



East Ayrshire Adult Protection Committee

**Acting
against
harm**

Protecting People Through Zero Tolerance of Harm



EAST AYRSHIRE ADULT PROTECTION COMMITTEE

**Adult Support & Protection Improvement Plan
1 January 2023 – 31 December 2024**

1. Introduction

The interim multi-agency Adult Support and Protection Inspection Practice Improvement Governance Group within the East Ayrshire Health & Social Care Partnership has led and retained oversight on the planning and delivery of ASP practice improvement for the duration of the Joint Improvement Plan 1 September 2021 – 31 December 2022. The aforementioned Governance Group has since stood down on 28 October 2022 following assurance that the East Ayrshire Adult Protection Committee Improvement Subgroup arrangements were sufficiently robust and able to deliver both on the previous improvement plan and well placed to develop and retain accountability and oversight for the new plan.

This Improvement Plan produced by the multi-agency EAAPC Improvement Subgroup on behalf of the East Ayrshire Adult Protection Committee (EAAPC) and endorsed by the Chief Officers Group (Child, Adult and Public Protection) provides a working multi-agency framework that has direct influence on both strategic development and practice improvement. This regular programme of multi-agency audit, self-evaluation and review is a key function of the EAAPC. The joint ownership and commitment of action leads reflected in this plan reinforces our ethos that we all have responsibility, individually and collectively, to protect people who are at risk of harm within our communities and we know collaboration, cooperation and a sense of community responsibility will achieve this.

2. Our Aim

The aim of the East Ayrshire Adult Protection Committee and therefore of this improvement plan is to ensure the citizens of East Ayrshire remain safe and protected through providing organisational and public assurance about the effective operations of adult support and protection key processes, and leadership for adult support and protection within East Ayrshire. Improving cooperation and collaboration between all agencies and wider partners will be at the heart of this.

3. Our Role and Function

This plan will achieve our aim through ensuring we carry out the functions of our EAAPC, as detailed below, which will be in the context that adults at risk, their families, carers and communities are able as fully as possible to participate, inform and shape our activity.

The Adult Support and Protection (Scotland) Act 2007 allows APCs to regulate their own procedures enabled through APCs addressing those functions set out in section 42 of the aforementioned Act, namely:

- reviewing adult protection procedure and practice
- providing information and advice and making proposals
- improving skills and knowledge

This plan and the terms of reference for the EAAPC Improvement Subgroup align to these functions.

Core Functions

Strategic Planning & Connections

- Communication, collaboration and co-operation
- Making and maintaining links with other planning arrangements
- Link effectively with other multi-agency partnerships and structures locally, regionally and nationally

Continuous Improvement

- Reviewing adult protection procedure and practice
- Self-evaluation, performance management and quality assurance
- Promoting good practice (information and advice giving)
- Improving skills and knowledge (staff development)

Public Information and Communication

- Raising public awareness of ASP
- Involving adults who may need or have needed support and protection
- Representing the views of adults, their families and Unpaid Carers.
- Involving communities

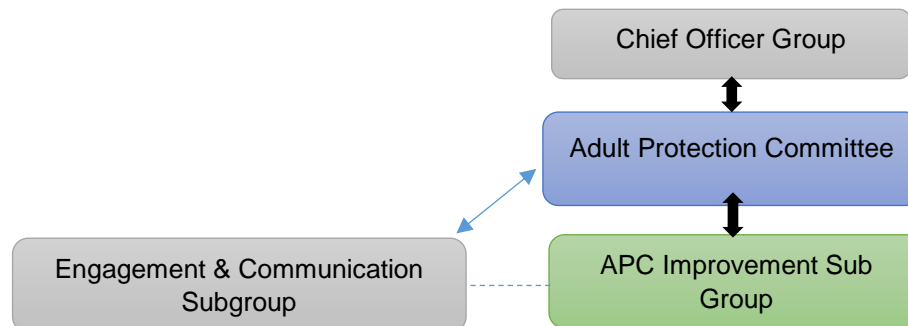
Reporting

- Publish a Biennial and annual progress report on the work undertaken by the Committee
- Delivery of activity measured against key performance measures in reporting year as well as identified priorities for the year ahead.
- National ASP Minimum Dataset

4. Reporting Arrangements

The EAAPC Improvement Subgroup is now an established sub group within the EAAPC governance and reporting arrangements. The subgroup retains oversight of this Improvement Plan as part of their statutory function through receiving and co-ordinating updates from action owners who have accountability for ensuring the actions are progressed through established improvement work that incorporates ASP. This will include establishing any short life working groups to focus on new or emerging trends or priorities.

