the increase in awareness raising activities and a more robust and coordinated approach to direct reporting between agencies. The SOA Annual Performance Report 2008-09 noted that Strathclyde police allocated additional resources within priority areas to tackle the most persistent “hot spots of crime, disorder and anti social behaviour” (page 90) which could also be a contributing factor to the increase. Current data also suggests you are more likely to be harmed by someone known to you than a stranger.

Although this may indicate that local services are proactive in recognising and reporting adults at risk of harm it also infers that the community may not be as aware and the APIC will require having a greater emphasis on raising awareness within the local community.

APIC have recently started to collate more detailed information on the origins of the referrals from agencies and information has confirmed that in the last quarter of this year June 2010-Sept 2010 **69%** of the 52 Police reports came directly from members of the public, families and self referrals. Ongoing analysis will be required to look into the finer detail of reports and the sources of origin.

In terms of formal investigation and protection planning intervention in the last year has risen from **6.38%** prior to the act to **12.6%** this suggests that a high percentage of referrals identified situations were adults were in situations posing significant risk requiring intensive intervention. This also has implications for future deployment of resources to meet the growing demand.

### Priority Groups

A recent article in the national press on elder abuse highlighted that increasing numbers of elderly people are at risk of harm. In terms of East Ayrshire There has been a gradual increase in the numbers of reports relating to people over 65yrs with **27%** being the current figure. **69%** of those were over 74yrs, **41%** of those related to reports for people over 85yrs.

The highest source of referrals still remain associated with adults with a learning disability or mental health issues although there is a marked increase in the number of females with dementia.

It will be crucial to share information with the newly established Mental Health and Learning Disability Partnership to ensure trends are addressed and support planning processes to meet local need.

In East Ayrshire, the highest increase was recorded within the category Self Harm rising from **1** instance in 07/08 to **33** in 08/09 and **39** in 09/10 for reasons detailed in the next section of this report.

Strathclyde Police reported 1,166 Incidents of domestic violence in East Ayrshire against woman between April 2009 and February 2010. In terms of Adult at risk referrals to the Council reports relating to Domestic Violence appear low however high in terms of Protection orders being considered, mainly Banning Orders. This may suggest that the current services available through the joint work of the Police Domestic Abuse Unit referred to in Chapter 2 of the report and their partners from Women's Aid are providing support to meet local need and only when this is evaluated as appropriate due to high risk are we intervening, which is in the spirit of the act however until further analyse is made this is not fully understood.

### **Links to Alcohol and Drug misuse**

Alcohol related deaths in the last five years are significantly lower than the national average however the proportion of the population hospitalised for causes that can be related or attributed to alcohol misuse are 30% higher than the national average. The proportion of the population hospitalised for drug related conditions in the last three years is double the national average.

East Ayrshire APIC completed an analysis of adult at risk referrals from January 2009 to January 2010 focusing on the impact of drug /alcohol misuse on adult protection within East Ayrshire. This was utilized to inform discussions during a Scottish Government ministerial visit to the Alcohol and Drug Partnership (ADP) in January 2010. A full report was submitted to the ADP to inform future business planning and a summary of the key findings were;

- 40.5% of the total 134 ASP referrals over the year had predominantly alcohol misuse as a factor and;
- Of those adult at risk referrals a higher proportion of females (57%) than males (43%) were affected and of the females (41%) were referred due to physical, sexual or financial harm with 29% of those having a known disability.
- Of those females (41%) over a third relate to self harm/neglect due to the impact of long term alcohol dependence i.e related dementia and or cognitive impairment with a fifth being associated with intoxication.
- In terms of males the majority of referrals (91%) related to self harm /neglect as a result of long term alcohol dependency with over a third citing alcohol related brain damage and acquired brain injury as a factor.

- Analysis of gender differentials also suggest that males may be more likely to be alcohol dependent and at risk from known associates while females with disabilities are in the main the target of harm from those with alcohol issues.
- There are almost equal amounts of males and females affected by alcohol related brain damage due to long term alcohol dependence with a high proportion of individuals being in the 18-65yr age range.

A common issue raising concerns at a local and national level is the impact on police resources and access to medical assessment and support when there are concerns about the risk of suicide or self harming and the adult is under the influence of alcohol or drugs.

An initial scoping exercise by North Lanarkshire APC that included East Ayrshire, East Dunbartonshire, Inverclyde, Dumfries and Galloway, East Renfrewshire and South Ayrshire indicated a number of common areas' including;

- Lack of formal protocols for multi agency management with potential for inconsistent outcomes for those adults affected;
- Multi agency impact for example police time spent supervising adults as they have a legal duty of care for 24hrs for the adult , demands of local authorities responding to increased ASP referrals and difficulties for clinicians in undertaking mental health assessments in order to assess if further medical intervention was required;
- Questions were raised regarding the impact and /or appropriate use of the Mental Health Care and Treatment Act 2003 under s297 and s298.
- Some examples of access to NHS crisis assessment teams as best practice

The National Adult Protection Chairs group has prepared a report for Scottish Government regarding concerns relating how an adult who may be at risk of harm is able to access medical examinations and the aforementioned concerns have been part of the report which is currently being considered by Scottish Government. East Ayrshire APIC will require to consider any national recommendations in order to support the development of local partnership practice.

There are implications for future service delivery for individuals with alcohol related brain damage given the increasingly aging population and the current levels of adult support and protection activity that is anticipated to remain at these levels.

Evaluation of all trends suggest that there will be key priorities in terms of focusing the work of the committee into looking at the trends in relation to older people, financial exploitation and women with physical disabilities. The National Dementia Strategy which has been concluded and is currently being reviewed by East Ayrshire Social Work services and partners to consider local implications , will be a key document for APIC and planning partners' consideration.

APIC in partnership with Social Work Services is introducing the Adult Protection component of its information management system (SWIFT) to enhance and improve current performance monitoring information. Following this it is anticipated that performance reporting will be an integral element of Social Work performance reporting and allow the Adult Protection Unit to focus on the area of Quality Assurance in particular evidencing outcomes for service users.

## CHAPTER 4: CRITICAL CASE REVIEWS

The reports and outcomes of national inquiries, interagency audits and Significant Case Reviews will have a vital role in the critical analysis of practice. They will identify current challenges for services, address common trends or gaps in practice, performance and service delivery in order to directly inform the future business plan for committee.

Guidance on the reporting and implementation of Significant Case Reviews have been established on an Ayrshire wide basis following consultation and agreement from the Adult Protection Committees in East, North and South Ayrshire to promote consistent practice for public bodies. Plans are progressing to develop a multi agency implementation plan via a short life working group.

In terms of an integrated approach to reviewing national inquiries, and reports a process for systematically reviewing these within Social Services –Community Care has been introduced by the Service Manager for Mental Health and Learning Disability Partnerships and the adult protection coordinator has access to all briefings as well as a key role in undertaking those that are appropriate on behalf of the APIC, to support learning and development across agencies.

### **Justice Denied – Outcome of APIC Short Life Working Group**

The Committee established a multi agency short life working group to review the Justice Denied Report - A summary of our investigations into the Care and treatment of Ms A (MWC April 2008).

An action plan was developed and implemented and the key areas addressed to meet the report recommendations are summarised below;

- Ms A was introduced as a case example into the rolling programme of multi agency training for adult support and protection to raise awareness of the need to report a crime
- Training programmes for Health, Police and Housing were all revised to include reference to Ms A and promote best practice across agencies.
- The East Ayrshire Interagency Operational Policy and procedure –Support and Protection of adults at risk of harm October 2010 will replace the previous East Ayrshire multi agency vulnerable adult's procedure and place greater emphasis on clarifying common responsibilities and duties to cooperate, share information, report a crime and consider the issue of capacity to consent.
- The Ring of Safety Model (Dave Hindsburger) aimed at building the capacity of adults with a learning disability to recognise and report sexual harm is being used as a framework to ensure the themes for protection are incorporated into the sexual awareness training course being developed by the Mental Health and Learning Disability Partnership.

- Court Skills training is being developed with the Procurator Fiscal Service to include experiential learning for practitioners on the use of methods to support vulnerable witnesses with an aim to encourage all agencies to fully consider these as a way of supporting vulnerable witnesses to give evidence in court.
- Independent sector and registered establishments have been included in adult support and protection training for trainers events and APIC have provided advice and guidance to revise the procurement service contracts to ensure commissioned services and registered establishments are clear regarding their contractual duties to recognise and report adults at risk of harm

Further joint working is being considered in terms of establishing training for practitioners regarding assessing individual's capacity to consent to sexual relationships. Early discussions have commenced with partners in terms of ensuring there is consistent quick access to specialist NHS community Learning Disability Teams for further assessment and support. This joint work is being progressed by the Ayrshire Training and Planning Subgroup.

## CHAPTER 5: PUBLIC INFORMATION

In August 2009 the East Ayrshire APIC participated in the National Scottish Government Campaign “Act against Harm in partnership with both the North Ayrshire and South Ayrshire APC, s. This approach ensured that budgetary resources were maximised and reduced the cost significantly if a single campaign was undertaken by each APC.

The East Ayrshire APIC have branded their public information and adopted the Logo “Acting against Harm” to ensure the Public could identify the link between the national and local campaign.

An Ayrshire short life working group met on the 3<sup>rd</sup> September 2009 following the Act against Harm event to develop a consistent Ayrshire communication plan to implement the second phase of the campaign. This included a coordinated photo call and launch as well as radio adverts, banners on public transport and local billboards.

An advert was inserted into all Council and NHS employee wage slips as well as a number of articles in the local press.

The message of the current and future media campaigns planned with Renfrewshire Council and 15 other Local Authorities APC, s in November 2010 remains raising awareness that harm happens to adults and helping the public to understand how to recognise and report the various types of harm. Further plans are being discussed with the West Of Scotland Practitioners Network Group to adopt a joint phased approach to ensure as awareness increases the message will develop. This joined up approach also ensures that information is consistent and campaigns are cost effective in terms of being able to share and reduce the costs of publicity to each APC.

