

A snapshot of **Adult Support & Protection** 2020 - 2021



East Ayrshire Adult Protection Committee

Acting against harm

Protecting People Through Zero Tolerance of Harm

Referrals Received



When we looked at the different types of harm we found that men and women experienced the same levels of harm for each category.



ADULT PROTECTION REFERRALS were received in 2020 – 2021 which is a **reduction of 29% (110)** from the previous year.

Northern Locality referrals **40**

Kilmarnock Locality referrals **161**

Southern Locality referrals **64**



2397

ADULT CONCERN REFERRALS were received in 2020 – 2021, an **increase of 6% (139)**. From 1 October 2020 all Adult Concern Referrals progressed to an Initial Inquiry under Adult Support and Protection.

Overall this represents an annual reduction of 23% in referral figures, however due to a change in process whereby all Adult Concerns now proceed to an Adult Protection Inquiry from October 2020 this has resulted in increased workforce demand. This decision was made to ensure practitioners recorded more robustly the ruling in/ruling out criteria for adult at risk of harm. In response to this increased demand the workforce capacity of the Protection and Review Team has been increased and managers continue to evaluate the effectiveness of this change.

Future Priorities

The priorities below have been included within our Committee Delivery Plan for 2021 – 2022.

National Adult Protection Priorities

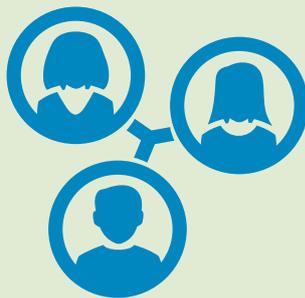


- Inspection Partners are undertaking a phased restart to the Inspection Programme that was postponed due to COVID-19 in 2020. East Ayrshire have already received their notification of Inspection in April 2021 and are one of the first partnerships to be inspected in the re-commencement programme.



- IRISS are working with the ASP Data Advisory Group to develop and test a new ASP Minimum Dataset in partnership with 3 test authorities. East Ayrshire has been accepted as a test partner for this focussed piece of work.

- The ASP Code of Practice and the Guidance for Adult Protection Committees are being refreshed with a view to strengthening service user and carer involvement.

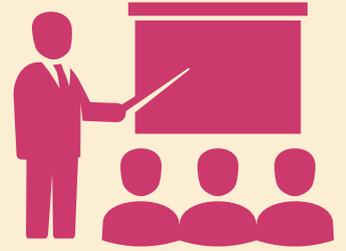


- A Large Scale Investigation training resource is being developed nationally and our APC is supporting this work.

Local Adult Protection Priorities



- Improve the multi-agency workforce awareness of and their response to the themes identified within the 2018 – 2020 ASP Biennial Report including Self-Neglect, Hoarding, Domestic Violence, Hate Crime and Internet Safety



- Improve and strengthen collaborative working with our partner agencies
- Strengthen arrangements for engagement with the community, adult's at risk of harm, unpaid carers and the multi-agency workforce in respect of Adult Support and Protection



- Strengthen learning from Significant Case Reviews



As we move into 2021 – 2022 we will be saying a fond farewell to our Independent Chair Alex Davidson who has led the Committee over the last 5 years and we look forward to the future with our new Chair, Susan Maguire.

What did we do?

We recognise that 2020 – 2021 has been a very different year for everyone due to the global pandemic COVID-19. This has been reflected in the types of harm and risks that we have seen. East Ayrshire's Covid-19 multi-agency public protection oversight structure established the ASP Operational Oversight Group in April 2020. This group became central to real-time decision making to support the required changes to ASP processes and practice during the pandemic. Over the past year there has been a strong focus on partners coming together to support our community during this crisis and some of the work undertaken to protect people from harm and increased risks that we have seen is detailed here.



A team was set up dedicated to supporting individuals who are shielding. This was a 7 day support, ensuring immediate response to the urgent needs of individuals

requiring support. In addition a weekly check in call was made to offer on-going support to individuals shielding. These calls ensured that our shielding community had continued support, any change in circumstances was recognised and steps needed to assist were put in place and was also an opportunity for a friendly chat to potentially reduce feelings of social isolation and loneliness.

