



East Ayrshire Adult Protection Committee

# Acting against harm

Protecting People Through Zero Tolerance of Harm

## ADULT PROTECTION COMMITTEE DELIVERY PLAN 1 January 2021 – 31 December 2022



## **INTRODUCTION**

Our East Ayrshire Adult Protection Committee (the Committee) produced their Delivery Plan for 2021 – 2022 following their sixth Independent Chair’s Biennial Report for 2018 – 2020 for the Scottish Government. This supports our Committee to ensure that the partners who our members represent are improving how they respond to people in need of support and/or protection.

This plan will also provide information for the next Biennial Report due in 2022 which the law says we have to produce.

In simple terms, the Delivery Plan sets out how our Committee and partners will prevent harm and keep people safe in East Ayrshire.

## **BACKGROUND**

It is very important to our Committee that we keep working at building our relationships with local communities. We will continue to share learning and provide the safeguarding information that we collect in a way that is useful and helps inform the local community, so we can work together to find local solutions. When we plan our work we know we cannot do this in isolation, we have groups that make sure we speak to other partners who work with people who have, or might be harmed. This is to make sure we use each other’s experience to help make things better.

Continue to work with the National Strategic Improvement Plan and take account of the impact locally of key developments such as the review of the Mental Health Legislation, implementing the Significant Case Review Guidance and developing work on Large Scale Investigations. Continue to ensure Adults at Risk of Harm receive independent advocacy support at the time they need it.

In East Ayrshire the work of the Committee is included in the Community Plan 2015/2030. Our Delivery Plan is included in the Safer Communities Delivery Plan 2018 – 2021. Our Committee is represented as a core member of the Community Safety Group and we provide them with updates on our progress. The East Ayrshire Health & Social Care Partnership are currently in the process of refreshing their strategic plan and the Protection & Learning Team are currently engaged in this process to ensure adult support and protection is integrated as a cross cutting theme in particular within the safe and protected outcome. This will ensure wellbeing priorities that relate to harm prevention can be reported from and to the Wellbeing Delivery Group.

The review of public protection support arrangements have allowed us to put in place a structure where we have been able to connect with the work of our wider public protection partners. We will continue to develop our service to ensure we continue to build those stronger connections. This work has allowed us to engage and wider our membership on the Committee to include Independent Advocacy Services, CVOea and Scottish Care.

Across Ayrshire the three Adult Protection Committees work closely together and share sub groups to work on common goals. This means there are less meetings for people to attend, and we can share ideas, funding and resources, and work together to make a difference to the people of Ayrshire and Arran.

## **OUR VISION**

Our Adult Protection Committee has a vision of 'Protecting People'. We believe in working closely with organisations, committees and partnerships who share our idea of keeping people safe by preventing harm as well as protecting people when harm happens. We believe that this wider way of working which we call 'Safeguarding' works best when we work together and 'Protecting People' is the way forward and we remain committed to working together to achieve ownership of this vision by all to secure the best possible outcomes for the people of East Ayrshire.

## **OUR OPERATING PRINCIPLES**

Within this Delivery Plan, there is a strong focus on prevention and early identification of those who are most likely to experience harm. This approach provides opportunities for early intervention which we know is proven to deliver better outcomes for people and communities as well as ultimately reduce demand on services.

The Health & Social Care Partnership provides opportunities for us to work more closely as agencies. This is all the more important when service users of one agency often place demands on other agencies. Effective and appropriate interventions, tailored to the needs of service users, informed by information from all partners have the potential to reduce demand and improve service provision.

With this in mind we will ensure that we work in ways that make sure that:

- Wherever we live in East Ayrshire people will be committed to Zero Tolerance of Harm and know how to Recognise, Report and Record incidents of harm to keep their communities safer
- We continue to explore opportunities for joint working to ensure that service users and carers are better informed and prepared in order to safeguard themselves

- We work together to make sure that if people are harmed, they receive support quickly so as they are not harmed again
- Services that support people will have good procedures for their staff about how to keep people safe. This will include knowing ways that help people to feel comfortable and more confident to talk about their worries and be taken seriously
- We talk to people and listen to what people tell us about how we can keep improving and incorporate this into our plans
- We continue to ensure our agencies such as Police Scotland, NHS Ayrshire and Arran: Acute Services, Scottish Fire and Rescue Services and Scottish Ambulance Services continue to build on joint work and this is led by our multi-agency self-evaluation activity
- We keep learning from what works to support stronger working arrangements in the future with others such as General Practitioners and NHS Ayrshire and Arran: Primary Care Services
- People have training and information on harm in a variety of ways so they can keep themselves or others safe. This will take into account a blended learning approach, social media and other activities – not just leaflets.

