
Date Completed: August 2016
LEARNING

Learned...value of using practitioners to communicate key operational messages

Helped me see further opportunities for engagement and education with other “first through the door” services

(continue) Discussions with health staff around changing and embedding culture of safeguarding as everyone’s business

 Bringing people’s stories and front line staff engaged with the work info focus was refreshing

We need to stay with people

A good introduction for me

Helped me appreciate the challenges, obstacles faced (by practitioners)
Acknowledgement

On behalf of Donna, Lisa and Ian of the Adult Protection Unit we would like to relay heartfelt thanks to Peter for inspiring us by allowing us to share his story. Special thanks to Anne Robertson Social Worker and Leanne Cuthbertson Support Worker Aspire2gether for their work in developing and giving the presentation of their work with Peter. Their honest reflection on the challenges faced by those being harmed and how agencies can work in ways to improve this experience was a highly valued contribution to the day.

With thanks to Kathlynne Hewitson Team Manager from Organisational Development and the whole team for supporting our team to make the day a success.

Finally, but by no means least, thanks to everyone who attended and contributed to the session, your continued commitment and leadership is what helps to make a difference.

Introduction and Background

A key strategic priority of the East Ayrshire Adult Protection Committee (EAAPC) is to ensure people are safer as a result of our activity. In order to support continuous improvement towards this aim two Strategic Self Evaluation exercises have been held by the EAAPC in April 2012 and 2014. The Assessing Strategic Partnership: The Partnership Assessment Tool published by the Office of the Deputy Prime Minister was used to facilitate the process. Its purpose was to facilitate a simple and quick ‘health check’ of the partnership, identifying strengths as well as actual/potential problem areas.

The Committee made the commitment to repeat the exercise every two years, allowing comparison between the ‘then’ and ‘now’, as well as ensuring the APC continued to consider its internal partnership working between its own members and partners.

The previous self-evaluation in the spring of 2014 evidenced that the EAAPC was well established, secure, open and honest. It had openness to improvement with clear shared vision and ideology. The areas that required strengthening were identified and these along with progress made are detailed below;

- Develop prevention activity & Increase Public Awareness (The Pit Stop posters displayed evidenced the breadth of this activity)
- Open up and Widen membership (Scottish Ambulance Service Joined)
- Clarity around how ASP fits with other protecting partners (Protecting People events incorporated into the Community Led Action Plan Conference, Protecting People Newsletter and Working Together publication produced)
- Partners to provide regular Committee Reports (new partners reporting template devised and is now standing Agenda Item)
Ensure all levels of staff have attended training and can use legislation appropriately (crossing the acts training delivered, training statistics evidence multi-agency training uptake and Legal Solutions Forum reviewed and improved).

Agree and Define safeguarding thresholds (ongoing Police Concern Hub development and reviewing care home guidance for adult support and protection, mental health and addiction services co-locating).

Improve awareness and understanding of multi-agency practitioners to improve information sharing (Adult Concern and Initial Response Team established, Police Concern Hub development, A&E Pilot to promote NHS Champions introduced).

Following discussion at the EAAPC Meeting of the 9th February 2016 it was agreed that since the previous exercise there had been a period of unprecedented change not only in membership but of all the key statutory organisations represented on the Committee which would not have afforded a valid comparison. These changes had also included shifting the focus of work activity from protection to one of prevention.

It was acknowledged that regular or repeated use of the previous partnership tool can identify trends and document changes in partnership working overtime however the aforementioned level of change highlighted the need for continued clarity of purpose to ensure continued effective partnership working and strong leadership.

It was agreed therefore that rather than repeat the previous performance tool, it was time for a change of direction and to take advantage of the opportunity to facilitate a full day with partners old and new.

**Purpose**

The overall aim of the event was to:

- Deliver on our APC’s commitment to self-evaluate our partnership every two years
- Provide an opportunity for members, key public protection partners and wider stakeholders to reflect on our strengths and achievements in the context of adult support and protection practice
- Time for members and friends to become acquainted or reacquainted
- Provide an opportunity to collectively contribute to strengthening our leadership across and within our respective communities of interest as we move forward over the next two years

**Attendance**

Invites were made to both APC (9 Core Members & 9 Support Members) and extended to include 8 “friends” of the APC.

There were 15 in attendance with 53% return rate (8 out of 15) completing an event evaluation form. Attendance reflected senior management representation from the
EAAPC core statutory partners of NHS, Police Scotland, Scottish Fire and Rescue, Health & Social Care Partnership, Housing & Communities and Planning & Performance. Support members such as The Care Inspectorate and EAC Legal Services. Friends included Protecting People Partners of the Alcohol and Drug Partnership, Child Protection Committee, MAPPA, Choose Life and Safer Communities.

The structure of the day encouraged participants to spend time networking through the getting to know you time at the start of the day and lunch.