EAAPC will retain oversight of this Improvement Plan as part of their statutory function through receiving quarterly reports from the Chair.



GREEN (G)	AMBER (A)	BLUE (B)	RED (R)	WHITE (W)
Successfully achieved	On Target <i>There are no issues and / or risks impacting on the action / task which is progressing according to plan = we are delivering the action / task on time / scope / budget</i>	On hold or awaiting update <i>There are some issues and / or risks that are impacting on the action / task if not fixed = we are at risk of not delivering the action / task on time / scope / budget</i>	Not Met/Outstanding <i>There are significant issues and / or risks that are impacting on the action / task right now = we are not delivering the action / task on time / scope / budget</i>	Task not yet started

IMPROVEMENT PLAN

The overarching priorities of this plan will evidence highly effective outcomes for adults at risk and their unpaid carers by ensuring:

- The Partnership will evidence **highly effective** key processes to keep adults at risk of harm safe, protected and supported
- The Partnership will evidence **highly effective** strategic leadership for adult support and protection

with the aim that: ***the Partnership is highly effective in keeping adults at risk of harm safe, protected and supported.***

The Key Performance Indicator Improvement Dashboard and the Risk Assessment Management Matrices will be updated and reviewed at every East Ayrshire Improvement Sub Group meeting to identify and mitigate any risks in terms of the progress of this plan and to ensure we are meeting our identified standards.

The detail of partners' improvement theory and approach across the adult support and protection system is shown in the diagram below:

Aim
In order to achieve this Aim...

Primary Driver
We need to ensure...

Secondary Driver
Which requires...

Change Ideas
Ideas to ensure this happens...

The Partnership is highly effective in keeping adults at risk of harm safe, protected and supported.

Highly effective key processes

Highly effective strategic leadership

- Impact of multi agency operating procedures known & evidence of improving practice standards
- Outcomes for individuals at risk of harm /families & carers understood , responded to & informing change
- Workforce engaged and influencing change
- Learning and development frameworks implemented

- Strengthened QA & governance
- Strengthened Partnership working with COPFS ,SAS, G.P, Public Health
- Evidence & impact of Improved two way information sharing (APC)
- National Guidance for APC,s July 22 informing APC development.

- Improvement plan 2021 reviewed
- ASP QA ,performance & monitoring framework
- Understanding trends in self neglect, domestic abuse
- Understanding experience of people with a Learning Disability
- Large Scale Investigation procedure development and implementation
- Analysis of staff survey to identify improvement for 23-24
- Review of communication & Engagement Action Plan 2021-22
- Evaluate effectiveness of L&D framework approach
- Align CP/AP Quality Assurance approach strategic joint framework
- Ayrshire/East Ayrshire AP/CP Learning Review approach aligned & implemented
- Strategic approach to Self Neglect & Financial Harm
- Review of APC Constitution/TOR as tool to strengthen leadership for APC
- Testing Phase of National Minimum Dataset complete

Function 01 - STRATEGIC PLANNING AND CONNECTIONS

OBJECTIVES What we want to achieve	ACTIONS What we are going to do	EVIDENCE How we will know we are achieving outcomes	LEAD OFFICER & Key People	TIMESCALES When we will do this	R A B G W	
Operational and frontline staff involved in adult protection work are confident in the Governance and Leadership for ASP	Evaluate implementation of mechanisms developed to improve communication between APC and multi-agency operational leaders and frontline staff	APC Quarterly Staff Newsletter	EAAPC Independent Chair	31 March 2023		
		Newsletter feedback report that evidences improved communication	APC Practice Improvement Co-ordinator	31 October 2023		
		Multi-agency Staff Survey and staff focus group results demonstrate evidence of improved performance.	ASP Lead NHS Police Lead EAHSCP ASP Operational Leads	30 June 2023		
		Staff survey and footfall data evidences increased use of HSCP ASP Intranet	APC Practice Improvement Co-ordinator	30 November 2023		
Committee members are assured that Adult Support and Protection responsibilities and responses are effective and underpinned by strong partnership working	Joint APC/CPC Quality Assurance Framework developed	Joint Framework approved and available.	APC ASP Lead Officer CPC Lead	30 April 2023		
	Strategic Self-Assessment undertaken using the NHS Public Protection Accountability and Assurance Framework 2022	ASP Multi-Agency Case File Audit recommences annually with outcomes reported to EAAPC and COG	NHS Self-Assessment outcome reported to EAAPC with areas for improvement in relation to ASP identified.	APC ASP Lead Officer	31 March 2024	
			ASP Lead NHS	31 December 2024		

