



# **Angus Adult Protection Committee**

## **Annual Report 2016-2017**

## **Foreword by the Independent Chair**

This Annual Report of the Angus Adult Protection Committee (AAPC) is the first to be published since I have assumed the role of as Committee Chair.

Over the 12 month period that this Report covers, a significant amount of progress has been made to ensure the continued development of Adult Protection work in Angus and that those vulnerable Adults who require support and care in Angus, are provided with the best service possible to assist with their well-being.

A number of additions have been made to the AAPC membership with the Scottish Ambulance Service, Scottish Fire & Rescue Service, Criminal Justice Services and Voluntary Action Angus now all being represented. These Agencies all have a key role to play in the delivery of Adult Protection in Angus and I am delighted that they are all now making key contributions to the work of the AAPC.

The content of the 2016/17 AAPC Business Plan was particularly ambitious and challenging with key objectives set out in terms of Policy Review and Development, Quality Assurance, Training, Financial Harm along with a key task to integrate the work of the AAPC into the wider Public Protection Partnerships existing within Angus.

Committee members delivered an excellent response to these objectives and when reviewed at the end of the Business Plan period, the vast majority of Actions had been successfully completed. Included in this work were some notable achievements as follows;

- The creation and development of Public Protection Angus to ensure that all of the Public Protection Partnerships (Adult Protection, Child Protection, Drugs & Alcohol, Domestic Violence, Suicide Prevention and MAPPA) are fully integrated, that shared priorities are established and that opportunities for joint working are maximised.
- Ongoing planned Case File reviews and Self Evaluations of Adult Protection Cases focusing on particular aspects of Adult Protection including older Adult Care in the Care Home environment, Mental Health, Substance Use and Learning Disability Services.
- A focus on internal staff inclusive reflection in Adult Protection practice by delivering 4 Locality Self Evaluation events in which there was very encouraging and positive Agency participation.
- Training Packages delivered to key Adult Protection Staff, Council Officers, Care Home and Care at Home Staff as well as supporting single Agencies in developing their own training packages to key staff members.
- Engaging with Service Users to seek their views in respect of the delivery of various aspects of Adult Protection provision in Angus.

- The delivery of an Adult Protection Conference aimed at practitioners working in Angus which was very well attended and received.

As well as delivering key aspects of Adult Protection practice and ensuring the continuous professional development of staff, the work outlined above has also provided the AAPC with areas of work that require further development and progress. This information has been welcomed by the AAPC and has been used to shape and form the 2017/18 AAPC Business Plan to ensure its continued relevance to both key agencies and service users.

I wish to thank all AAPC members for their commitment to the Committee's work and over the next 12 months I look forward to working closely and productively with the recently appointed Lead Officer for Adult Protection to further enhance the safety and well-being of vulnerable adults in Angus.

A handwritten signature in black ink that reads "Ewen G. West". The signature is written in a cursive, slightly informal style.

Ewen West

Independent Chairperson.

## **Introduction**

The Annual Report for the Angus Adult Protection Committee for the period April 2016 to March 2017 describes and highlights progress towards the outcomes described in the Business Plans for 2016-17 and the beginnings of 2017-2018. This Annual Report includes a summary of the work of the AAPC, the outcomes from this work and priorities for the coming year.



## **Change to the Public Protection Support Model**

During 2016, work has taken place to bring the 6 thematic Protecting People Partnerships in Angus under one collective identity, Protecting People Angus. These are Child Protection Committee, Adult Protection Committee, Violence Against Women Partnership, Suicide Prevention Collaborative, Alcohol and Drug Partnership and MAPPA.

Adult Support and Protection benefits from support from a Senior Planning Officer who also has oversight of Child Protection, Violence Against Women and Suicide Prevention. Moving into 2017 a half time Development Officer will be recruited to further support the agenda.

A Chairs and Lead Officers of the Partnerships Group has been established and a three year plan of shared priorities and training within Angus will be developed. Neglect, Communication and Engagement, and Sexual Exploitation have been identified as priorities for this Group's work.

It is anticipated that by bringing all of the partnerships under one Protecting People banner, the following will be achieved:

- More aligned and shared strategic planning including sharing of resources and budgets;
- More integrated training;
- A rationalised sub group structure.

This new model of work will be subject to ongoing review and development, and progress and actions will be reported on in future Angus Adult Protection Committee reports.

## **Case Reviews and Self Evaluation**

The AAPC are committed to the ongoing review of case files and self evaluation in Adult Protection cases to ensure robust self assessment and that learning and best practice is identified and implemented.