The graph below highlights attendance rate and agencies represented.

*No representation was provided from Core member Scottish Ambulance Services and Support member COPFS.

Methods Used

The programme for the day (Appendix 1) included a range of methods including power point presentations, practitioners sharing real stories and facilitated Appreciative Conversations. This was designed around the theories of Appreciative Inquiry (AI) founded by David Cooperrider. This is an approach based on involving everyone in the room to encourage whole system change rather than traditional problem solving. It works on the premise that when working together from strengths, people become stronger and build on their strengths. It can be used for engaging people in building the kinds of organisations and a world we would want to live in and encourages generativity, collaboration and creativity.
The Appreciative Conversation workshops facilitated in the second part of the day were designed using the AI strategic tool **SOAR** (Strengths, Opportunities, Aspirations, Results).

As a Committee there is already recognition that the real power lies in being able to share the experience of those affected by harm in order to understand how to build on what was a good experience and build on this to make positive change. Peters Story was therefore a key element to the day and local practitioners shared their experience of intervention. This reflection helped partners understand the ongoing challenges of stigma and negative attitudes, loneliness and isolation still faced by people as well as the need for services to remain responsive and work in ways that support people who have been harmed to have time to adjust to the impact.

We learned from our previous self-evaluation activity that we enjoyed a real strength and recognition of the need for partnership working as we had a real sense of what our joint achievements were. It was crucial to ensure this was not lost and to promote a real sense of our partnership history of what the adult support and protection journey looked like in East Ayrshire. An aspect of the day therefore was to restate, recognise and understand the Committee vision of Protecting People through a Safeguarding approach and the role of personalisation. This was achieved through a presentation from Annemargaret Black on behalf of the Interim Chair as well as a display of “Snapshot posters” affording a quick visual overview of the work activity and outcomes in the last two years which also brought to life the statutory function of the Committee.

The Adult Protection Coordinator further reinforced there had been substantial past achievements and presented an overview of these as well as providing summarised handouts to inform the conversations later in the day.

Attendees were then asked to participate in an exercise to reflect on what a successful partnership would look like. The responses were then checked against a slide showing the Perfect Implementation based on a piece of work which mimicked the Perfect Economy Position and it was clear that partner’s aspirations reflected this and a common understanding remained.

**Evaluation**

The Attendees were asked to respond to the two key questions and an overview of the analysis of responses is summarised below;

**What was learned and how it will be used to inform practice?**

In the main attendees left with a greater understanding of adult support and protection in particular the role and responsibilities of the various partners both operationally and at a strategic level. A key theme was the recognition that protection is a key priority but also a collective acceptance of the need to ensure it remains integral to the core business of all partners. The understanding of
supporting a safeguarding culture that moves beyond just roles and systems was an area of consensus.

A clearer understanding of the importance and value of the real stories and the value that engaging practitioners bring in helping strategic managers to understand the complexities to inform business.

In terms of taking learning back to influence individual work areas, there was a sense that a number of partners recognised that they can use the aforementioned learning and methods to develop the work in other protecting people partnerships. Responses highlighted the scope of learning was deemed to be equally helpful in supporting both individual continued professional development and policy and service development on an East Ayrshire and Pan Ayrshire basis.

The response to how learning would be taken forward in the main was by continuing and introducing the learning across team, service and partnership meetings. The use of the real story was deemed to be a tool of particular use, reinforcing positive outcomes as a result of consistent approaches improving. The key challenge in relation to promoting continuous improvement will be to ensure we test out whether this was achieved and any difference that it made as a result.

**How can we improve sessions in the future?**

In the main there was a consensus that the event had met its objectives and was pitched at the right level. Interaction was considered to have been supported and future events could be built on by allowing opportunities for more time to reflect on the real stories and have front line practitioners’ attendance.

**Overview of Appreciative Conversations**

The three workshops were focused on the three key themes of;
- Workforce Development
- Multi-Agency Collaboration and
- Quality Assurance

The questions asked and common responses are detailed below;

**What are our strengths and Assets?**

In relation to the key themes common areas of strength identified included:

- **Leadership** - supported through systems for staff supervision and personal and professional development albeit differing frameworks and standards were applied
- **Learning Culture** – through a range of learning resources and models of learning opportunities promoting research and reflective practice. Resources
included dedicated training teams with a range of skills within and across agencies & partnerships
  o **Values and Attitudes** – have examples of strong joint working particularly in hospitals and between mental health and addiction community services. In general receptive and aware of need to change, openness, commitment to shared goals with compassionate, innovative “Doers”
  o **Strategic Planning Objectives** – are able to be identified at a national and local level and provide a framework for work. The EAAPC can support these to develop further in terms of prevention and protection
  o **Improvement Resources** – include staff with skills, knowledge and practice in improvement methods and experience of customer feedback systems

