

Adult Support and Protection in East Ayrshire



Annual Progress 2022 – 2023

Welcome to our Protection and Learning Team progress report that provides an annual update on some of the progress made towards the key priorities identified in the APC Chairs Biennial Report 2020-2022.

These priorities have included;

- Working together to better understand our data and the adult support and protection experience of people to make a difference
- “One Plan” - working towards a collective single multi-agency quality assurance framework alongside a single improvement plan for adult support and protection
- Strengthening the leadership and connection between the APC and key partners and the multi-agency frontline workforce
- Continue to embed our positive and proactive learning culture through modernising our Protecting People Learning Framework that has the support and wellbeing of staff at the centre
- The APC working to engage and involve the wider community in public protection work

Understanding what our data is telling us

Reporting and Responding



A total of 354 Adult at Risk referrals were received throughout 2022-2023, which is an increase of 31% (84).

This figure aligns more to pre-covid referral activity.

The top three categories of harm continue to be



Physical Harm (27%),

Emotional/Psychological Harm (24%) and

Self-Neglect (16%).

This continues to show that Self-Neglect for the second consecutive reporting year has been in the top three and continues to be a priority action within East Ayrshire.



24% of people reported had been in receipt of their second or consecutive referral, an increase of 7% from the Biennial Reporting period.

Sources of referrals remain the same as the previous reporting period, with no obvious changes.



2733 Adult Concern referrals were received in the same period, a decrease of 9% (84).

This is the first reduction in Adult Concern referrals since reporting commenced in 2016-2017. There is no indication as to why Adult Concern referrals have reduced, although it is interesting to note that the reduction of 84 matches the increase of 84 Adult at Risk referrals during the timeframe.

In East Ayrshire from 1 October 2020, a decision was made that all Adult Concern referrals received would automatically progress onto an Adult Protection Inquiry. As reported in the Biennial Report 2020 – 2022 this has resulted in a significant impact on the workforce undertaking adult protection work. To this end, as part of the Joint Inspection Improvement Plan 1 September 2021 – 31 December 2022 a robust Test for Change was completed in September 2022 by the Adult Concern Initial Response Team (ACIRT). During the period of the Test for Change 498 adult concerns were completed. Of this number, 428 were no further action under adult support and protection procedures with alternative options such as referring to other professionals, providing information and advice or signposting. There was clear evidence that enabling practitioners to make autonomous decisions to refer individuals to the right services in a timely manner without barriers enabled better outcomes for those individuals.

The recommendation from this Test for Change, specifically in ACIRT is that adult concerns no longer require to progress to an ASP Inquiry unless they meet the 3 point test or practitioners are of the view that due to the level of risk, an ASP Inquiry is required. Practitioners retain the ability to progress to ASP Inquiry if they deem this is appropriate.

A further Test for Change is being undertaken within the Older People's Review Team. Full roll out of this practice will not be implemented until the Social Work Liquidlogic System has been amended to prevent Adult Concerns from automatically having to progress to an ASP Inquiry.

Lived experience of Adults at Risk of Harm

In 2022 it was identified that the existing method of gathering the lived experience of Adults at Risk of Harm did not provide useful data to inform improvement activity. To this end, a case was made for funding to be secured for a post in East Ayrshire Advocacy whose remit would be to record the lived experiences of all individuals (and/or their legal proxies/unpaid carers) who have been subject to an ASP Episode. This post has been recruited in 2022 and has developed accessible interview questions. The service became live in January 2023; some quotes provided by adults who have been at risk of harm are provided below and an analysis of a full years' worth of data will be available for Committee in February 2024 and where relevant improvement activity will be identified.

I remember the Police coming to speak with me and showing concern in a nice way, they didn't need to do that

We were told at every stage what would be happening; we were listened to and given good advice and support

My advocate read all my paperwork and told me what it was about

One Plan

Improvement Plan Activity 2021 – 2022

The Joint Improvement Plan 1 September 2021 – 31 December 2022 was overseen by the interim multi-agency Adult Support and Protection Inspection Practice Improvement Governance Group. This group stood down on 28 October 2022 following assurance that the East Ayrshire Adult Protection Committee Improvement Sub Group arrangements were sufficiently robust and able to deliver both on this improvement plan and well placed to develop and retain accountability and oversight for the new 2023 – 2024 plan moving forward.