Function 01 - STRATEGIC PLANNING AND CONNECTIONS

OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What we are going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
Committee members supported to understand their roles and responsibilities and are supported to exercise these effectively	Develop a flexible induction for new EAAPC members to include self-guide induction handbook and opportunities to meet with the Independent Chair and Lead Officer	Members surveyed report feeling prepared and confident in their roles and responsibilities and how their agency connects to work of APC.	Practice Development Co-ordinator EAH&SCP	8 August 2023	
	Self-Assess our level of readiness in relation to integrating a Trauma Informed Approach	Strategic self-assessment in relation to Trauma Informed Framework undertaken and reported on to EAAPC	EAAPC Independent Chair APC ASP Lead Officer Trauma Lead Officer	31 December 2024	
	Scottish Fire and Rescue Safe Space Initiative has been effective in keeping people safe from harm.	Annual Evaluation of Safe Space Initiative reported to EAAPC Improvement Sub Group	Scottish Fire & Rescue	31 December 2023	
Committee members have the opportunity to reflect on the work of the EAAPC and to identify future priority activity.	An Ayrshire Seminar and East Ayrshire Annual Development Day is held for Committee	Event Evaluations reported to Committee with recommendation for agency systems, service or practice change incorporated into appropriate strategic action plans.	EAAPC Independent Chair APC ASP Lead Officer	16 May 2023 30 November 2023	
The Committee undertakes Learning Reviews and acts on findings.	Develop a joint Ayrshire APC/CPC Learning Review Guidance for APC and CPC to align and connect scrutiny systems (e.g. AERG, Death by Suicide) to promote consistent	Learning Review arrangements demonstrate clear process for oversight and scrutiny for EAAPC and COG	EAAPC Independent Chair EACPC Independent Chair APC ASP Lead Officer	31 August 2023	

Function 01 - STRATEGIC PLANNING AND CONNECTIONS

OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R
What we want to achieve	What we are going to do	How we will know we are achieving outcomes	& Key People	When we will do this	A B G W
	practice and prevent duplication of effort.	<p>Improvement Sub Group oversee and action plan leads provide 6 monthly report to EAAPC on progress and impact of HSCP Adult N ICR and Adult L SCR Improvement Action Plans.</p> <p>Care at Home and Independent Sector Contracted provider services surveyed strongly agree/agree communication improved via the new HSCP Communication & Escalation ProtocolDec2022implementation in 2023</p>	<p>CP Lead Officer</p> <p>Head of Service: Community Health & Care EAHSCP Head of Service: Wellbeing and Recovery</p> <p>Senior Manager: Locality Health & Care Services</p>	<p>Initial Report 30 June 2023</p> <p>Final Report 31 December 2023</p> <p>31 July 2023</p>	
The Committee has ongoing engagement and involvement of people and communities	Implement and evaluate the effectiveness of the Local Conversations model of community engagement for the Committee in ascertaining views.	Engagement & Communication Sub Group Improvement Action Plan 2023 developed, implemented and reported to EAAPC	Chair of Engagement & Communication Sub Group	31 May 2023	

Function 01 - STRATEGIC PLANNING AND CONNECTIONS					
OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What we are going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
		Local promotion of National ASP Day & outcome of programme of events reported to EAAPC	Chair of Engagement & Communication Sub Group	20 February 2023 20 February 2024	

Function 02 - CONTINUOUS IMPROVEMENT					
OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What are we going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
Analyse and better understand reports and data that relate to the adult at risk of harm's journey and personal outcomes ensuring personal experience informs strategic and service change	Evaluate Advocacy Service process for ascertaining views of adults within the ASP Process	East Ayrshire Advocacy Service (EAAS) 6 monthly reporting on service user experience and impact of adult support and protection process.	Senior Manager: Locality Health & Care Services & ASP Operational Lead	31 March 2023	
	Multi-agency analysis of trends identified in Biennial Report 2020 - 2022	Co-ordinate implementation of audit with relevant partners to better understand Increased trend of domestic violence	APC Practice Improvement Co-ordinator VAW&G Lead Officer	30 April 2023	
		Co-ordinate the implementation of audit with relevant partners to better	APC Practice Improvement Co-ordinator	30 June 2023	