**What are our opportunities to work differently?**

A number of examples were discussed and the key areas prioritised included making use of the previously mentioned assets with a view to:

  o **Strengthen Leadership** – through review of constitution being progressed and development of EAAPC Agenda with reflective learning becoming standing Agenda items and members shadowing each other and reporting on experience and learning. Introduce routine internal governance so we test ourselves (learning from Prevention First Model)
  o **Review of Workforce Learning and Development Strategies and Resources** – as part of the future review of Public Protection Partner Workforce Development resources and frameworks. Include consideration of maximising and joining up of resources
  o **Developing Outcomes Framework** – make performance data more appropriate for use by communities of interest i.e. safeguarding needs profiles available. Introduce service user feedback system to provide more real time approach to improvement of multi-agency practice
  o **Strengthen Service User and Carer Engagement** – work with partners to consider developing links to current advisory groups and make better use of available social media and technology to communicate research, resources and foster further co-produced improvement and tests for change.

**How will we know we have achieved results?**

Following the event the feedback and notes from the workshops was collated and analysed. Participants were also asked to reach consensus on what were the Committees most important priorities with a view on how we would know we have made best use of these opportunities by the end of 2017. The evidence included;

  o Evidence that partners have applied learning from the event directly into their business
  o We would have an EAAPC Constitution that has been reviewed and reflects our partnership development
- We would have an EAAPC Survey that provides a baseline of how partners are supported to develop leadership in adult support and protection and arrangements for monitoring of improvement action.
- Committee members will have reported back learning from shadowing opportunities.
- Real stories and reflective learning will be demonstrated in EAAPC Minutes.
- Increased evidence of Service User views and outcomes in performance reports.
- Workforce Development Strategy that demonstrates increased evidence of reflective practice across workforce demonstrating application of learning having a direct impact on improving practice.

**The Way Forward**

In conclusion there is evidence that the new methodology applied was successful in achieving the aims of the event. Future events therefore could mirror and improve on this approach through more time dedicated to reflecting on the real stories as well as more proportionate representation from front line workers.

The partnership aspirations continue to demonstrate a common understanding of roles and responsibilities in supporting a safeguarding culture which is indicative of the continued strength of leadership that has survived the impact of major change.

This foundation will be crucial as we recognise the need to stretch and challenge ourselves as a partnership to address the identified improvement priorities. This will include revising key governance frameworks such as our Constitution and revising the structure and format of our Committees.

A challenge we aspire to achieve.
## EVENT PROGRAMME

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker(s)</th>
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<tbody>
<tr>
<td>9:45</td>
<td>Arrival &amp; Refreshments – “Getting to Know You”</td>
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<tr>
<td>10:00 – 10:10</td>
<td>Welcome</td>
<td>Eddie Fraser, Interim Chair, Donna Sinforian, AP Co-ordinator</td>
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<tr>
<td></td>
<td>The Adult Protection Committee Journey so Far</td>
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<tr>
<td>10:10 – 10:40</td>
<td>What does a successful partnership feel like?</td>
<td>Kathlynne Hewitson, Team Manager, Organisational Development</td>
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<tr>
<td>10:40 – 11:05</td>
<td>A Road Well Travelled – The Practitioners Story</td>
<td>Anne Robertson, Social Worker, Leanne Cuthbertson, Support Worker, Aspire2gether</td>
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<tr>
<td>11:05 – 11:10</td>
<td>Questions for Practitioners</td>
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<tr>
<td>11:10 – 11:30</td>
<td>Comfort Break (Tea &amp; Coffee)</td>
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<tr>
<td>11:30 – 12:30</td>
<td>Recognising Our Strengths and Assets – Appreciative Conversations</td>
<td>Donna Sinforian, Adult Protection Co-ordinator</td>
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<td></td>
<td>- Aspirations &amp; Achievements</td>
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<td></td>
<td>- Working Together</td>
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<td>12:30 – 13:15</td>
<td>Lunch &amp; Pit Stop (Opportunity to view key safeguarding achievements whilst you lunch)</td>
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<td>13:15 – 13:45</td>
<td>Maximising Our Strengths and Assets – Appreciative Conversations Cont...</td>
<td>Donna Sinforian, Adult Protection Co-ordinator</td>
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<td>- Making a Difference</td>
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<tr>
<td>13:45 – 14:15</td>
<td>Plenary - Key Points and next steps forward</td>
<td>Kathlynne Hewitson, Team Manager, Organisational Development</td>
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<td>14:15</td>
<td>Thank you and closing remarks</td>
<td>Eddie Fraser</td>
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**Background Papers:**

- Chair of East Ayrshire Adult Protection Committee Biennial Report 2012 – 2014
- East Ayrshire Adult Protection Unit Annual Progress Report 2014 – 2015
- East Ayrshire Adult Protection Committee Revised Delivery Plan 2015 – 2016