The Adult Protection Unit has participated in local partnership events to further raise awareness amongst the local community of local implementation of the Act and information that is on offer. This has included the provision of Market Stalls and workshops as part of the Older Peoples Conference, Learning Disability Awareness Week Event, Alcohol and Drugs Partnership Recovery Strategy event, Community Plan Review Workshops and briefings for Further Education College lecturers in Health and Social Care.

A number of Community Groups have been identified to arrange meetings and disseminate public information throughout 2010/11 targeted at priority groups identified through the local trends identified.

The reporting trends identified in Chapter 3 of this report demonstrate a high awareness amongst professionals and the community of identifying and reporting harm.

The Adult Protection Coordinator is also a source of information and responds to regular inquiries from staff and students from Health, Social Work, Housing, Community Education, Care Commission and the Independent Sector regarding the Act, to discuss advice on local practice and procedures for identifying and reporting harm and to access information on resources.

More recently there have been calls received from the public who have been signposted by other agencies who are seeking advice which is evidence that there is a gradual but growing local awareness amongst the public of the Adult Protection Unit as a resource.

**Website Development**

The APIC have developed a local website where information regarding Adult Support and Protection is available in formats that are in different languages for ethnic minorities and a system for any documents or leaflets to be produced in alternative formats such as Large Print, Braille, CD Rom and Cassette Tape.

All APIC reports and the Biennial Report with an easy read summary will be published and available on the Website for those who may wish to access this.

Image of Website

**Departments**

- Your Council
- Chief Executive
- Finance and Corporate Support
- Educational & Social Services
- Neighbourhood Services

**Social Care & Health**

**Adult Support and Protection**



**Act Against Harm**

**What can I do?**

If you are worried that you or someone you know is being harmed, is suffering from neglect, or is being abused, it is important to tell someone. Everyone has a right to be safe.

Remember, the person who did this may be doing it to others too. Or it could be that the person who is being harmed or neglected may not be able to report it themselves. Even if it happened many years ago, it is still important to report it.

**Adult Protection..**

- What it is
- Types of Harm
- What you can do
- What happens next
- Who to tell
- FAQs

**Further Information ..**

- The Adult Protection Committee
- Publications
- The ASP Act explained
- Communication Toolkit
- Other links

### Number of hits on ASP web pages

\*Percentage increase on the previous 3 months

Web Page	01/10/2009 - 31/12/2009	01/01/2010 - 31/03/2010	% inc	01/04/2010 - 31/07/2010	% inc
ASP Home Page	69	93	34	254	268
ASP Committee	40	78	95	194	385
ASP Explained	33	49	48	162	390
ASP What Happens next	0	30	n/a	149	(396)*
ASP Publications	24	53	120	145	504
ASP Links	36	42	17	144	300
Total Visits	551	1032	87	3314	501

Overall, our web pages have been visited 4897 times since going live on 28<sup>th</sup> October 2009

The further detail of progress made in terms of the Public Engagement and Information Objectives of the APIC Business Plan 2008-10 are detailed in Chapter 7 of this report.

Future work of the APU will be to produce an initial Communication strategy that will be reviewed jointly with Child Protection leads when the CPC strategy is reviewed in March 2011. Work is ongoing to distribute a suite of accessible information for Service Users and Carers in consultation with local partnership groups.

There is also joint work progressing to explore, with the CPC, the use of Direct Gov TV to develop protecting people pages. The use of Social Networking Sites and Proximity Marketing which relays a media clip to mobile phones from key public areas such as the town centres and has no or minimal cost compared to leaflets and other media methods is also being piloted.

## CHAPTER 6: MANAGEMENT OF SERVICES AND STAFF

### **Adult Protection Unit Development**

Scottish Government funding has been partially utilised by the Local Authority to set up a team of staff to ensure the effective local multi agency implementation of the Adult Support and Protection (Scotland) Act. The team consist of the Adult Protection Coordinator, Training Coordinator, Resource Worker and Admin support. The team ensure they are a central contact for advice and guidance for agencies, services and the public and ensure the committee and its sub groups are resourced.

The team of staff within the Adult Protection Unit is employed by the Department of Educational and Social Services however are accountable to the East Ayrshire Adult Protection Unit Leads Group (APU) and ultimately the Chair and the APIC.

The APU Leads Group is a multi agency group with designated lead officers who provide the link between strategic development and operational practice. The frame of reference for the group mirrors the constitution, duties and functions of the APIC. Through these arrangements there is a structure that forms the basis of the Adult Protection Unit.

In terms of future development the collocation of lead officers for protection would strengthen current arrangements and promote and enhance communication, practice development and partnership working. This has already been partially achieved through the current collocation of the Adult Protection team staff and the Child Protection Committee Leads.

### **Budgetary Arrangements**

APIC have developed robust systems to ensure processes for the monitoring, review and reports on financial expenditure are clear, open to public and government scrutiny and accessible. An overview of the funding allocation and expenditure is detailed in Appendix 5.

In terms of the allocated budget there are areas being considered;

**Adult Protection Unit Staffing** needs identified in 2010 will continue to be required. There is a growing number of administration tasks associated with the developing Training Calendar and this may provide the opportunity for the development of a supported employment position within the adult protection unit which is currently being considered.

**Multi Agency training** costs continue to be monitored and a procedure for the Hire of Venues and Catering has been revised to ensure where possible no or minimal cost are incurred. A further policy on the provision of hospitality will require to be developed to ensure effective use of resources.

**Publicity and Awareness** will be a key priority over the next year however new technology provides an opportunity to provide advertising opportunities at minimal costs and will be progressed alongside developing materials jointly with the CPC to minimize costs.

**Staffing resources** continue to be an area of expenditure that will require monitoring and a review of current demands particularly in terms of the role of authorized officers for private applications for welfare guardianships alongside Protection Order applications and investigations in terms of Adult Support and protection.

**Direct Service Provision** has been an area of priority identified for investment to offset the costs of services that support adults where these additional costs are directly attributed to safeguarding individuals. This can include use of additional SMART Technology or support staff. At this time increasing frontline staff has not been possible within current allocated funding however there have been workforce issues in terms of the impact on Social Services of responding to increased reports of adults at harm in terms of making inquiries and increasing Care Management responsibilities. This is further explored in Chapter 9 of this report.

At a national level the Scottish Government (SG) the Convention of Scottish Local Authorities (COSLA) have agreed that SG will commission independent qualitative research into the impact of the Act specifically around individual outcomes and involve the Association of Directors of Social Work (ADSW) in the design of the research brief.

The East Ayrshire APIC will look forward to considering the results of the research and its implications for improving local partnership working.

## **CHAPTER 7: COMMUNICATION AND CO-OPERATION BETWEEN AGENCIES**

### **Adult Protection Committee Development**

The Adult Support and Protection Act has multi-agency and interdisciplinary working at the core, it clearly identifies and requires public bodies to work together to safeguard adults at risk and the appointment of the Independent chair in October 2010 will further strengthen arrangements. Chapter 1 of this report provides an in depth explanation of how this has been achieved in East Ayrshire.

The scope of agencies that have clear responsibilities is wide and varied and includes the agencies below who will be key partners to engage with;

- Services for children and families
- Criminal justice services
- Community Care Services
- The Police
- Housing and homeless services including private providers
- Acute hospital services, primary care and General Practitioners
- The prison service

A clear priority and statutory duty for the APIC in terms of these responsibilities is ensuring a joined up approach for agencies in terms of ensuring local policies and procedure, practice, training and resources are developed and agreed locally reflecting local need and a summary of the current progress is outlined below;

### **Improving Policies, Procedures and Practice**

#### **Adult Support and Protection Guidelines**

As part of their legal duties of the Adult Support and Protection (Scotland) Act 2007 East Ayrshire Social Work services have the key responsibility to receive and coordinate responses to reports about adults who may have been harmed or may be at risk of harm. The East Ayrshire APIC was involved in the development and revision of the West of Scotland Interagency Adult Support and Protection Practice Guidance –Version 8 which were formally adopted by APIC on 15<sup>th</sup> June 2010 as the main policy reference document across Ayrshire.

East Ayrshire APIC used the West of Scotland Guidance as a framework and revised the East Ayrshire Multi Agency Vulnerable Adults procedures, the new East Ayrshire Inter Agency Operational Policy and Procedure-Support and Protection of Adults at Risk of Harm have been approved by Chief Officers .An implementation plan incorporating multi agency briefings for all Public Bodies and the Independent Sector is currently being progressed.

These procedures provide clear guidance to practitioners from all stakeholders and disciplines on their responsibilities in relation to reporting, sharing information and cooperation and any such investigations, including the need to pursue urgent statutory intervention or the need to convene a multi-disciplinary Adult Protection Case Conference.

The procedures were developed in consultation with all public bodies, Children's Services, Criminal Justice services, MAPPA arrangements and evidence formal links with all these services. A practitioner's guide has been developed and is currently being published to improve understanding of the role of the Council Officer.

The use of an Ayrshire wide multi agency reporting form (AP1) has been agreed as well as a robust system and process has been established for reports from the police which will provide a quicker and more efficient response and feedback to agencies. The identification badge for Council officers across Ayrshire has been redesigned to incorporate information on their authority to act to ensure improved communication, similar to arrangements for Mental Health Officers.

The APIC have led and responded to several national consultations including the Adult Support and Protection-Report of sub group on information sharing led by Scottish Government in June 2010 and the Draft guide –A Guide to Supervising and Supporting Welfare Guardians from the MWC and SWIA October 2010 .Further partnership work is progressing in terms of standard protocols for access to health information.

The East Ayrshire Data sharing partnership (DSP) operates across agencies and is developing systems for e-care. The DSP are eagerly awaiting the final report from the aforementioned Information sharing consultation to consider implications for local practice. The Data sharing code of practice from the Information Commissioners Office has been received and work has commenced between the Information Governance Manager of the NHS and the adult protection leads across Ayrshire to review the Ayrshire Information sharing protocols between the Council and the NHS.

The Adult Protection Coordinator in partnership with Social Services has revised the East Ayrshire Adults with Incapacity Guidelines for intervention for the Council to ensure they reflect the changes within the Adult Support and Protection Act.

A communication strategy is currently being developed and the plans are in place to review this on a joint basis with the CPC in March 2011.