Function 02 - CONTINUOUS IMPROVEMENT					
OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What are we going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
		understand Increased trend of self-neglect & hoarding	Public Health		
		Co-ordinate the implementation of audit with relevant partners to better understand Referrals for people affected by Learning Disability	APC Practice Improvement Co-ordinator Service Manager Wellbeing & Recovery	30 September 2023	
Consolidate learning aimed at improving ASP practice standards which include the application of the 3 point test and use of and recording chronologies	Develop and deliver a joint CP/ASP Learning Session framed within the revised Chronology Practice Guidance that includes general cross cutting learning and an adult and child specific session with a focus on practice/self-assessment	Impact of chronology learning session evaluated and reported within quarterly APC Learning & Development Report	Practice Development Co-ordinator EAHSCP	31 December 2023	
		Impact of ASP Inquiry learning session evaluated and reported within annual APC L&D report.	Practice Development Co-ordinator EAHSCP	31 December 2023	
		Multi-Agency/Single Agency Audit Reports consistent practice improvement.	Senior Manager: Locality Health & Care Services & ASP Operational Lead	31 December 2023/24	

Function 02 - CONTINUOUS IMPROVEMENT

OBJECTIVES What we want to achieve	ACTIONS What are we going to do	EVIDENCE How we will know we are achieving outcomes	LEAD OFFICER & Key People	TIMESCALES When we will do this	R A B G W
Multi-agency professionals are supported to ensure an integrated, effective response to adult support and protection work.	Strengthened partnership engagement through support to housing workforce and others identified to participate in ASP Investigations in the second worker role.	Arrangements in place to deliver secondary worker training targeted at relevant housing front line staff from areas with high risk of ASP activity	Practice Development Co-ordinators EAHSCP Housing Communities &	31 December 2023	
		APC Quarterly reporting of L&D data evidences increased attendance at Secondary Worker training from Housing.	Practice Development Co-ordinator EAHSCP	31 December 2023/24	
		Agree multi-agency KPI on dashboard that provides baseline for increasing the multi-agency workforce capacity and % of secondary workers	Team Manager, Protection & Learning EAHSCP	31 December 2024	
Improved partnership working and increased confidence in understanding risk and decision making within the ASP process.	Review data relating to health and Police staff attendance at ASP Case Conference meetings and develop a plan to support improvement if required. Identify options for learning activity to develop confidence of adult services workforce to develop skills and confidence in supporting client	Dashboard KPI reports improvement.	ASP Lead NHS Police Scotland	September 2023	
		Options paper reported to EAAPC with recommendations if appropriate.	Practice Development Officer EAHSCP	31 December 2023	

Function 02 - CONTINUOUS IMPROVEMENT

OBJECTIVES What we want to achieve	ACTIONS What are we going to do	EVIDENCE How we will know we are achieving outcomes	LEAD OFFICER & Key People	TIMESCALES When we will do this	R A B G W
	groups at high risk of harm in safe use of the internet				
	Understand situations and improve multi-agency responses to people who do not meet the criteria of an adult at risk, however are experiencing serious harm.	6 monthly report on impact of improved responses for adults with non-fatal overdoses.	Senior Manager: Wellbeing and Recovery EAHSCP	30 June 2023	
		Multi-agency Escalation Protocol developed and implemented with report on progress reported to EAAPC	Senior Manager: Wellbeing and Recovery EAHSCP	31 December 2023	
	Agree arrangements to deliver a test for change in relation to adult protection inter-agency referral discussions	IRD Options Paper submitted to APC 14 February.	Police Scotland	14 February 2023	
		Reconsideration of IRD following ASP Planning Meeting Audit Report and Escalation Protocol implemented.	Police Scotland Senior Manager: Locality Health & Care Services & ASP Operational Lead	31 August 2023	
	Jointly design a process for consistent involvement of health and police to strengthen information sharing, early decision making and risk assessment	Proposal for process reported to APC as part of NHS Public Protection arrangements.	ASP Lead NHS	31 December 2023	