To assist our multi-agency workforce to support the members of our community who are experiencing hoarding a multi-agency guidance has been produced. In addition to this, our partners at CVOea Ltd. have started their Open Doors Project, a community hub that provides holistic support and engagement designed to help people overcome loneliness and isolation, promote inclusion and remove barriers to engagement and community involvement, this includes focused work with people who have Hoarding Disorders.



The Financial Health and Wellbeing Partnership established 7 focus groups to look at Fuel Poverty, Child Poverty,

Alternative Finance/Debt, Employability and Training, Health Awareness, Food Insecurity and Housing in order to address issues in the immediate, medium and longer term. This has led to the development of a Financial Health Wellbeing Action Plan which will focus on a range of improvement activity including redeveloping and improving the EA Money Website, creating a poverty video to make people aware of the impact poverty can have on health and education and also working with the Financial Health and Wellbeing Partnership to target training on suicide prevention and the link into the Distress Brief Intervention pathways to reduce prevalence of suicide in East



Ayrshire. Through a range of engagement mechanisms, both formal and informal it has been identified that a significant proportion of people

presenting to frontline services are exhibiting high levels of anxiety and emotional distress; some of these people have thoughts/history of self-harm and/or suicidal ideation. In the majority of cases people are not assessed as having a requirement for input from formal mental health services. With the additional investment of £150k per year for the next 2 years agreed through MH Action 15 and the generous investment of up to a further £100k per year for the next 2 years from the National DBI team there is confidence that clear, robust and sustainable support pathways will be implemented in Ayrshire. By providing people presenting in distress with this “ask once get help fast” approach this will result in better outcomes for people and communities. One GP practice in East Ayrshire is already up and running and referring people on to DBI and another one is in the process of being identified. This system is in the early stages and will be introduced incrementally as this has been agreed as the best approach.



EAH&SCP
Adult and
Young Carer
Lead from
Thinking
Differently

Team worked in partnership with East Ayrshire Carers Centre to mitigate Carers Stress by refreshing and communicating the Carers Centre Information Leaflet in order to ensure Scottish Government additional funding was accessed. Further work to improve access to digital media for young person and adult carers included 300 tablets being funded for young carers where they have multiple children households. Furthermore activity increase Carer registration is showing early signs of success with 47 new Carers identified and registered with the Carers Centre in February 2021.



Throughout 2020/2021 Trading standards service have worked tirelessly to alert the public to the latest scams. These alerts, in the form of Facebook

posts, Stay Connected messages and information on the Council Website COVID-19 Pages sought to provide enough information for people to recognise a scam and protect themselves, their families, friends or neighbours. Many of the scams sought to target the vulnerable who were more isolated at home than normal. Trading Standards have been able to arrange for the supply of a few Call Blockers to provide protection from nuisance calls, although COVID-19 restrictions meant that normal visits to the homes of victims scammed has had to be put on hold. Additionally, Police Scotland have funded the purchase of 50 additional Call Blockers which will be provided to vulnerable adults who have been the victim of a scam or are considered to be at risk. These units will be supplied in May/June 2021 which should also co-inside with the easing of restrictions regarding home visits, thus enabling installation.



During the course of the Pandemic our partners continue to note a major increase in people presenting

for foodbank provision who have higher levels of emotional distress, particularly those who have never had to seek support from services. In response to this 300 Keeping Safe and Well this Winter were printed and distributed in foodbank parcels in a bid to ensure emotional support and signposting to services and agencies. The Foodbank Service also moved to a delivery model when the level of demand at premises became too high. As this reduced CVOea launched and promoted their new Open Doors Service which increased opening to 7 days a week, thus reducing the impact to volunteers on increased foodbank referrals to other projects. The Foodbank Service over the course of the Pandemic were able to adapt to the changing needs of the local community and continue to do so.

our street

East Ayrshire Housing and Communities have developed "Our Street Report Forms" which are used by Housing Asset Service Officers to highlight issues identified within East Ayrshire properties where concerns are raised during visits when undertaking repairs or an inspection. Any concerns highlighted are then passed to colleagues in relevant services for action. One example of how this has helped is reflected in the case study below:

How Our Street helped one adult:

Housing Officer received an Our Street referral in relation to the condition of an adult's tenancy; following initial attempts by Seascope (Homeless Support) to carry out an assessment of support required, it was determined that there may be underlying mental health issues for the adult and an Adult Concern was then submitted to Social Work.