Audits of ASP Activity / ASP Business Meetings

Single agency ASP Audits to be completed by Team and Service Managers were implemented in November 2022 to support improvements regarding quality assurance and oversight of practice.

There has been a good response from Team Managers both in relation to completion rates and standards of audits completed. A further more in depth analysis was undertaken which has identified further areas for improvement which are currently being addressed and will be reported on through the Improvement Sub Group.

The HSCP ASP Business Meeting was established as a means of monitoring and supporting practice and performance. However, attendance has not been as expected and this has now been escalated to Heads of Service to consider how to improve attendance by ensuring any barriers are identified and resolved. This will ensure commitments and responsibilities associated with the ASP Improvement Plan can continue to be appropriately upheld.

Staff ASP Consultation Sessions

The ASP Staff Survey conducted in October 2022 identified a number of areas for further staff support and/or development. The Senior Manager (ASP Operational Lead) subsequently undertook a series of 4 Staff ASP Consultation sessions that were very well attended by a range of frontline staff and managers.

The session drew 4 main themes for further discussion and exploration:

1. Why might people feel unsupported to undertake ASP work?
Consider options to improve quality and access to support.
2. How can the integration/communication of changes and developments be improved?
3. What works well in terms of development and training to support your knowledge and competencies? Where are the gaps and how can we better support confidence around knowledge and competencies?
4. How can the accessibility and usefulness of ASP Guidance and Risk Assessment tools be improved?

The views shared in the sessions have been collated and will be used to support future training and development plans, will influence how we communicate and engage with staff in relation to ASP and the design of tools to support practice. Further sessions are being held with Team and Service Managers to ensure consistency of practice in relation to support, reflective practice and more regular opportunities for staff to discuss ASP and associated guidance and tools. A 'You Said, We Did' report has been developed to ensure staff are fully informed of outcomes from the sessions.

The Senior Manager has also committed to implementing twice yearly ASP consultation sessions as a forum for frontline staff to share impact of improvements and feel connected to the broader strategic plans.

Improved responses for Adults with non-fatal overdoses referred under ASP

Non-fatal overdose pathway is now in place. Enhancement of liaison services to include drug and alcohol presentations was implemented using new investment in 2022. Further development of 2 fixed-term outreach posts aligned to Community Mental Health Team and Addiction Services has been agreed to support follow-up post non-fatal overdose. Consideration of Escalating Concerns approach for individuals with repeat presentations will be available.

Initial Referral Discussions

An Initial Referral Discussion (IRD) is where agencies come together to discuss the risks an adult may be facing. This will then allow for a decision to be made as to whether Adult Protection is the best way forward to protect the adult. We asked a group of professionals to explore whether we, in East Ayrshire felt it would be beneficial to implement this step in the adult protection process. Following the group recommending that the current process of an ASP Planning Meeting would be sufficient, alongside the developing escalating concerns model; we were then told that 75-80% of partnerships throughout Scotland now undertake IRD's for Adults. To this end, we have requested that the group undertakes an audit of ASP Planning Meetings and develop a guidance for our multi-agency partners. The outcome of this audit will be presented to East Ayrshire Adult Protection Committee in August 2023. This audit will allow for Committee to be fully reassured that the processes in place are sufficient to protect adults who may be at risk of harm or indeed whether IRD's could potentially add value around our decision making.

NHS Attendance at Case Conferences

The Joint Inspection of East Ayrshire ASP Partnership identified health professionals attended case conference meetings, when invited, 40% of the time. A multi-agency group convened to progress areas of improvement set a target of improving attendance by health professionals to 80%. To achieve this a number of activities were taken forward which included the development of new guidance for NHS staff on attending ASP case conference meetings. This guidance sets out the duty of NHS staff to cooperate under the Act, guidance on information sharing, the roles of other attendees and expected participation of the health professional. This new guidance was promoted widely on several occasions using all staff communication methods such as Daily Digest. The guidance had a complimentary 7-minute briefing to support discussion at team meetings which was also voiced over and is easily accessible on AthenA.

In addition to producing guidance and briefings for NHS staff an audit was undertaken over a period of 2 months to establish attendance rates at meetings. This identified that health professionals attended ASP Case Conference meetings 62.5% of the time when they were invited during this period. In response changes were made to the invite letter to include more information about the harm/concern and a report template was developed to encourage relevant information sharing if a health professional was unable to attend in person. These changes were designed to support improvement by increasing understanding and accessibility. Currently the attendance rate is 70% and this will be monitored over the coming months, after which new approaches will be considered, if necessary, to boost and sustain improvement.