The monitoring and review of this plan will be the responsibility of the Protection and Learning Team with the Adult Protection Lead as lead officer. The Committee will ensure representation from all key partners in the work of the plan. Strategic governance and oversight will be provided by the East Ayrshire Adult Protection Committee reporting to the East Ayrshire Chief Officers Group (Child, Adult and Public Protection).

## **TACKLING INEQUALITIES**

As a Committee, we are committed to tackling inequalities wherever they exist for all residents across East Ayrshire. Specifically within this plan we will tackle inequalities through our commitment to ensuring that those most at risk of danger and harm within our communities are identified, protected and supported; and delivering work stream actions relating to discrimination and where trends have been identified in relation to marginalised groups both nationally and locally.

### **Detailed below is core business undertaken on an annual/biennial basis over the next 2 years:**

- Chair of the Adult Protection Committee Biennial Report 2020 – 2022 to be completed and submitted by October 2022 and communicated to Chief Officers and relevant locality planning groups
- National Annual Data Collection to be completed and submitted by 1 June 2021 and 1 June 2022
- Care Inspectorate Inspection of Adult Support and Protection (was due 2020 but delayed due to COVID-19 Pandemic)
- Strategic Self-Evaluation of the Adult Protection Committee – due 2021

- Ayrshire Annual APC's Development Days (2021 & 2022) – co-hosted by the 3 Adult Protection Committee's
- Review of Policies and Procedures as per schedule
- Implement National Priorities of Assurance, Governance, Data & Information, Legislation, Policy & Guidance, Practice Improvement and Prevention
- High Level Key Performance Indicators (KPI) have been identified and are highlighted in red within the Delivery Plan.

The East Ayrshire Adult Protection Committee Delivery Plan has been aligned to the principles of SMART Objectives, which are: Specific; Measurable; Achievable; Realistic and Timely.

Outcome Status	<b>GREEN (G)</b>	<b>AMBER (A)</b>	<b>RED (R)</b>	<b>BLUE (B)</b>
Description	Successfully achieved	On target	Not met	On hold

## EAAPC Delivery Plan: 1 January 2021 – 31 December 2022

All actions have a completion date of 31 December 2022 unless otherwise stated.

	<i>Desired Outcome</i>	<i>Action</i>	<i>Progress Update</i>	<i>Responsibility</i>
<b>PRIORITY 1: TO PROMOTE A FOCUS ON HARM PREVENTION – EARLY INTERVENTION</b>				
1.1	Improve practitioner awareness of, and their responses to themes identified within the Biennial Report.	Improve understanding and responses to self-neglect across partner agencies		East Ayrshire Self-Neglect Short Life Working Group
		Improve understanding and responses to hoarding across partner agencies		Ayrshire Wide Hoarding Steering Group
		Measure the effectiveness on the introduction of the tools for older people who experience domestic abuse		Protection & Learning Team
		Improved understanding of the prevalence and impact of Hate Crime in East Ayrshire		Community Safety Group
		Improved understanding of Internet Safety for Adults through the recruitment of a new Digital E-Safety Post within the Protection & Learning Team		Protection & Learning Team
1.2	Improve community understanding of Adult Support and Protection	Develop an annual communications plan that will include: <ul style="list-style-type: none"> <li>Proactive use of partners social media/websites</li> </ul>		Protection & Learning Team

		<p>during adult support and protection week</p> <ul style="list-style-type: none"> <li>Plans for engagement with other protecting people partners for example Alcohol Awareness Week, Sixteen Days of Action, Suicide Prevention, Mental Health Awareness, Internet Safety Day</li> </ul>		
1.3	Strengthen learning from Significant Case Reviews	Explore the introduction of the 7 minute briefing model for disseminating learning from Significant Case Reviews		Protection & Learning Team
1.4	<p>Governance for multi-agency public protection is enhanced by effective and real time oversight activity across adult support and protection and prevention services.</p> <p>Adult Protection Committee provides effective assurance to the Chief Officer Group (Child, Adult and Public Protection)</p>	East Ayrshire to host an Ayrshire Wide APC Development Day around the learning from COVID-19 Pandemic		EAAPC
		Integrate Covid related multi-agency public Protection Oversight activity into the routine work of the Adult Protection Committee.		Dale Meller Senior Manager Protection and Learning
1.5	Ensure the Protecting People Framework meets the learning needs of the multi-agency workforce	Scope and identify a tool to collate qualitative feedback from multi-agency training events		Protection & Learning Team
		Explore the opportunity for blended learning approaches		Protection & Learning Team

		across Adult Support and Protection Learning activity.		
		Identify future learning and development priorities that support statutory adult support and protection work.		Protection & Learning Team.
1.6	Working with our partners to jointly improve understanding practice and responses.	<p><b>Increase NHS – Primary Care Referrals by 3% annually to include:</b></p> <ul style="list-style-type: none"> <li>• General Dental Practitioners</li> <li>• GP</li> <li>• Optometry</li> <li>• Pharmacy</li> </ul>		NHS Ayrshire and Arran Primary Care Services
		Work jointly with partners to ensure streamlining of Adult Protection reporting systems for frontline crews ensuring adults at risk are recognised and receive a timeous response to adult at risk situations.		Scottish Fire and Rescue
		<p>Work jointly with partners to improve understanding and response to people with Mental Health needs by:</p> <ul style="list-style-type: none"> <li>- Engaging with DBI network to access training and introduce DBI champions</li> <li>- Engaging with Team Manager for East MHPs,</li> </ul>		Scottish Fire and Rescue Service