The Adult Protection Unit is in the process of developing their knowledge in order to be able to undertake Equality Impact Assessments and will develop a protocol to ensure all policies and procedures are assessed to ensure compliance with equality legislation.

### **Improving Skills and Knowledge**

The main aspects of training provision are detailed in the section on training progress and the appointment of a Training Coordinator to develop a multi agency training strategy will be the main area of development work in this area. A more in depth analysis of training needs would identify where there are specific areas within services that may require prioritised for future training.

## Area of Good Practice- Legal Solutions Forum (LSF)

In 2005 the Adults with Incapacity Forum was established as a way of supporting Social Workers to discuss and consider the appropriateness of the use of interventions under the Adults with Incapacity (Scotland) Act 2000. It provided an opportunity for practitioners and their partner agencies to reflect on their practice develop a shared understanding of legislation as a potential safeguard and develop skills and knowledge as well as confidence in its application.

When the Adult Support and Protection legislation was coming into force it was agreed to extend the scope of the forum and incorporate a wider role in terms of advising on the new legislation and the Mental Health (Care and treatment) (Scot) Act 2003.

The membership of the forum was extended from the Mental Health Coordinator, Adult Protection Coordinator and Council Solicitor to include the Looked after and Accommodated Reviewing Officer for Children and Families Services in 2009. This was due to the increasing number of child protection concerns where there were issues of adult protection.

The forum has had 120 appointments in the last two years and demand has resulted in it moving from fortnightly to weekly. A recent survey carried out by APIC identified that practitioners perceived this as positive and of benefit and wished this to continue. 69% of responders were already aware of the LSF and comments received include;

- “It would be beneficial for a practitioner from another agency to be on the advisory panel, for example someone from NHS, and for referrals be made by NHS as well as Social Services to develop joint working further.”
- “I don't think LSF is used to full potential in terms of workers accessing it.”

There are plans to produce a fuller qualitative evaluation of the model and to consider the membership to incorporate a representative from health due to the number of situations relating to issues of physical and mental impairment in many situations which are increasingly complex and require multi agency involvement.

There is also a need to consider how the forum can extend learning opportunities to a wider number of practitioners and APIC are currently engaging with the Local Practitioners Forum to progress this over the coming year.

## **Public Engagement and Information**

The significant progress in this area has been detailed in Chapter 5 of this report and work will continue to progress through the Joint Public Information and Engagement Subgroup.

There is a need to consider the use of technology in terms of social networking sites and the potential risks they may pose to some adults.

This is currently being addressed in terms of extending the use of the local CPC internet safety training to adults in particular those within Learning Disability and Mental Health Services.

A joint public information audit and the development of a multi agency distribution protocol are in the early stages of development and will support the development of the Joint review of the Protection Communication Strategy in 2011.

There is a clear commitment to partnership working with the CPC in areas where public information can be produced jointly under the umbrella of protecting people.

### **Performance Audit and Evaluation**

The Council has developed an action plan setting out how to tackle the recommendations of the SWIA inspection report recommendations and the ASPC Business plan will require ensuring there is a link with the care and protection aims and actions.

An initial dataset that provides the current performance information that is detailed in Chapter 3 is reported to APIC and senior managers in partner agencies on a quarterly basis to influence service planning and practice development. An Annual report for 2009/10 was produced and will be available on the website along with the Biennial report.

The current adult at risk reporting form (AP1) is being developed as an electronic version in order to capture further data in relation to performance monitoring of the operational procedures for future evaluation. It is the intention that this will allow staff to input data more efficiently and open and close adult protection activity in a way that makes the best use of their time and resources.

The Social Work information management system (SWIFT) is currently being reviewed to implement the use of the Adult protection module and ensure the reporting and recording of adult support and protection activity are more efficient in terms of being integral to the care management process to prevent duplication of effort by practitioners.

Once established the electronic performance management system of reporting which is being developed by the Council will be established to provide routine electronic reporting and allow the APU to focus on self evaluation and developing a system including case file audits to support practice improvements.

Through strategic planning structures and partnership working the East Ayrshire Adult Support and Protection Committee seeks to continuously improve adult protection work and secure better outcomes for individuals, and in particular those at higher risk of harm as defined by the Adult Support and Protection Act, at a local level. APIC will address the 4 key strategic themes and functions as outlined by the Scottish Government draft evaluation and audit in any future development of their performance framework:

- Service Users Outcomes and Views
- Procedures Practice and Performance: Quantity and Quality

- Relations Between agencies
- Management of Service and Staff

Further consideration is being given to the development of the Performance and Audit Subgroup to progress the current work of APIC in the development of a standard performance framework that is more outcomes focussed. The provision of a National Performance Framework for Adult Support and Protection and Standards of Practice that ensure there is no duplication of effort in terms of the current frameworks for example SWIA frameworks would be beneficial. This would provide clarity of direction and promote the validity and consistency of any benchmarking activity undertaken by all APC's in the future.

## CHAPTER 8: TRAINING

### Improving Skills and Knowledge

The East Ayrshire APIC requires making, assisting and encouraging arrangements, which will enhance the skills, and knowledge of office holders as well as employees of public bodies who have responsibilities and duties under the Adult Support and Protection Act 2007.

This requirement will also include the development and the delivery of an annual multi – agency training and development strategy that recognises the wider roles and responsibilities of voluntary and private organisations. This aspect of the training strategy had already begun to progress through the work of the Ayrshire Training and Planning Group who are responsible for the subsequent implementation. The Ayrshire Training Strategy incorporating the 3 main levels of Adult Support and Protection training is detailed in Appendix 6.

Inter disciplinary planning and commissioning will be key elements in terms of promoting a mutual understanding of agency roles coupled with the promotion of a quality assurance and a collaborative working culture.

A Coordinator responsible for Training in respect of the Adult Support and Protection Act is now in post and has established joint working arrangements with both the East Ayrshire Child Protection Training Lead and the North Ayrshire and South Ayrshire Adult Protection lead officers. The Coordinator will be responsible for;

- Having lead responsibility for implementing, monitoring and reporting progress on the Improving Skills and Knowledge element of the Business Plan to the APIC
- Developing a Multi Agency strategy to provide a framework for improving skills and knowledge throughout and across the APIC partners.
- Developing arrangements for multi agency training facilitators to ensure a collaborative and coordinated approach to training with partner agencies and other key stakeholders.
- Joint evaluation and revision of course materials, training resources including budgetary management.

### Joint Working across East, North and South Ayrshire Adult Protection Committees

The three training leads for East, North and South Ayrshire APC and the NHS lead meet and feedback progress through the Ayrshire Training and Planning Sub Group. The training leads examine the quality and consistency of training; implement an annual training needs analysis and an evaluation of training reviews.

This ensures training continues to improve practice and have positive outcomes for practitioners and ultimately the individuals they support.

The Ayrshire wide rolling programme of adult support and protection act training which is hosted on a rotational basis by each APC is detailed on the previously mentioned Ayrshire Training strategy and arrangements have been finalised for Adult Support and Protection training for the remainder of 2010. The Multi Agency training distribution list is in place and the calendar has been cascaded to the relevant organisational managers to communicate this across their services and teams. These joint arrangements ensure that the process has shared costs, prevents duplication of local resources and therefore ensures the most efficient use of resources for partners.

In order to further support and equip Council Officers and partners to implement the Act, the West of Scotland Inter Agency Adult Support and Protection Practice Guidance Version 8 dated 08.06.10 which have been adopted on a Pan Ayrshire basis and the revised East Ayrshire Interagency Operational Policy and Procedure - Support and Protection of Adults at Risk of Harm Version 4 ,further training below has been identified by practitioners to support and assist them to increase their confidence and skills in terms of undertaking interviews with adults and Chairing formal adult protection case conferences;

- 10 sessions of a 2 day Investigative Interviewing Skills training attended by 60 staff.
- 2 sessions of a 1 day Chairing Case Conferences course attended by 14 Managers.

Currently the above training is being commissioned however the cost effectiveness would require to be fully examined in terms of each Council being in the position to provide facilitators for the required times. This Pan Ayrshire; Multi Agency approach as highlighted, will 'continuing to ensure that a dispersed workforce including Council Officers, partners and all stakeholders have a shared understanding with regards to recognising their duties, roles and responsibilities' under the Act .

## **Housing Services**

A series of briefings for local Registered Social Landlords has been delivered in terms of examining the current Adult Support and Protection training they deliver and seeking to ensure that there is clarity in terms of the duties for Housing association staff under the Act and a consistency in relation to training delivery.

Ongoing training on the Act and local procedures for adults at risk of harm is being cascaded to East Ayrshire Council's housing employees inclusive of front line reception staff. At the moment 70 out of the 100 staff have received training.

A meeting has taken place with the Council Organisational Development Manager who has responsibility for corporate training. Work is focussed on reviewing Induction Training and ways in which this may link with Adult Support and Protection and general protection of adults at risk. This will ensure that from Induction stage, training in relation to Adult Support and Protection is integral to all Council employees.

East Ayrshire Cabinet in June 2010 approved the introduction of a Competency Framework which will apply to all Council employees and is a set of behaviours which signal the way in which the Council expects employees to deliver services.

This framework will be aligned with the current East Ayrshire Annual Employee Review process (EAGER) and a Learning and Development Matrix.

The Matrix provides an overview of the core competencies expected and the training available to support employees which have specific learning outcomes. APIC is currently reviewing the matrix in partnership with Organisational Development to include the provision of adult support and protection training. This will ensure all employees can be clear about the essential training they should have appropriate to their role and post and an overview of further training which can be accessed as part of their continued professional development.

### **NHS Ayrshire and Arran**

A Lead NHS training and development officer for Ayrshire has been seconded to support the training of the extensive NHS workforce. Further work is being progressed in terms of ensuring Health colleagues are clear about their roles and responsibilities.

Training attendance for NHS staff has been increased over recent months due to the NHS providing a number of flexible sessions at local hospitals and this continues to be available to all NHS staff and partners.

NHS Ayrshire and Arran are in the process of developing an e learning resource for staff on Adult Support and Protection which will be integral to the induction of all employees.

Once the ongoing work on the Council Competency Framework model has been completed it is intended to engage with partners from the NHS as the next phase. This will consider whether a similar model of working can be integrated into their systems for continued professional development.