A joint visit was undertaken between Social Work and Housing Services where it was identified that the home was in a very poor state throughout. The adult was open and frank during the visit and agreed that they were struggling and had shut down on supports.

Action taken

Social Work have agreed to have the house cleared and environmentally cleaned by the GRAFT Project.

The adult has been engaging with Social Work and it is hoped that in the next couple of weeks Housing can assist with a fresh Welfare Fund application to help replace carpet, bedding and white goods.



Following the more robust inclusion of advocacy into the new Social Work Reporting System: Liquidlogic, 2020/2021 has seen a more positive trend in annual reporting

from advocacy; a 46% increase in referrals to East Ayrshire Advocacy for adults at risk of harm. EAH&SCP will continue to receive routine reporting of progress in this area which is anticipated to show further improvement over the next 12 months.

Public Engagement



Saturday 20 February 2021 was national Adult Protection Day in Scotland.

All three Ayrshire Adult Protection Committee

Chairs and Councils in partnership with NHS Ayrshire & Arran and Police Scotland joined together in a campaign to remind people, particularly during lockdown, that we all still need to be united in protecting people from harm and abuse. The following video focused on protecting adults from harm during lockdown

<https://youtu.be/oX0kz5439Do>

"We got this information through, can I just say what a fabulous and much needed initiative this is. Well done East Ayrshire for promoting it!"

SOCIAL MEDIA



34 likes

34 shares

89,971
People reached



In partnership with CVOea public protection partners produced a “Here to Help” brochure which provides advice and tips on how to stay safe and well over the winter months. This brochure is full of useful contacts and information in case help or support is needed. It reinforces

the message that “It’s good to talk” and provides guidance for anything from frozen pipes, money worries, suicide, available community support, meal delivery services, alcohol and drug related concerns, fire safety, scams and public protection.

Workforce Learning & Development

Following the merging of the Social Work Learning & Development Team with the Public Protection Team to form the Protection & Learning Team in 2020 – 2021 a more focused approach is now available in respect of Adult Support and Protection; this involves the Protection part of the team focusing on key, current and practice issues for the workforce which are then shared with the Learning & Development in order to inform and develop both the single and multi-agency training agenda.

Since January 2021 the training agenda has been offered via the use of MS Teams for participants to allow training to resume whilst restrictions are still in place. The training currently being delivered includes ASP Levels 1 & 2, a newly revitalised Role of the Secondary Worker, a newly developed ASP Initial Inquiry Training, ASP Hoarding and Principles of Social Work Practice. In addition the more specialised training includes Council Officer, Council Officer Refresher and Council Officer for Managers.

66% of the potential social work workforce are qualified as specialist adult protection council officers, an apparent decrease of 8% however we have changed the way we report on this data and at this time we are undertaking a full learning needs analysis to identify the current improvement target which will become part of the core business for the Health and Social Care Partnership.

What can I do if I am worried?

Don't ignore it.

If you are worried that you or someone you know is being harmed; or is experiencing neglect, it is important to tell someone. That person can be a friend or a person you trust, or the contacts below.

Any information you give will be treated with care. If you do not give your name, inquiries can still be made into the person’s care and welfare.

Who can you tell?

If the person is in immediate danger, dial 999

Otherwise, contact your local social work services or you could speak to a health professional. They will all take your concerns seriously.

Social Work: Kilmarnock

(including Annick & Irvine Valley) 01563 554200

Social Work: Southern

(Cumnock/Doon Valley) 01290 427720

Email: HSCPCustomerFirst@east-ayrshire.gov.uk

Ayrshire Urgent Care Service

(Social Work Out of Hours) 0800 328 7758

Police Scotland

(Non-Emergency) 101

Crimestoppers:

Report a crime anonymously 0800 555 111

NHS 24 - Freephone

111

East Ayrshire

Independent Advocacy 01563 574442

East Ayrshire Carers Centre

Kilmarnock 01563 571533

Cumnock 01290 426404

3rd Party Reporting

www.scotland.police.uk/contact-us/hate-crime-and-third-party-reporting/

For further information about Adults at Risk of Harm, Hate Crimes or Bogus Callers,
www.east-ayrshire.gov.uk/asap