		<p>NHS to explore options to access crisis supports</p> <ul style="list-style-type: none"> <li>- Increase awareness of and connections with Mental Health Practitioners in GP Surgeries.</li> </ul>		
		Work Jointly with Vibrant Communities to identify options with partners to develop and cascade the Joint Safety Package Initiative.		<p>Scottish Fire and Rescue Service Patricia Harkness Vibrant Communities</p>
		Strengthen engagement with Scottish Ambulance Service		<p>EAAPC Independent Chair</p>
		Improve inter-agency decision making processes by considering the introduction of the Interagency Referral Discussion Model		<p>Police Scotland</p>
		Work jointly with NHS and partners to support vulnerable persons at a time of crisis		<p>Police Scotland</p>
		Work in partnership to develop staff guidance for NHS attending/participating in Case Conference Meetings.		<p>NHS Ayrshire and Arran – Ann McArthur</p>
		Explore learning and recommendations from a recent quality improvement activity		<p>NHS Ayrshire and Arran – Ann McArthur</p>

	around health attendance at Case Conferences undertaken in NHS Grampian		
	Make use of the 7 minute briefing model to disseminate core ASP related information to promote shared learning and use of language.		NHS Ayrshire and Arran – Ann McArthur
	Strengthen partnership working with GP's in East Ayrshire utilising the revised national guidance as a vehicle for this.		EAAPC Independent Chair
	Work towards making Adult Protection Initial Case Conferences and multi-agency meetings easier for service users and families and continue to improve the consistency of independent advocacy access.		East Ayrshire Advocacy
	Undertake a Development Session for managers on understanding all levels of ASP Processes including processes relating to Case Conferences and Large Scale Investigations (using National Guidance on Large Scale Investigations as a vehicle).		Val Allen, Scottish Care Protection & Learning Team
	Identify opportunities for promoting awareness of adult support and protection across		CVOea Ltd.

		CVOea and the voluntary network.		
		Improve awareness and responses of our regional DWP Safeguarding Lead		Department of Work and Pensions
		Understand pathways and improve responses for adults with non-fatal overdoses who are referred under Adult Support and Protection routes.		Alcohol & Drug Partnership
<b>PRIORITY 2: ENSURE MULTI-AGENCY PRACTICE EXPECTATIONS AND STANDARDS CONTINUE TO IMPROVE AND ENSURE THE VOICES OF PEOPLE AT RISK OF HARM ARE CENTRAL TO THIS</b>				
2.1	Operational Social Work Performance to reach and sustain performance requirements	All Adult Protection Inquiries to be completed within 5 working days (baseline is 95%)		Social Work ASP Focus Group
		All Adult Protection Investigations to be completed within 21 Working Days (baseline is 95%)		Social Work ASP Focus Group
		All Adult Protection Case Conferences to be held within 35 working days (baseline is 95%)		Social Work ASP Focus Group
		All Core Groups to be held within 10 working days of the ASP Initial Case Conference		Social Work ASP Focus Group
		Support Social Work Operational Services to develop an Adult Support and Protection performance management suite of information		Protection & Learning Team
2.2	Establish an Engagement & Communication Sub Group as a	Present a Paper to EAAPC with draft terms of reference to seek		EAAPC

	Sub Group of the EAAPC to strengthen arrangements for engagement with the Community, Multi-Agency Workforce, adults at risk of harm and unpaid carers.	endorsement for the Engagement and Communication Sub Group and the remit of the Group.		
2.3	Multi-Agency Partnership Surveys that are sent throughout the 2 year period of this delivery plan to gather the points and views of the people of East Ayrshire will be utilised to identify any areas that the adult protection committee may require to support.			EAAPC
2.4	Continue to enhance the Keep Safe Scheme	Increase the number of Keep Safe Places by 10 annually		Police Scotland
2.5	Ensure all adult protection information is accessible, up to date, and accurate and meets the needs of the target groups.	Revise and update all relevant adult support and protection information leaflets that provide clear and accessible information on the adult support and protection procedures.		Social Work ASP Focus Group
		Revise and update the Intranet and Internet in relation to Adult Support and Protection.		Social Work ASP Focus Group