### **Police, Procurator Fiscal and MAPPA**

The Police public protection unit have appointed an Adult at Risk referral coordinator with a Pan Ayrshire remit to ensure coordination and consistency of practice in relation to police referrals of adults at risk of harm across agencies. The police are core members of the Ayrshire Training and planning sub group and have cascaded training to 700 officers across Ayrshire 'U' Division and a further 297 officers from East Ayrshire police offices as part of their shift handover to ensure there was no disruption to local services. The Public Protection Lead also produced an Aide Memoire for officers as part of these briefings.

The police have agreed to participate in the facilitation of all Level 3 training events as part of the Pan Ayrshire rolling programme to reinforce and explain the role of the police in relation to adults at risk of harm.

Supervisors and Community police have been and continue to receive training information routinely to encourage ongoing attendance and an E Learning training package that will be mandatory for all police officers in the future is under development.

A Short life working group which includes representatives from Social Work, the Procurator Fiscal Service and Council Solicitor is developing a Court Skills training course to build the capacity of adults who may have been victims of crime to be competent witnesses and ensure that practitioners who may support adults who may have been harmed to understand the methods and tools used to support Vulnerable witnesses. This will support better outcomes for adults who have been subject to harm of a criminal nature by ensuring they have all the necessary support from all appropriate agencies to ensure they have access to and opportunities for justice.

The Coordinator is liaising with the Service Manager for Criminal Justice within East Ayrshire Council in terms of looking to include appropriate information from MAPPA within Adult Support and Protection training again looking to ensure a multi agency approach to the Protection issue in general. The information from this meeting will be given to Pan Ayrshire colleagues who will also be aiming for a similar level of inclusion within their own training remit in order to continue to ensure consistency of approach.

### **Strathclyde Fire and Rescue Service (SF&R)**

Partnership working with the Child Protection Committee has resulted in a bespoke Protection Awareness Briefing being designed for SF&R. The training sessions [4] will be implemented with a child protection-training officer, again ensuring that all aspects of protection are covered and providing a coordinated approach. The sessions, in terms of implementation, ensure that there is no disruption to daily fire service duties and were organised in full consultation with both the area and the local fire chiefs. The Coordinator attended a reciprocal training session with the fire service, which is currently being offered across agencies as part of home fire safety awareness and in terms of the implementation of Home Fire Safety Risk Assessments.

### **Independent Sector and Registered Establishments**

East Ayrshire Adult Protection Unit has offered all **33** commissioned providers and registered establishments in East Ayrshire a 1 day Train the Trainer events in 2010 which local providers identified as a need. The APU delivered two one day events and the 'Tell Someone' training pack commissioned by the Scottish Government was used as the framework and resource provided to ensure consistency with the national workshops delivered. Each provider committed to the cascading of training throughout their organisation.

This initiative was as a direct result of an APIC partnership event which explored ways to improve partnership with the Care Commission in March 2010 where this was an agreed action to promote awareness and encourage establishments to progress their training for staff.

A total of **24** managers and trainers from **21** establishments attended and work is ongoing in partnership with the Council's contract and commissioning service to share information on the response from local providers and identify any further support required. There is a plan to ensure Child Protection Colleagues will be involved in this process again ensuring a joined up approach and being clear that protection awareness for both children and adults is being promoted.

There have been advancements in terms of engaging with external agencies such as those who provide day services and support for adults with mental health issues and Women's Aid. In relation to ongoing work with both agencies, there are plans in place in order to ensure that Adult Support and Protection is integral to training offered by these agencies as well as ensuring information regarding issues of gender based violence and mental health is integral to training offered by the APU.

## **Local Community Planning Partnership Arrangements**

### **Child Protection Committee**

The Training Coordinator -Adult Protection is a formal member of the East Ayrshire Child Protection Committee Training Sub Group and will therefore be in a position to progress issues in terms of incorporating information from the group and addressing common training areas for development.

There has been an initial engagement with the local Multi agency partnership training consortia lead from Women's Aid in relation to supporting the implementation of the Violence against Women Training Strategy, Phase 2.

Early discussions have identified there is a potential gap in training provision in relation to assisting males to develop their capacity to understand and address the impact of ongoing issues around domestic violence and the effect of such behaviour on women and children, The anticipation is that the training will be developed with the assistance of the EAC Legal Section and will be in place in January 2011.

### **Learning Disability and Mental Health Partnership**

The Training Coordinator has joined the working group established as part of the above partnership and led by Health and Social Work to develop training in respect of Sexual Health Awareness in relation to adults with a Learning Disability. A few of the main priorities of the training is to support young peoples and adults with a learning disability their families and formal carers to be aware of healthy sexual relationships. This will also consider a further level that supports individuals to recognise harm and how to seek help if they or someone else is being harmed.

Further associated training is the development of a course designed to support practitioners to develop knowledge of addressing issues of considering an individual's capacity to consent to a sexual relationship in the context of adults who may experience a level of cognitive impairment.

All of the above work in conjunction with the Court Skills training development has been a direct result of the East Ayrshire working group tasked with considering recommendations in light of the Mental Welfare Commission Report –Justice Denied –A summary of our investigations into the care and treatment of Ms A.

### **Summary of Training Statistics**

Current evaluation information from all courses has identified that;

- 96% of attendees said the course met its aims adequately
- 98% of attendees said that the course was relevant/very relevant
- 87% of attendees said that their knowledge/ skills had improved
- 96% of attendees had found the facilitators good/excellent

When asked how the learning from training would impact on their work delegates made some positive comments which included;

**“Highlighted how important it is to record all information and pass on information to all agencies and the need to share information..... ”**

**“Gives me further confidence to challenge any harm issues I am not sure whether to act on and raise concerns with my line manager “**

**“When working with young people and their families I will be more aware of issues in the family and be able to report anything I feel is not quite right”**

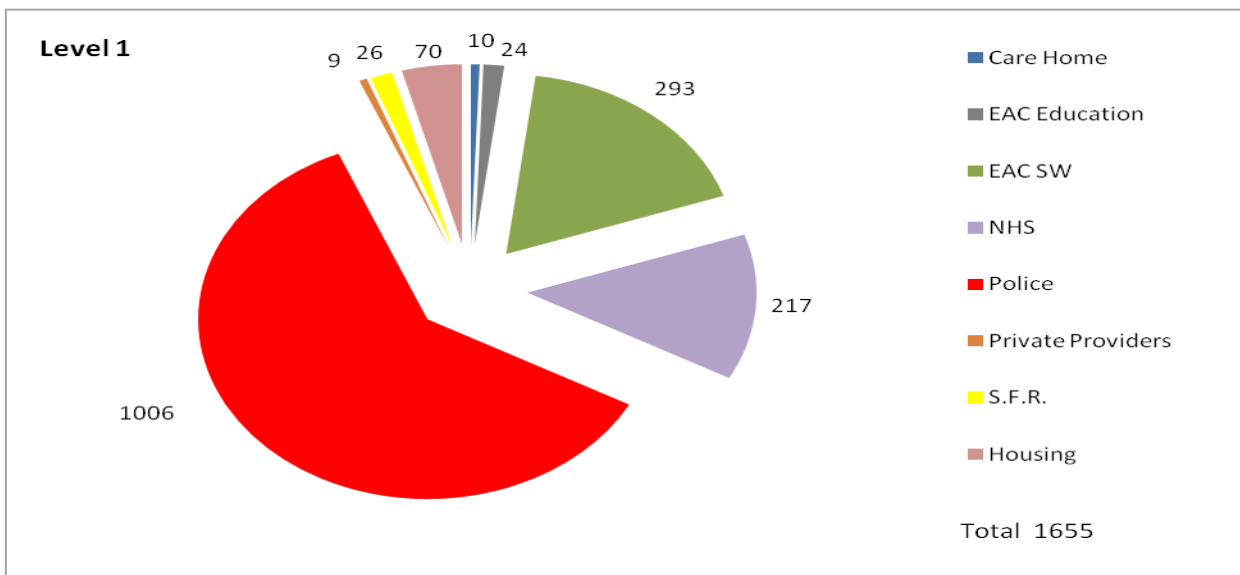
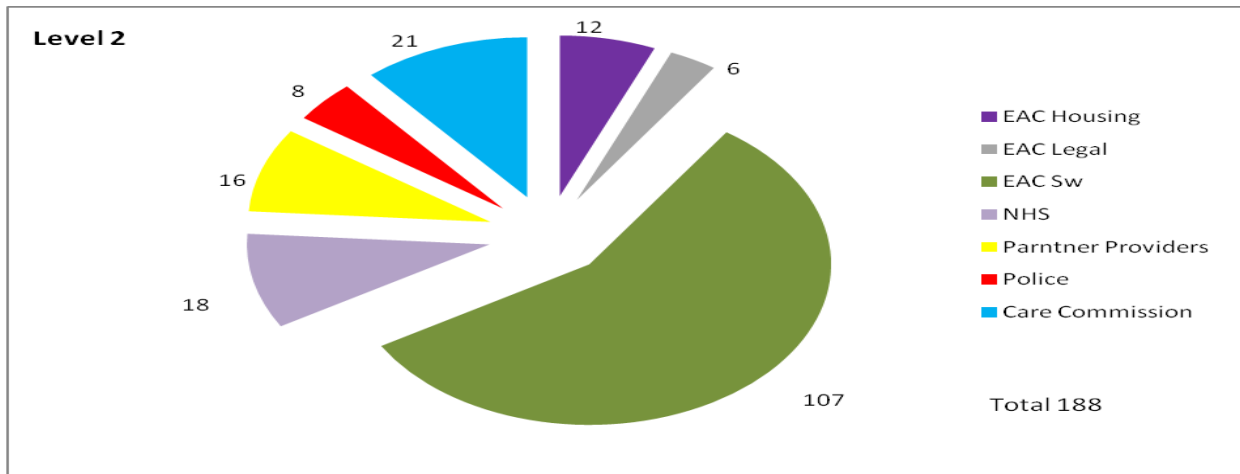
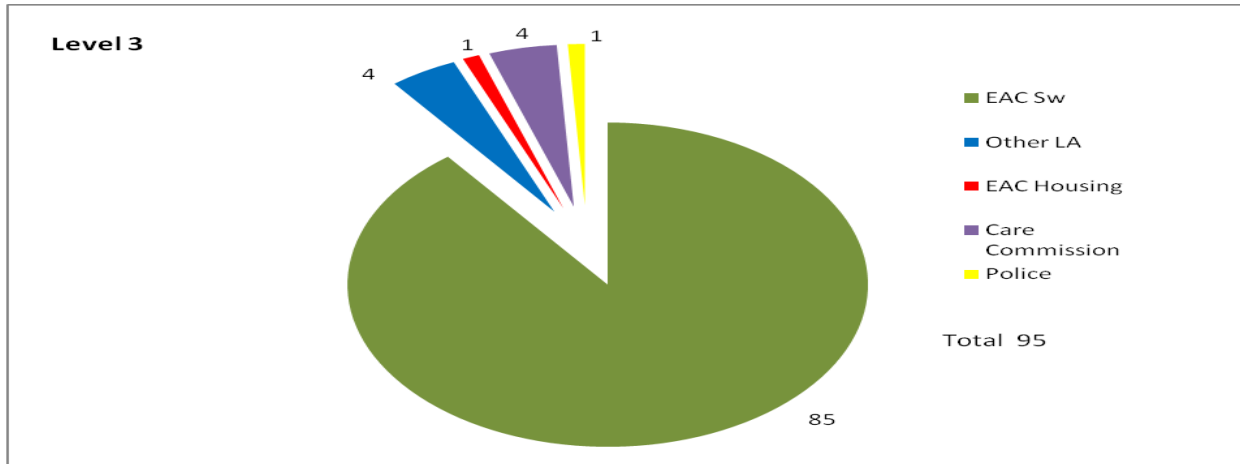
**“Well explained thoroughly enjoyed the course. It was beneficial to listen/share information with all agencies “**