Function 02 - CONTINUOUS IMPROVEMENT					
OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER & Key People	TIMESCALES	R A B G W
What we want to achieve	What are we going to do	How we will know we are achieving outcomes		When we will do this	
		Evaluation Report of impact demonstrating integrated, effective and responsive multi-agency working has been achieved.	Police Scotland.	31 September 2024	
Improve the effectiveness of the Adult Concern Initial Response Team	Implement ACIRT improved service model	ACIRT Service Level Agreement signed off and in place.	Senior Manager: Locality Health & Care Services & ASP Strategic Lead	30 September 2023	
		Review data in relation to response timescales to evidence improvement.	Senior Manager: Locality Health & Care Services & ASP Operational Lead	30 September 2023	
Improve Large Scale Investigation practice, recording and learning dissemination.	Learning from Large Scale Investigations routinely shared with APC.	Ayrshire LSI procedures revised and communicated.	Senior Manager: Locality Health & Care Services & ASP Operational Lead	31 December 2024	
		East Ayrshire APC notifications data reported as part of quarterly data reports.	EAHSCP Key Senior Managers		
		LSI Lead Officer Learning Reports routinely reported to APC.	Contract & Compliance Service Officers ASP Lead NHS		

Function 02 - CONTINUOUS IMPROVEMENT

OBJECTIVES What we want to achieve	ACTIONS What are we going to do	EVIDENCE How we will know we are achieving outcomes	LEAD OFFICER & Key People	TIMESCALES When we will do this	R A B G W
			East Ayrshire Advocacy		
Embed an ethos of reflection, learning and quality assurance within the ASP Workforce	Support capacity of multi-agency workforce to undertake audit and self-evaluation within operational ASP activity with a focus on practice/self-assessment.	Develop and deliver and evaluate impact of joint CP/ASP Learning Session framed within the APC/CPC Q&A Strategic Plan with reports to EAAPC Improvement Subgroup	Practice Development Officer EAHSCP	31 December 2023	
		Evaluate impact of joint CP/ASP Learning Sessions with report to EAAPC	Practice Development Officer EAHSCP	31 December 2024	
		KPI developed with partners to track and improve uptake across agreed multi-agency staff target groups	Team Manager, Protection & Learning EAH&SCP APC Practice Improvement Co-ordinator	31 December 2023	
	Contribute to the development of a Public Protection Learning Plan for NHS staff. This plan will include	Public Protection Learning Plan progress and completion reported to EAAPC.	ASP Lead, NHS	31 December 2023	

Function 02 - CONTINUOUS IMPROVEMENT					
OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What are we going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
	MAST learning which aligns with the NES ASP Modules.	KPI developed to evidence and report on e-learning update	ASP Lead, NHS	31 December 2024	

Function 03 - PUBLIC INFORMATION & COMMUNICATION					
OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What are we going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
Improved communication between strategic leads (EAHSCP, East Ayrshire Council, Police Scotland, NHS)	Complete a review of the ASP site on AthenA and Police Scotland and reconfigure the content to align with relevant findings.	Outcome of revision, improvements and feedback reported to APC.	ASP Lead, NHS	31 December 2023	
		Outcome of revision, improvements and feedback reported to APC.	Police Scotland	31 December 2024	
Consider and implement options for family based approaches across child and	Ensure young people receive the right support at the right time by the right service where there are	Develop 1 page guidance note on principles of good	Service Manager, Children, Families & Justice Services	31 March 2023	

Function 03 - PUBLIC INFORMATION & COMMUNICATION

OBJECTIVES What we want to achieve	ACTIONS What are we going to do	EVIDENCE How we will know we are achieving outcomes	LEAD OFFICER & Key People	TIMESCALES When we will do this	R A B G W
adult services where there are protection concerns.	protection concerns. This will be framed within the jointly agreed principles of good practice of the Getting It Right For Everyone approach.	practice between children and adult services.	Senior Manager Children, Families & Justice Services	30 June 2023	
	Undertake a staff engagement activity to evaluate staff confidence in ASP pathways, support and guidance and develop a plan to address relevant findings	Staff workshops to be held around themes of joint working to disseminate and embed good practice in line with 1 page guidance			
The person at risk of harm or their unpaid carer has access to accessible information in relation to the Adult Protection journey to enhance their understanding and participation in the process.	Develop a suite of information informed by the six monthly evaluation of the Adult at Risk of Harm's journey	Adult Information published, available and accessed on ASP webpages/EAC Intranet.	ASP Worker, East Ayrshire Advocacy Services.	31 December 2023	
	Co-produce a suite of information for unpaid carers who may be subject to, or involved in ASP Processes. To be informed by the evaluation of the Carers journey.	Carer Information published, available and accessed on ASP webpages/EAC Intranet and Carers services.	Develop and implement a process for ascertaining views of Carers within the ASP Process	East Ayrshire Advocacy Services	31 December 2024
			East Ayrshire Advocacy Services	31 December 2023	