Strengthening Leadership and Connections



“Looking Forward”

East Ayrshire Adult Protection Committee Development Day – 7 September 2022

Three key themes were identified for consideration at the East Ayrshire Adult Protection Committee strategic development day, these themes were:

- *Purpose and vision*
- *Membership and responsibility*
- *Performance*

In relation to “Our Purpose and Vision”, we know from the Joint Inspection of ASP in June 2021 that a strength of our partnership was that we have a clear vision and work collaboratively in relation to adult support and protection (ASP). The feedback from this session would continue to confirm this particularly in relation to us having shared values of trust, openness, respect and passion for supporting and protecting those most at risk within our communities.

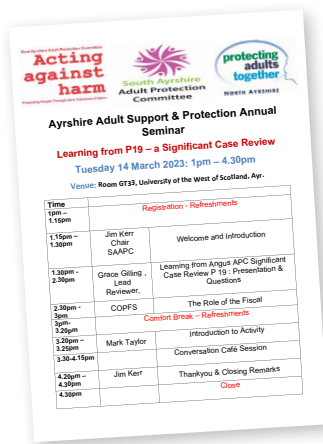
We also recognise the impact that changes in membership, the capacity for some members to attend consistently and virtual meetings that reduce the ability to form and develop relationships have had. It is not surprising that the main area identified for improvement related to more emphasis on bringing and sharing examples to refresh our understanding of each other’s roles as well as having a more robust approach to new member induction. The refresh and local implementation of the national APC Guidance with clearly defined functions and the return to face-to-face meetings are key drivers for change we will achieve. In relation to “Membership and Responsibility”, we have retained a strong core membership and our SMART Joint Improvement Plan and the robust governance around this has ensured members have

retained a degree of clarity and ownership surrounding the multi-agency nature and responsibilities for ASP. This has allowed us to be able to meet the required statutory functions of our partnership through a very challenging two years.

We anticipate the need to establish and re-establish connections with both national and local innovations and developments to refresh and reinvigorate our partnership. It is clear from the feedback that we will make hearing the voices of our multi-agency workforce, wider stakeholders and community such as ALIN, Primary Care, Public Health and practitioner forums a priority. We will ensure we can all strengthen connections so that we will be able to identify where these views have shaped the business of the APC. As we start to explore developing practice, have good conversations at the APC and as partners commit to sharing lived experience at a service and personal level we will strengthen this area. Further exploration of how we can identify and address the learning needs of members for example considering options for receiving routine feedback from members will drive forward improvement and build confidence in this area.

A starting point proposed is the development of a newsletter snapshot of APC business as a way to initially engage with relevant operational managers and fora for practitioners and nurture their involvement. The APC Engagement and Communication Sub Group as it matures will also be a crucial mechanism to develop our community engagement. In relation to "Performance" we know that the Joint Improvement Plan continues to be our single strategic plan to deliver on and understanding factors associated with the success of the partnership. As the APC Improvement Subgroup takes on full responsibility for oversight and development of the plan and ASP activity, we can start to share ideas and develop our approach to understanding outcomes for people and services and test out feedback mechanisms. The workshop results show a high indication that our levels of trust are high enough to encourage appropriate risk taking around innovations with the subgroup ensuring clear lines of accountability to the APC and Chief Officers. The Chairs Biennial Report 2020-2022 is a key driver for strengthening this area as it already identifies a number of trends that lend themselves to multi-agency and wider stakeholder engagement for example around Self Neglect , Domestic Violence and Financial Harm. As the Joint CPC and APC activity around a joint strategic approach to quality assurance develops, it will provide a catalyst to consider a stronger emphasis on multi- agency data collation and analysis for our partnership.

In conclusion, the very nature of our organisations means workforce planning and continued professional development will mean we cannot avoid membership changes. We can however influence how we nominate and prepare new members as well as how we conduct our business to build a culture based on relationship building and shared ownership and understanding of our business. Our Adult Protection Committee remains in a strong position to drive improvement forward through the revised APC ASP Improvement Plan 2023-24 with feedback from this session incorporated into future priorities.