In general many of the suggestions regarding how to improve training was around the need for more training on other legislation including Adults with Incapacity Act. There was a general view that the discussions that were based on real local examples were more beneficial than generalised case studies and these have remained included.

The main themes that carried through the evaluations were the value placed on the multi agency aspect of training and that individuals felt more able to pass the information to others as well as recommend the training.

Further consideration is being given to follow up audits of participants to gain further detailed insight into the impact of the training on practice in the longer term and the impact on outcomes for individuals who are being supported.

**Charts 1-3: Total attendance rates by course and agency.**



## **Future Priorities**

In terms of the wider Council employee groups inclusive of Neighbourhood Services contact has been made with Roads, Transport and Leisure Services to ensure they have access to local briefings and are attending. Education colleagues will be targeted initially in conjunction with Child Protection colleagues' as well as making formal arrangements for partnership working with Further Education Colleges and Community Learning and Development services of the Council.

Priority target groups identified with NHS are staff working in accident and emergency departments, care of the elderly, community nursing staff and mental health services.

Further consideration will be given to the use of the Police Joint Investigative Training (JIIT) model developed and facilitated by the Police for Child Protection as a potential model for Adult Protection.

In terms of supporting the Community Care Joint Assessment Framework further training is being explored to develop specific training around the use of the Chronology in terms of Adult Support and Protection, risk assessment, protection planning and Record Keeping. The development of the Ayrshire Significant Case Review Procedures for adults at risk of harm in September 2010 will require the provision of multi agency briefings for staff regarding the procedures and specific Root Cause Analysis Training targeted at senior managers who may be required to undertake such reviews on behalf of the three Ayrshire APC,s.

There will be a continued emphasis on raising public awareness and future plans will include to target banks; postal services; supermarkets; sight/hearing impaired societies, carers groups; citizens advice; churches both on terms of ministerial contacts but also in terms of church members who visit people within the community.

A model of collating evidence of the impact of learning in the longer term will be a key area to address in terms of APIC being assured of both the short and long term learning outcomes for practitioners but also the impact on the people they work alongside and support.

As can be demonstrated the current and anticipated future agenda for training under Adult Support and Protection is notable. However with the continued cooperation of APIC partners the goals are undoubtedly achievable and will serve to ensure that all parties are aware of their duties in respect of the legislation and understand that this knowledge base is integral to their duties.

## CHAPTER 9: WORKFORCE ISSUES

The current performance management statistics have identified implications for East Ayrshire Social Services in terms of the capacity of front line services to sustain the current level of inquiry activity that is being generated by the significant increase in reporting of adults at risk of harm.

APIC as part of their preparation for completing the Scottish Government Adult Support and Protection Survey returns completed an analysis of the additional hours that social workers and care managers have spent on work activity responding and enquiring into Adults at Risk Referrals since the implementation of the Act.

A template was designed to capture work activity involved in Adult at risk referrals and 3 Categories of referral were identified and analysed to give the average time spent on each referral of this nature;

- Category 1-Referrals that resulted in No further action (NFA) – 8.75 hrs
- Category 2 - Referrals that resulted in additional supports being provided to manage risk (no further action under formal procedures i.e case conference) -10.4 hrs
- Category 3 - Referrals that required multi agency formal adult protection procedures e.g Case Conference – 33 hours.

In terms of the categories the total number of hours spent over the year was;

- Category 1 -  $43 \times 8.75 = 376.25$  Hrs per annum
- Category 2-  $88 \times 10.4 = 915.2$  Hrs per annum
- Category 3 –  $24 \times 33 = 792$  Hrs per annum

In relation to responding to this additional work it is equivalent to one full time social worker working full time for 59.45 weeks exclusive of any days off for training or leave.

There is a clear emphasis on the role of the registered social worker retaining accountability for the care and protection of adults as part of the 21<sup>st</sup> Century Review of Social Work. Extensive work continues to progress in terms of the social work sustainability programme to address the significant pressures on modernising working practices and service models and further consideration will require to be given to strengthen front line services to meet the increasing demand of adult protection activity.

## CHAPTER 10: CONCLUSION, RECOMMENDATION AND FUTURE PLANS

### Key Achievements

In East Ayrshire the Adult Protection Committee and its sub groups continue to progress from its first two years of implementation and partners have identified a number of partner successes below;

### Areas of Good Practice

**The Legal Solutions forum** which is chaired by strategic and operational managers and is a forum with a focus of prevention of situations escalating to serious harm and or to provide advice and expertise where care managers or key leads from health or other agencies are considering any legal intervention including the Adult Support and Protection act.

**The revision of the High Risk Pregnancy Protocol** by the partner agencies of APIC and the Child Protection Committee. The development of the Protocol arose from the recommendations of the publications “Getting Our Priorities Right” and “Hidden Harm” (Scottish Executive) which focussed on the impact of substance and alcohol misuse on children in Scotland. This has resulted in an increasing number of pre-birth assessments being undertaken and subsequent Pre-Birth Case Conferences being convened. This Protocol which is included in the East Ayrshire Interagency Operational Policy and Procedure- support and protection of adults at risk of harm provides guidance to all staff in respect of assessing the potential risk to an expected baby where there may be identified risk factors such as parental problem drug use, alcohol abuse, domestic violence or a previous parental history of having been in Local Authority care and ensures that an appropriate care plan is in place by the time of the child’s birth for both the adult at risk and the child. This includes clear agreements for identifying lead workers and having a joint family protection case conference and protection planning where appropriate.

**The Multi agency Parents with Learning Disability working group** were key contributors to the consultation for the Scottish Consortium for Learning Disability development of Good Practice Guidelines for Working with Parents who have learning disabilities and have been approached to participate in a future implementation group for the guidelines to be implemented locally.

**The Early Information and Pre Referral Group (GIRFEC)** multi agency weekly meeting that ensures effective communication and information sharing about young people who are causing concerns and provides a mechanism for the allocation of a lead agency. Adult protection procedures have been developed locally to ensure any potential adults at risk in particular those in Domestic Violence situations are cross referred to adult services.

**The Pan Ayrshire Enhanced service for people with a learning disability** – Intended to improve the uptake of health checks for people for early detection and prevention of health issues. This has increased awareness in GP practices of the health and communication needs of adults with a learning disability. A practice liaison community learning disability nurse is in post.

**Creation of specialist nursing posts** - the Mental Health Liaison nurse service and Dementia Nurse Specialist available to advise and assess in general hospital wards.

**The Care Commission Inspection Focus Areas (IFA)** targeted the issue of protecting people In inspection year 2007/08. The IFA consisted of four sections and required service providers to evidence that their policies, procedures and practices relating to Adult Protection were effective and reflected up to date practice guidance. Where necessary, requirements and recommendations were made to ensure that service providers addressed any identified issues. These requirements and recommendations were followed up during subsequent inspections.

**Domestic Abuse Unit (DAU)** has been established which includes a robust system for supporting individuals who have been subject to harm of this nature has been successful in identifying harm of this nature and increasing public confidence. The Detective Sergeant who has a lead responsibility for the Public Protection Unit is collocated and manages the Police Adult at Risk Coordinator therefore has a clear operational overview improving interagency working with Social Services where there may be a need to support adults at risk of harm. The DAU provide information and support to those subject to domestic violence as well as assessing the physical safety of dwellings and where necessary providing domestic alarms.

## **CONCLUSION**

The East Ayrshire Adult Support and Protection Committee believes that this Biennial Report illustrates the absolute commitment of all its partners to ensure that services to adults who may be at risk of harm become demonstrably more joined-up and person centred. The Committee is committed to the continuous improvement of services which promote the prevention of harm and the support and protection of adults at risk of harm and their families and carers in East Ayrshire.

There continues to be steady progress in terms of delivering on all aspects relating to the committee functions and the plan provides further evidence of this. Strong and effective partnerships are being forged with Scottish Government, between and within planning partners which is positive in terms of future expectations and building on the achievements and successes within the adult support and protection agenda. This will be strengthened by collaboratively implementing the Business Plan objectives which have been compiled for the coming year.

The Committee will regularly inform partners and stakeholders on the outcomes of this plan through the appropriate Committee cycles and within the wider planning and reporting channels for Adult Services and Community Planning and through its Web-Site.