Function 03 - PUBLIC INFORMATION & COMMUNICATION					
OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What are we going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
		6 monthly reporting on carer experience and impact of adult support and protection process.	East Ayrshire Advocacy Services	30 June 2024	

Function 04 - REPORTING					
OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What are we going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
EAAPC with report on the work undertaken and progress of the ASP Improvement Plan to stakeholders	Annual Report and Biennial Report co-produced and circulated to Chief Officers, partner agency structures and via the EAAPC Website	Annual Reports produced, disseminated with accessible graphic snapshot versions on web pages	ASP Lead Officer	31 October 2023	
		Scottish Government receive Biennial Report within timescales	Independent Chair EAAPC	31 October 2024	
EAHSCP will produce minimum ASP Data to inform national analysis that informs national strategic priorities	Revised National ASP Minimum Dataset tested and finalised	Quarterly reports produced for Scottish Government disseminated to EAAPC and Chief Officers	ASP Practice Improvement Co-ordinator	30 June 2023	

Function 04 - REPORTING

OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R A B G W
What we want to achieve	What are we going to do	How we will know we are achieving outcomes	& Key People	When we will do this	
	Quarterly reports produced routinely for Improvement Sub Group and EAAPC	Produce and report on progress via Committee arrangements.	ASP Practice Improvement Co-ordinator	31 December 2023	
Maximise functionality of electronic ASP Information Systems to support reporting on practice standards	EAHSCP Liquidlogic system to be able to separate an adult concern referral from an adult at risk referral on system within the ASP process and changed to prevent automatic escalation of an adult concern to adult at risk.	ASP Dashboard reports available and reported via APC Improvement Subgroup.	Senior Manager Business Support EAH&SCP Senior Manager: Locality Health & Care Services & ASP Strategic Lead	31 December 2024	
	Develop Large Scale Investigation Management Information Recording and Reporting Mechanisms	LSI Data reports available and reported to APC Improvement Subgroup.	Senior Manager Business Support EAH&SCP Senior Manager: Locality Health & Care Services & ASP Operational Lead	30 April 2024	
	Work with digital services colleagues to develop accessible and visible ASP recording, including chronology into Care Partner	Single Agency System developed	ASP Lead, NHS	31 December 2023	
Impact of change evaluated and reported to EAAPC Improvement Sub Group		ASP Lead, NHS	31 December 2024		

Function 04 - REPORTING

OBJECTIVES	ACTIONS	EVIDENCE	LEAD OFFICER	TIMESCALES	R
What we want to achieve	What are we going to do	How we will know we are achieving outcomes	& Key People	When we will do this	A B G W
Committee understands impact of Police Concern Hub Quality Assurance Systems, Outcomes and Improvements	Police Concern Hub establish arrangements for single agency data reporting to EAAPC Improvement Sub Group	EAAPC Improvement Sub Group receive 6 monthly summary of monthly data in relation to resilience matrix application, 3 point test and incidents escalated in the Supervisory Escalation Protocol	Police Scotland	31 August 2023	

Key Performance Indicators

Description
Adult Protection Inquiries to be completed within 5 working days by Inquiring Officer
Adult Protection Inquiries to be signed off by Team Manager within 7 working days
Adult Protection Investigations to be completed within 26 working days
Adults offered independent advocacy services at investigation stage
Adult Protection Investigations have a completed risk assessment
All adults subject to investigation have a completed chronology
All chronologies rated 'Very good' or 'Good'
Adult Protection Case Conferences held within 42 working days
Adults who attend their case conference
Police appropriately represented at Case Conferences when invited
NHS appropriately represented at Case Conferences when invited
Active adults at risk have a completed Protection Plan
Core groups held within 10 days of the ASP Initial Case Conference
Review Case Conferences to be held within 3 months of Initial Case Conference
Potential Workforce qualified as a Council Officer
Local Leaders provide staff with a clear vision for their adult support and protection work (Q102)
ASP Changes and developments are integrated and well managed across the partnership. (Q107)
Over the last 12 months, I have felt appropriately supported to undertake adult support and protection work (Q114)
MLMP or MLMR completed 3 months following an adult ending their status as an Active Adult at Risk of Harm
Any Adult who die during an open Adult Protection Episode are subject to a Significant Occurrence Report
3 Adult at Risk Referrals made within a 3 month period with no multi-agency meeting held.
Increase the number of Housing Staff who attend ASP Second Worker training by 100% (on 2022/23 figures) over 2023/24
Percentage uptake of new NES ASP E-Learning across NHS