ASP Ayrshire Wide Development Session P19 – 14 March 2023

The Ayrshire Adult Support & Protection Annual Seminar took place on 14th March 2023. The topic of this was looking at learning from Angus Council SCR P19, Grace Gilling was the guest speaker and gave an insightful presentation and engaged with questions to support learning at a local level. Mark Taylor, ASP Lead Officer for South Ayrshire also provided an input on Learning Review's.

This event was well attended and initial feedback was very positive. An example of the feedback was "It was a really interesting session with invaluable sharing of information, views, attitudes and ideas." And "lots of valuable discussions that will inform future and continuous improvements". South Ayrshire were the lead for this event we await a fuller report from the event and can provide more detail to the APC. Plans are in place to connect local learning through delivery of a workshop in relation to supporting those who self-neglect as part of the Protection and Learning event in September 2023.

Embedding a Learning Culture

Learning & Development Activity

An analysis of Initial Case Review and Significant Case Review activity within East Ayrshire 2019-2022 has been completed. This is available on request and will be online in due course. The analysis notes an increase in reporting of cases for consideration for Significant Case Review. It acknowledges this is likely to be in line with current promotion and learning of Learning Reviews and the improvement activity. The most common theme was neglect and self-neglect. Some areas of good practice were:

- *relationships helped safeguard adults*
- *sharing information at times reduced risk's*
- *a commitment to improve learning from Learning Reviews*
- *evidence of multi-disciplinary teams around the adult*
- *an enhanced understanding of the Initial Case Review and Significant Case Review Process across services*
- *Adult Support & Protection procedures had reduced harm to the adult's previously*

Areas for improvement were:

- *further promotion of a learning culture*
- *a wider consideration and understanding of legislative measures, specifically Adults With Incapacity (Scotland) Act 2000*
- *managing neglect and self-neglect, particularly those adults who have capacity*
- *improve professional curiosity and escalation of concerns*
- *record keeping*
- *future and contingency planning*
- *supporting engagement in routine and follow up health appointments*
- *supervision and reflective practice*

We continue to share learning from Significant Case reviews. There have been 3 sessions successfully delivered on Adult L, Learning Together from a Significant Case Review. These sessions brought together a good mix of multidisciplinary practitioners which aided learning and discussion. Some feedback on how the session was received and how participants can take this into practice was as follows: "Very good learning experience. Highlights the need for curiosity and interagency communication", "Having difficult conversations is necessary; follow-up on referrals" "it helped consolidate my learning and reflect on the changes I made into practice", "The sessions prompted me to share the learning with my team before coming back to the feedback session".

The training Calendar for 2023-2024 has now been reviewed and updated. Courses continue to be delivered through a blended approach to multi-agency Adult Support and Protection training delivery.

As well as the training Calendar there have been bespoke sessions delivered by partners. Financial Harm sessions have been delivered for front line Police Officers across Ayrshire. This was an action and priority from the Improvement Plan. This training focused on increasing awareness of the types of financial harm that social workers/council officers come across, focusing on harm which could be harder to identify, the importance of Police response and joint working.

A total of 9 sessions have been held. Initial Feedback has been positive, particularly around the use of powers by a Power of Attorney and the legislative tools available to a Council Officer which could enhance multiagency working.

As part of the Improvement Plan ASP Awareness 1-hour sessions were held specifically for Housing Staff with 4 sessions being delivered on 08 March. 48 Housing Staff attended these sessions. It was recommended that Housing staff should attend 'ASP Level 2' and for those who it may be appropriate to their role to attend

'The role of the Second Worker Training'. In addressing this need an additional 60% of the number of these courses which had been scheduled to take place over 2023/2024 have been added to the training calendar with 4 places on each course ring-fenced for Housing Staff.

New Self Neglect for Practitioners sessions have been held as requested by HSCP Senior Service Manager. This Course looks at: defining neglect and self-neglect; reflects on why individuals may experience self-neglect; explores professional curiosity and accountability; discusses the balance between informed decision making and professional responsibility and considers how practitioners can influence positive outcomes for individuals.

These courses have been received well and feedback was positive. An example of some of the feedback regarding the course content and what practitioners could take into their practice was as follows: "I found the information valuable particularly relating to trauma and the risk scale", "Risk rating was of particular interest and will be invaluable when assessing", "I have more confidence on how to approach a self-neglect case, support planning, how to meet/reduce need and Identifying strategies"

Work is progressing in developing a training course 'Adults with Incapacity: Conversation with Managers' and 'Adults with Incapacity for Practitioners.' Dates for delivery of these courses have now been scheduled.