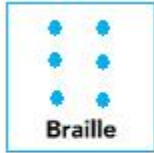
This document is also available, on request, in braille, large print or recorded on to tape, and can be translated into Chinese, Punjabi, Urdu and Gaelic.

Ma tha sibh airson fiosrachadh fhaighinn ann an cànan sam bith eile, cuiribh brath thugainnaig an t-seòladh a leanas:

اگر آپ یہ معلومات کسی اور زبان میں چاہتے ہیں تو براۓ مہربانی نیچے دیے گئے پتے پر ہم سے رابطہ کریں۔

閣下如需要這份資料的其他語言版本，請透過以下的地址與我們聯絡。

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ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰ ਹੇਠ ਦਿੱਤੇ ਗਏ ਪਤੇ ਤੇ  
ਸੰਪਰਕ ਕਰੋ ।



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**For a copy, please contact Ian George  
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tel: 01563 576976



EAST AYRSHIRE  
ADULT PROTECTION  
IMPLEMENTATION COMMITTEE  
BUSINESS PLAN 2010 - 2011



**Acting against harm**



<b>AIM 1 - COOPERATION AND COMMUNICATION</b>					
<b>OBJECTIVE</b>	<b>ACTION</b>	<b>TIMESCALE / LEAD</b>	<b>OUTCOME</b>	<b>PROGRESS QUARTERLY</b>	<b>LINK TO POLICY &amp; OTHER PARTNERSHIP PLANS</b>
What do we want to achieve?	How we are going to achieve it	When we will achieve it and who will make sure it happens?	How will we know if the objective has been achieved	How are we doing achieving our outcome?	How we know we are working in partnership
1. Strengthen partnership arrangements and communication for adult protection.	<p>1.1 Identify and establish a model of involving the Independent Sector, Service Users and the Carers Forum on the APC.</p> <p>1.2 Engage with further education colleges to consider formal arrangements for promoting awareness/knowledge of adult protection for college staff and students.</p>	<p>APC Chair and Adult Protection Coordinator by Oct 2011</p> <p>Training Coordinator by Oct 2011</p>	<p>Minutes of meetings /Business plan progress evidence appropriate and regular partnership representation by service users/carers/community.</p> <p>Annual and Biennial Report evidences partnership structures</p> <p>Local college leads to be identified and agree formal arrangements in place to engage with the APC.</p> <p>Adult Support and Protection Training to be incorporated into Social Care and Health care modules in local FE college courses.</p>		<p>Adult Support and Protection Act 2007 (S )42</p> <p>Scottish Government Guidance for Adult Protection Committees Oct 2008</p> <p>Report of the 21<sup>st</sup> Century Social Work Review: Changing Lives. Strengthening partnership arrangements</p> <p>Community Plan Guiding Principles 2011-15 Community Planning Partners (CPP) – Promoting lifelong learning –Local Outcome - individuals supported to gain skills for work</p>

<p><b>2. Resources and services delivered and maximised through use of shared premises.</b></p>	<p><b>2.1</b> Identify new premises in Kilmarnock</p>	<p>APC Chair and EAC Senior Manager Resource Support by 31<sup>ST</sup> July 2011</p>	<p>Adult Protection Unit (APU), APC ,CPC leads and admin collocated.</p>		<p>Single Outcome Agreement (SOA) – National Outcome 15- Our Public Services are high quality, continually improving etc</p>
<p><b>3. APC provide strong leadership and direction through clarity of multi agency roles and responsibilities</b></p>	<p><b>3.1</b> Two development seminars to be facilitated over next 12 months in March and September.</p> <p><b>3.2</b> Local event to launch the Biennial Report 2008-2010.</p>	<p>3, 1 APC Chair to agree focus for seminars by end December 2010.</p> <p>3.1Adult Protection Coordinator and Training Coordinator to arrange Seminars by 31<sup>st</sup> March 2011 and 31<sup>st</sup> Sept 2011</p> <p>3.2 Arrangements for event to be agreed by APC and facilitated by 31st September 2011.</p>	<p>Evaluation reports from seminars demonstrate enhanced knowledge and clarity of roles/direction</p>		<p>SOA - National Outcome -6 –We Live Longer and Healthier Lives</p> <p>CPP Strategic priority- Improving community Safety in neighbourhoods and homes, and protecting our most vulnerable individuals and families</p>
<p><b>4. Ensure Scottish Government and partners aware of adult support and protection activity addressing analysis of trends to inform future Business Planning priorities within East Ayrshire.</b></p>	<p><b>4.1</b> Produce annual progress report by end October 2011</p> <p><b>4.2</b> Produce Biennial report for Scottish Government</p>	<p><b>4.1</b> Adult Protection Coordinator and APC Leads by end October 2011</p> <p><b>4.2</b> Adult Protection Committee Chair by 29 October 2012</p>	<p>Reports signed off by APC &amp; COG and circulated /available to all partner agencies and public bodies.</p> <p>Circulation and Mailing List</p> <p>Evidence of reports on Website</p>		<p>SOA-National Outcome 8-We have improved the life chances for children young people and families at risk. CPP Local Outcome- Protection of children &amp; the safety of Vulnerable adults, individuals &amp; families promoted.</p>

<b>AIM 2 -IMPROVING POLICIES ,PROCEDURES, AND PRACTICE -</b>					
<b>OBJECTIVE</b>	<b>ACTION</b>	<b>TIMESCALE/LEAD</b>	<b>OUTCOME</b>	<b>PROGRESS QUARTERLY</b>	<b>LINK TO OTHER PARTNERSHIP PLANS</b>
<p><b>1.</b> Ensure a consistent approach to adult support and protection by ensuring East Ayrshire Interagency Operational Policy and Procedure Support and Protection of adults at risk of harm – Version 4 are implemented.</p>	<p><b>1.1</b> Produce a management resource pack and a practitioners guide on the role of Council Officers.</p> <p><b>1.2</b> Produce a multi agency implementation plan to ensure briefings cascaded across all public bodies and commissioned providers.</p>	<p>1.1 Resource Worker by end Dec 2010.</p> <p>1.2 Adult Protection Coordinator and APU Leads by end November 2010.</p>	<p>Evidence of 100 Resource Packs and 150 Council Officers Guides produced and distributed. Website evidences access to publications.</p> <p>East Ayrshire Interagency Operating Procedures Evaluation from multi agency briefings demonstrate increased knowledge of policy and local operational procedures relevant to their position.</p>		<p>SOA- National Outcome 8</p> <p>CPP Strategic priority- Improving community Safety in neighbourhoods and homes, and protecting our most vulnerable individuals and families</p> <p>CPP – Improving physical and mental Health, wellbeing and care, and reducing health inequalities</p>
<p><b>2.</b> Ensure all APC policies and procedures are compliant with equalities legislation and policy.</p>	<p><b>2.1</b> Identify and establish process for completing Equality Impact Assessments (EQIA) for all APC policy and procedures.</p> <p><b>2.2</b> EQIA to be completed for all current APC Procedures</p>	<p>2.1 APU Housing Lead and APU by 28 January 2011.</p> <p>2.2 Adult Protection Coordinator and APU partners by June 2011</p>	<p>All APC Policies and Procedures will evidence compliance with EQIA</p>		<p>Social Work Action Race Equality Action Plan</p>
<p><b>3.</b> Improve partnership information sharing protocols to reflect Adult Support and Protection Act 2007.</p>	<p><b>3.1</b> Establish short life group to review multi agency information sharing protocols.</p>	<p>3.1 NHS Information Governance Manager and all Ayrshire APC leads by end June 2011</p>	<p>Evidence of revised Ayrshire multi agency Information Sharing Protocols signed off by APC &amp; COG and distributed across partner agencies.</p>		<p>CPP Local Outcome- Protection of children and the safety of Vulnerable adults, individuals and families promoted.</p>

<p>4. Ensure all NHS, Social Work ,Police and Care Commission protocols for reporting significant incidents reflect reporting arrangements for Significant Case Reviews (SCR) to the APC.</p>	<p>4.1 Identify all relevant multi agency protocols for reporting and agree revision to incorporate signposting to APC SCR procedures.</p>	<p>4.1 All APU Leads by March 2011</p>	<p>APC partners evidence revision of protocols in APC and APU meeting minutes.</p>		<p>SOA -National Outcome 7 We have tackled the significant inequalities in Scottish Society CPP Local Outcome- Protection of children and the safety of Vulnerable adults, individuals and families promoted.</p>
<b>AIM 3 - IMPROVING SKILLS AND KNOWLEDGE</b>					
<b>OBJECTIVE</b>	<b>ACTION</b>	<b>TIMESCALE/LEAD</b>	<b>OUTCOME</b>	<b>PROGRESS QUARTERLY</b>	<b>LINKS TO OTHER PARTNERSHIP PLANS</b>
<p>1.Establish Multi Agency Training Strategy for Adult Protection that links to multi agency and interagency workforce planning</p>	<p>1.1 Working group established to develop training strategy. 1.2 Produce Annual Training Calendar.</p>	<p>1.1 Training Coordinator by end January 2011 1.2 Training Coordinator by end May 2011</p>	<p>APC Multi Agency Training Strategy signed off by APIC and COG  Evidence of Annual Training Calendar distributed and available on APC Website.</p>		<p>SWIA – Recommendation 13- Social Services should ensure that every area has a training plan based on needs analysis/workforce plan</p>
<p>2. Continue to ensure all public bodies and stakeholders are aware of their roles and responsibilities under the East Ayrshire Interagency operational policy and procedures-support of adults at risk of harm.</p>	<p>2.1Develop a programme for partnership-management toolbox talks  2.2Engage with commissioned providers to identify progress made and need for delivery of further training for trainers events.</p>	<p>2.1 Training Coordinator and Adult Protection Unit Leads by end November 2010  2.2 Training Coordinator by end January 2011.</p>	<p>2.1 100% of toolbox talk's evidence enhanced understanding of policy and procedure from Managers.  2.2 All East Ayrshire commissioned providers and registered establishments received training.</p>		<p>SOA –National Outcome 8  Educational and Social Services Community Care Service Plan2010/11- Action 2  Community Plan Local Outcome-Protection of children and the safety of vulnerable adults, individuals and families promoted.</p>