A review and refresh of 'Crossing the Acts' training is now underway and dates for delivery of this legislative based training will be scheduled from the autumn.

Following single Agency Audit's as part of the Improvement Plan, training on Chronology's has been requested. Planning is underway and dates for delivery have been scheduled for October, November and one still to be scheduled in September.

Planning and design of a new ASP level 1 e-learning is underway. When it is fully developed it will be shared with partners.

The Council Officer Training is delivered jointly across Ayrshire. This is routinely delivered once a year. Due to the recruitment activity across Ayrshire there has been a request to increase this to 3 courses to accommodate the numbers of workers across Ayrshire who would meet the pre-course requirements to become a Council Officer. These will be delivered January, June and September.

Initial Inquiry Training has now moved from online ½ day delivery to in person full day. This has been well received and some of the feedback is as follows: "Information provided today will be highly beneficial in my learning and development within ASP and upcoming Council Officer training" and "Very relevant for my role as a support assistant. Will allow me to have confidence completing Initial Inquiry"

A survey was conducted to engage Council Officers within the review of The Council Officer Practitioner Forum. It identified priority topics to discuss and reflect on with peers. The first session of the Council Officer Practitioner Forum has been held on 29th March. The focus of this session was the 3 point test, unable to safeguard and navigate protection measures & preparing for case conference. Legal Services attended and provided legislative input which aided peer discussion and learning.



This initial session was well attended and workers felt it was something they would recommend to their peers. Some of the feedback included “Excellent opportunity to refresh knowledge and network to obtain current practice issues and share information and learning”.

Identified Topics for future sessions are outlined below:

- **14th June:** *Issues of capacity and crossing the acts – Biennial Report – getting to know committee.*
- **30th August:** *Council Officer Operational Procedures – LL – Updates Codes of practice.*
- **29th November:** *Drug and alcohol use – navigating resources – Dual Diagnosis.*

Engagement & Communication

National ASP Day (20 February 2023) and locally week (20 – 24 February 2023) focused on Self-Neglect, with a national animation created. Within East Ayrshire we achieved the most complex and targeted campaign to date which included a Radio Advert, Daily Twitter Posts, Lighting of the Viaduct, Promotion of ASP on HSCP Website, Circulation of Granicus Bulletin to EAC, HSCP and Multi-Agency partners promoting ASP, Promotion of ASP on AthenA, 7 minute briefing on self-neglect, promotion of ASP in HSCP Newsletter and a screen saver on all EAC/EAHSCP computers promoting awareness of ASP.



We also took the opportunity to promote the [self-neglect animation](#) at a Care at Home Providers Forum where it was refreshing to hear that the communication referred to above had already filtered through to some sheltered housing complexes where they were encouraging staff to view the animation.

In addition, at the recent [local conversation events](#) held in February 2023 we held 5 x ½ hour workshops on ASP & Self-Neglect entitled: “How Fed Up Are You?!” These workshops asked participants to consider what the tell-tale signs are that someone may be struggling to care for themselves fully or maintain a safe and healthy life. The workshops discussed what you can do if you are concerned about someone in the community, along with how we best protect our communities’ vulnerable adults and identify how to support someone who finds themselves in this position.

It was agreed that the findings from these workshops would be shared with the East Ayrshire ASP and specifically the Communication and Engagement Sub Group to inform their Action Plan for 2023 – 2024.

Future Activity 2023 – 2024



The East Ayrshire Adult Support and Protection Improvement Plan 1 January 2023 – 31 December 2024 (The Plan) was endorsed at East Ayrshire Adult Protection Committee on 8 February 2023. The Plan has been aligned to the Health and Social Care Partnership Strategic Plan, as well as the priorities identified in the 2020 – 2022 Chairs Biennial Report. The format of The Plan has been aligned with our Child Protection colleagues in respect of the four core functions detailed below:

- *Strategic Planning & Connections*
- *Continuous Improvement*
- *Public Information & Communication*
- *Reporting*