<p>3. Continue to engage and Improve knowledge and cooperation of General Practitioners and NHS staff in hospitals in relation to their roles and responsibilities under the Act and interagency procedures.</p>	<p><b>3.1</b> Establish mechanism for delivering ASAP training for GP, s and local practices to meet service needs.</p> <p><b>3.2</b> Awareness raising Briefings programme in place to be rolled out to GP,S</p>	<p><b>3.1</b> Training Coordinator and NHS Lead for APU by end December 2010</p> <p><b>3.2</b> Training Coordinator and North and South APC Training Leads by end March 2011</p>	<p>Evidence of system in Ayrshire Training and Planning Sub group and APC Minutes.</p> <p>50% of GP practices received training sessions and evaluations evidence 90% have increased awareness of legislation and their responsibilities.</p>		<p>SOA - National Outcome 7</p> <p>CPP Local Outcome Protection of children and the safety of Vulnerable adults, individuals and families promoted.</p> <p>CPP – Improving physical and mental Health, wellbeing and care, and reducing health inequalities</p>
<p>4. Engage with Local Practitioners Forum (LPF) to promote wider learning opportunities in relation to adult support and protection .</p>	<p>4.1 Attend LPF to discuss options for sharing learning from the Legal Solutions forum and APU.</p>	<p>4.1 Training Coordinator by end June 2011</p>	<p>Agenda and minutes of LPF events reflect consultation with APU and evidence of Adult protection learning on Agenda.</p>		<p>As above</p>
<p>5. Implement learning from national inquiries and Significant Case Reviews into local practice.</p>	<p>5.1 APU to review two inquiries per annum and agree any action to promote learning and improve skills, knowledge &amp; practice of partners.</p>	<p>5.1 Training Coordinator and APU Leads by October 2011</p>	<p>APC and APU Leads Sub group minutes evidence two practice reviews and action implemented.</p>		<p>As above</p>

**AIM 4 - PUBLIC ENGAGEMENT AND INFORMATION -**

OBJECTIVE	ACTION	TIMESCALE/LEAD	OUTCOME	PROGRESS QUARTERLY	LINKS TO OTHER PARTNERSHIP PLANS
<p><b>1.</b> Improve formal arrangements for ensuring information regarding the work of the APC is disseminated across services ,agencies and the Community</p>	<p><b>1.1</b> Produce an initial APC Communication Strategy to provide baseline for future joint review with the CPC.</p>	<p><b>1.1</b> NHS APU Lead by end Jan 2011</p>	<p>Evidence Of Communication Strategy in place on website.</p> <p>Evidence of progress and review via minutes of APC,COG and Public Information and Engagement Subgroup</p>		<p>Educ &amp; Social Services Service Plan –Com Care 2008/09-2010/11 SWIA – Recommendation 4- Impact On staff –revisit &amp; review existing communication strategies.</p>
<p><b>2.</b> Key Information regarding protection of people to be available and accessible to the public, the local media and community.</p>	<p><b>2.1</b> Joint audit of public information by APC and CPC to be carried out to identify gaps.</p> <p><b>2.2</b> Continue to promote access to APC Website</p>	<p><b>2.1</b>Adult Protection Coordinator and PE&amp;I subgroup by end Jan 2011</p> <p><b>2.2</b> Resource worker ongoing quarterly reporting Via PE&amp;I Group and website survey.</p>	<p>Audit available to APU and APC.</p> <p>Hits on website increased in 2011</p> <p>Website survey outcome incorporated into design reflected in reports to the APC in 2011</p>		<p>CPP Local Outcome Protection of children and the safety of Vulnerable adults, individuals and families promoted.</p>
<p><b>3.</b> To promote the views of East Ayrshire residents in regard to Adult Support and Protection in business planning processes of the Adult Protection Committee</p>	<p><b>3.1</b> Consult with key staff involved in developing residents survey to explore possibility of additional information requirements re ASAP for inclusion in 2011 residents survey</p>	<p><b>3.1</b> APU Resource Worker by end January 2011</p>	<p><b>3.1</b> APC minute and reports reflect any agreed changes to residents survey,</p> <p>Evidence of residents views in Biennial Report and minutes of APC and COG</p>		<p>SOA -National Outcome 9: We Live our lives safe from crime, disorder and danger</p>

4. Carers have increased awareness of Adult Support and Protection Legislation	4. Explore ways to promote Adult Protection across carers groups with Carers Forum	4. Adult Protection Coordinator by Oct 2011	Evidence of Consultation in Biennial report Minutes of APC reflect progress		SOA National Outcome 11-We have strong and resilient communities where people take responsibility for their own actions and how they affect others East Ayrshire Carers Strategy.
5. Priority groups identified in Annual Report have increased awareness of Adult Support and Protection and influence the business plan of the APC.	5. Establish Links with stakeholder groups for Mental Health ,Learning Disability to identify needs  5.1 Facilitate Adult Support and Protection Conference	5. APU Leads by end June 2011  5.1 Adult Protection Committee by end September 2011	APC Reports evidence progress  Evidence of increased awareness from Conference Evaluation		East Ayrshire partnership In Practice Agreement

#### AIM 5 - PERFORMANCE , AUDIT AND EVALUATION

OBJECTIVE	ACTION	TIMESCALE/LEAD	OUTCOME	PROGRESS QUARTERLY	LINKS TO OTHER PARTNERSHIP PLANS
1. Ensure process for systematic evaluation of Adult Protection practice is in place to promote continuous improvement.	1.1 Establish short life working group to develop Adult Protection Performance Framework.  1.2. Develop Self Evaluation Framework and complete initial Audit with review process	1.1 Performance Framework short life working group in place by end March 2011  1.2 Adult Protection Coordinator and short life working group by 31st August 2011	Biennial Report and Business Plan 2010-11 reflect Performance Framework  Self Evaluation Audit completed and baseline established for performance indicators.		SOA -National Outcome 15  Educational and Social Services Community Care Service Plan 2010/11-Action 11 Performance management and reporting

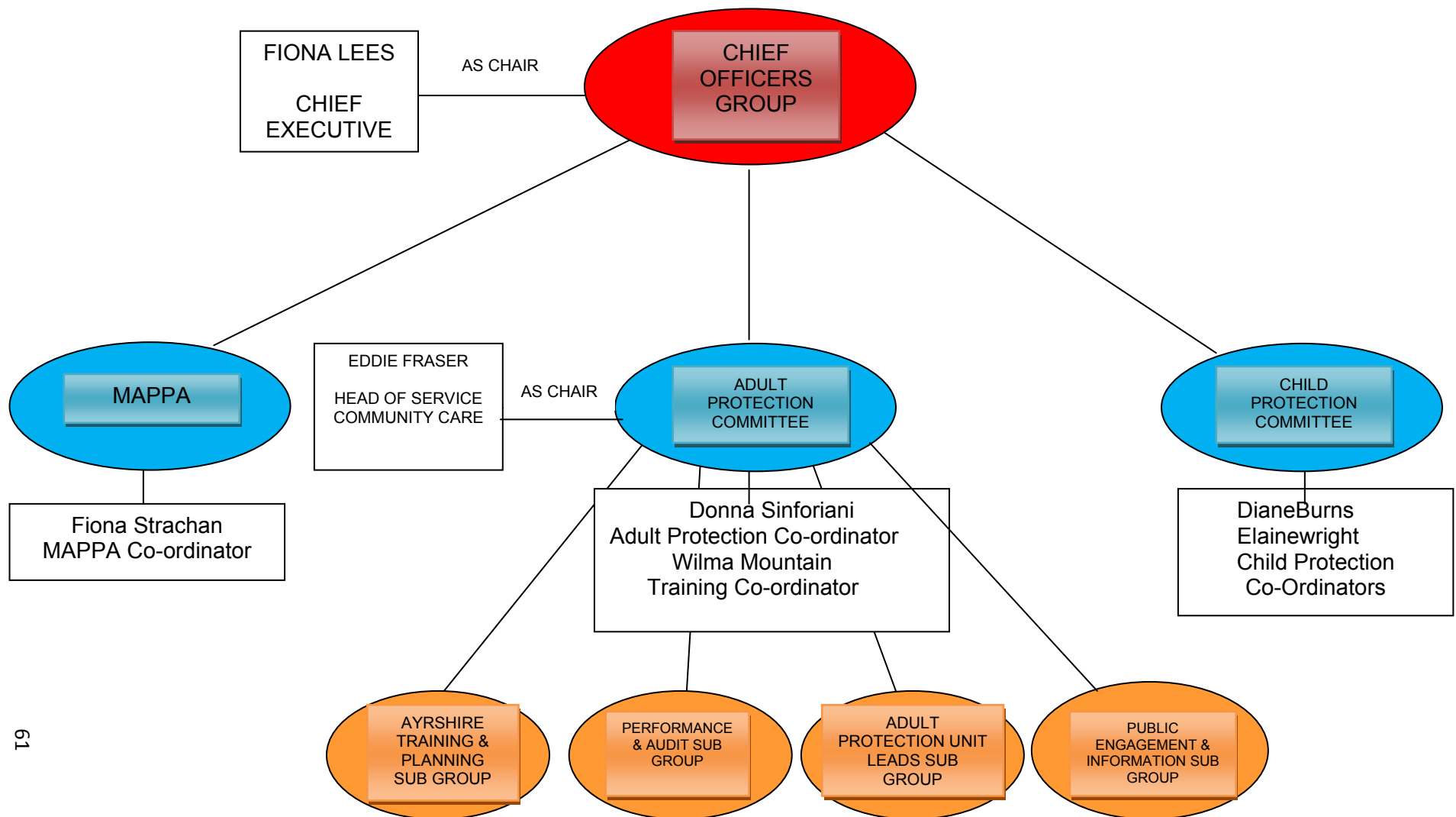
<p><b>2</b>, APC has robust systems in place for continuous improvement.</p>	<p><b>2.1</b> Agree arrangements for routine monitoring of performance management systems.</p>	<p><b>2.1</b> APC by 29 September 2011</p>	<p>Annual report evidences partnership arrangements for monitoring and reviewing progress.</p>		<p>CPP Local Outcome Protection of children and the safety of Vulnerable adults, individuals and families promoted.</p>
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**Membership of the Adult Protection Implementation Committee**