The Plan is more streamlined and has reduced actions, with the recognition that over the next 2 years of this plan a high degree of focus will be on the evidence that will be produced to ensure we can report on the impact and outcome of our improvement activity. To this end there are a total of 34 Actions and 62 Sub Actions (evidence). Despite only being ratified on 8 February 2023, The Plan already has 5 completed sub-actions as at 31 March 2023, these are:

- **Adult Protection Committee Newsletter**

As part of improving the disconnect between strategic and front line staff, the Adult Protection Committee have developed a newsletter that is circulated following each Committee Meeting to all the multi-agency workforce which provides an insight into discussions held at Committee, but also provides an opportunity to 'meet' members of the Committee. The Committee also takes the opportunity to thank members of the workforce for the support they have provided the Committee in achieving its statutory functions. This is in its infancy and feedback in relation to these newsletters will hopefully be achieved and available for the ASP Chairs Biennial Report 2022 – 2024.

- **Agree multi-agency KPI on dashboard that provides baseline for increasing the multi-agency workforce capacity and % of secondary workers**

- **IRD Options paper submitted to EAAPC**

This promoted further actions which have been added to the Improvement Plan. These include an audit of ASP Planning Meetings to ensure that these meet the criteria that would be covered by an Initial Planning Meeting and a one page guidance to be developed for multi-agency partners to guide them as to what the purpose of a Planning Meeting is, and what is required when attending a Planning Meeting.

- **KPI developed with partners to track and improve uptake across agreed multi-agency staff target groups**

In addition to these new KPI's being developed, the existing KPI's have also been reviewed, and will continue to be reviewed each time a new ASP Improvement Plan is developed.

- **Produce and report on progress via Committee arrangements**

These completed actions, along with work already underway on The Plan gives it a 14% completed status as at 31 March 2023.

Deep Dive Audit Activity

There are three Deep Dive audit's planned for 2023 centred around Domestic Violence, Self-Neglect & Learning Disability. A breakdown of these and the reasons behind the activity is provided below.

Domestic Violence

The East Ayrshire Adult Protection Committee Chairs Biennial Report 2020 – 2022 identified that there had been an increasing trend in situations where individuals have been reported to be at risk of harm due to domestic violence. The Committee were sufficiently concerned around this increasing prevalence of domestic violence on our ASP Referrals that as part of our 2023 – 2024 Adult Support and Protection Improvement Plan it was agreed to undertake a 'deep dive' audit to better understand the increased trend of domestic violence/abuse. To this end, 25 cases have been identified for the Audit which will take place in April 2023, and will be undertaken by multi-agency partners. Following the audit the findings will be summarised, analysed and a report with recommendations (if required) will be presented to the Improvement Sub Group of the Adult Protection Committee.

Self-Neglect

In 2020 – 2022 it was identified for the first time in reporting history that self-neglect had moved into the top three categories of harm reported. This was not only reflected locally, but also nationally and a focus for the 2023 National ASP Day was on self-neglect.

In order to better understand the picture locally, The Committee have partnered with Public Health colleagues to undertake a 'deep dive' audit of self-neglect referrals. This Audit will take place between May – June 2023 and will involve multi-agency partners. Following the audit the findings will be summarised, analysed and a report with recommendations (if required) will be presented to the Improvement Sub Group of the Adult Protection Committee. This joint work also led to Public Health becoming members of the Committee.

Learning Disability

The East Ayrshire Adult Protection Committee Chairs Biennial Report 2020 – 2022 identified that adults with a Learning Disability were more likely to come to the attention of Adult Protection Services than those without. In order to better understand the picture locally, The Committee, in partnership with our Mental Health, Learning Disability & Addictions Colleagues will undertake a 'deep dive' audit of referrals for adults with a Learning Disability. This Audit will take place between July – September 2023 and will involve multi-agency partners. Following the audit the findings will be summarised, analysed and a report with recommendations (if required) will be presented to the Improvement Sub Group of the Adult Protection Committee.

In conclusion the APC have made steady and consistent progress in delivering on their intended priorities through the genuine drive and commitment of partners. We have a community who are both receptive and engaged more in our work and we strive to enhance this over the coming year.

There are no new or emerging trends that warrant any change of focus or direction at this time and our APC Improvement Plan remains appropriate and on target for completion within the timeline of the plan.



EAST AYRSHIRE
**Health & Social Care
Partnership**

East Ayrshire Adult Protection Committee
**Acting
against
harm**
Protecting People Through Zero Tolerance of Harm