	<p><b>Eddie Fraser, Head of Service, Community Care EAC Interim Chair of APC</b></p>		<p><b>Jaine Best Solicitor EAC</b></p>
	<p><b>Chris McAleavey, Head of Housing Services EAC</b></p>		<p><b>Margaret Rooney Locality Manager Elderly Mental Health NHS</b></p>
	<p><b>Helen Swann, Superintendent , Strathclyde Police</b></p>		<p><b>Maire Currie Healthcare Manager Older People and Vulnerable Adults NHS</b></p>
	<p><b>Donna Sinfioriani, Adult Protection Coordinator – EAC APU</b></p>		<p><b>Alison Findlay Senior Manager Authority Wide Services EAC –ESS</b></p>
	<p><b>Liz Moore, Health Care Director NHS Ayrshire &amp; Arran</b></p>		<p><b>Stephen Wilson Team Manager Care Commission</b></p>
	<p><b>Les Brown Procurator Fiscal COPFS</b></p>		<p><b>Gillian Hamilton Administration Support EAC</b></p>
	<p><b>Wilma Mountain Training Coordinator EAC APU</b></p>		

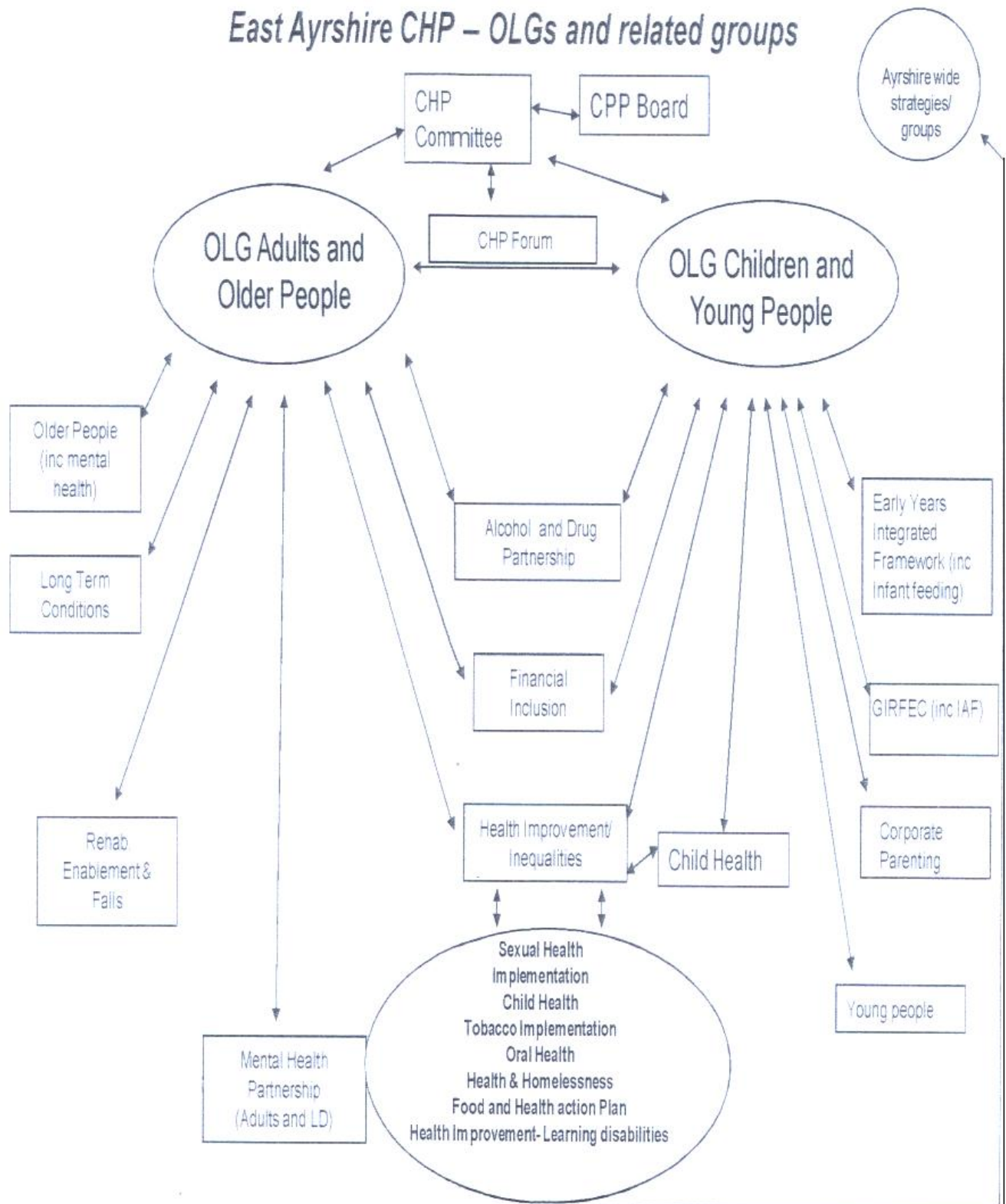


# ADULT PROTECTION: GOVERNANCE AND REPORTING





### East Ayrshire CHP – OLGs and related groups



### Breakdown of Scottish Government Agreed Funding Allocation

#### APIC Allocation

Authority	Local Authority Allocation 2009/10 & 2010/11	Police Allocation 2009/10 & 2010/11
East Ayrshire	362,000	9,258

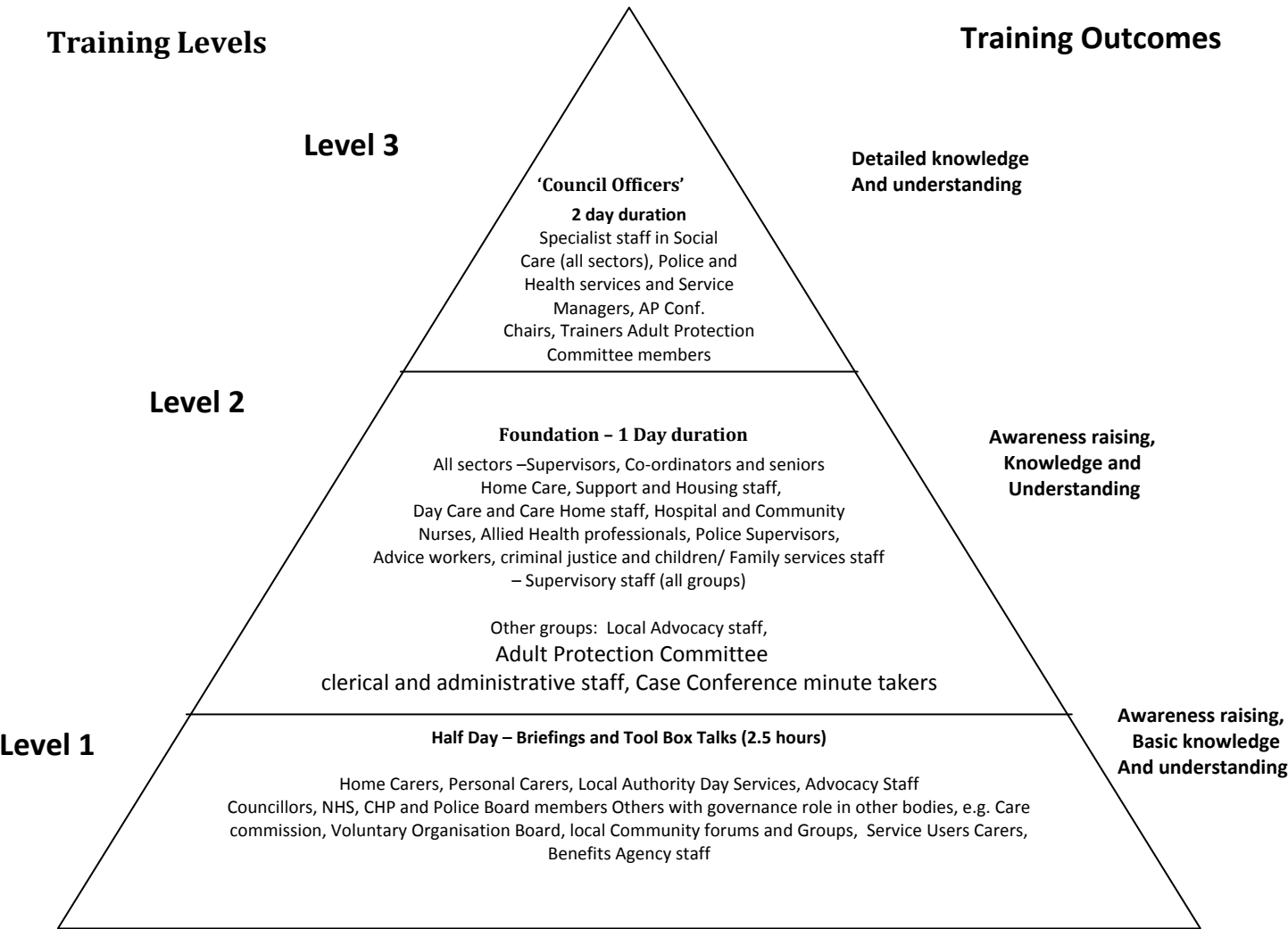
- Police Allocation used to fund the Ayrshire wide Police Adult at Risk Coordinator Post based in the Public Protection Unit at Kilmarnock.

#### East Ayrshire Breakdown of Local Authority Expenditure

Area of Expenditure	Sub total
<b>Adult Protection Unit Salary Costs (including on-costs)</b>	
Adult Protection Coordinator	
Training Officer – Adult Protection	
Resource Assistant	
Administration Support	
Independent Chair – other employee costs	150,000
<b>Other Supplies and Services</b>	
Training	26,000
Publicity and Awareness	16,000
Legal Costs	10,000
<b>Third Party Staff to support Service User Care Plans</b>	160,000
<b>Total</b>	<b>362,000</b>

# Adult Support and Protection Training Framework

## Ayrshire Agreed Training Framework



NB – Private, Voluntary Sector as well as requested establishments using Tell Someone DVD – in Partnership with APC.  
 Police Constables receiving level 1 briefing by, Senior ASP Referral Co-ordinator.