2016 saw the completion by the Adult Protection Practice Sub Committee of an Initial Case Review into the circumstances surrounding the care of an 84 year old woman who was in receipt of residential care services through Angus Council. The referral was made by Adult Services after several issues were raised by the adult's family about the type and quality of services available to meet her needs. It was felt that full scrutiny of all aspects of inter-agency practice was required and the review process required practice improvements which included:-

- A higher level of scrutiny of Adult Protection cases by the Team Manager/ Case Manager, with evidence of regular oversight during this time.
- Appropriate documentation is clearly signed or dated to show a chronology of events and decision making processes.
- A more robust communication process between services, ensuring adults and families are at the centre of the decision making process.
- Support for families in relation to access to dementia support services to assist them in dealing with an adult's dementia illness.
- A multi agency Care/ Risk/ Protection plan should be in place, where all agencies were working from the same document.

An Action Improvement Plan was subsequently formulated and all actions have been progressed across Adult Services in Angus. There has been significant investment by Adult Services in relation to the implementation of the Improvement Plan which has been very much welcomed by the Angus Adult Protection Committee.

In addition, four cases, selected to represent a cross-section of services, were subject to detailed case review and audit by the Practice Sub Committee. In all cases it was noted that there was substantial evidence of effective information-sharing and good collaborative practice across agencies.

Areas identified as requiring improvement however included:-

- The need for an increased focus on the critical analysis of information in order to determine patterns of concerns, thus acting as a prompt to facilitating more timely intervention.
- The need for more detailed information particularly in the context of Risk Assessment/Risk Management.
- Recording of Line Manager consultation and case scrutiny needs to be clearly evidenced.
- The need for Council Officers to have working knowledge of other related legislation.

All staff at operational level across agencies, who had case involvement, have been made aware of these findings. Specific training for Team Managers to enable them to effectively support good practice is planned for 2017.

### **Development Day 2016**

A half day development session was held in August 2016. This was a valuable learning event for AAPC membership and there is a general positivity felt about the Committee with the membership felt to be appropriate. A brief paper outlining the main points was developed from this to assist the AAPC in it's work.

### **Angus Adult Protection Conference**

The AAPC was of the view that a Conference event would be helpful in informing the work of the Committee for the following year, bringing together key partners and in raising the profile of Adult Protection issues. The Conference was arranged and on Friday 17<sup>th</sup> March, 2017, Ewen West, Independent Chair, Angus Adult Protection Committee opened the Conference entitled “**Adult Protection - 10 Years On**”. This was a half day event held in St Andrews Church, Arbroath.



Around 100 individuals from agencies across Angus and beyond attended to hear the main speaker Dr Ailsa Stewart, University of Strathclyde. Amongst that number, we were pleased to welcome elected members, private sector representatives and other local authority area representatives. There was significant learning taken from this event and this will be incorporated into plans for the forthcoming year.

### **Financial Harm**

Protecting Adults from financial harm has been a continued priority for the AAPC over the past year and efforts have proved successful in this regard as well as raising the profile of financial harm generally. This remains a priority for the Committee and the Financial Harm Sub Committee (FHSC) has continued to meet monthly and has organised talks and information sessions for a variety of groups and audiences.

### **Financial Abuse Support Team (FAST) Referrals** (Appendix 1)

110 adults have been discussed at various FAST meetings since its inception in 2015. Information sessions regarding the work of the FAST and its procedures have been delivered to Angus local Community Policing Teams and a number of awareness raising activities have taken place across Angus. It is likely that the work of the FAST team has protected a significant number of adults in Angus financially. Anecdotally one recent case involved a most diligent member of bank staff managing to save an older man £29,000 regards unnecessary work on his roof. It is possible this may be linked to an increased awareness of the risk of Financial Abuse.

### **Workforce Learning and Development** (See Appendix 2 for statistical information)

The Core Training Programme offered via the Adult Protection Committee consists of a number of courses and events including Council Officer training and refresher courses, Chronologies training, Assessing Risk and Information Sharing and Roles and Responsibilities training. E learning modules are also available.

### **Council Officer Training**

The Learning and Development programme saw expansion during this period with the addition of training specifically for Council Officers, including a 2 day Council Officer course and half day Council Officer update/refresher sessions. In addition, with financial assistance from Locality Funding sources, four sessions were provided for key Care Home staff from across Angus. These sessions have enabled Care Providers to devise Adult Protection Action Plans unique to their care settings and opened up further discussion about how they can be assisted to ensure that all staff acquires the necessary skills/knowledge. It is envisaged that there will be considerable uptake of the "Train the Trainer" sessions planned for late 2017.

### **Lunchtime sessions**

Two hour lunchtime learning sessions are now a regular feature of the programme attracting staff from across all agencies in Angus. This followed from suggestions from the Training Sub Committee that training should be more flexible to facilitate attendance of those who may struggle to otherwise attend. Topics have included – Changes to the Welfare Rights/Benefits System, Women's Rape and Sexual Abuse Service, MAPPA, Understanding Addiction, Safe Relationships and the Law on Sex.

### **Network of Support Events**

Network of Support Events has been a new approach within Adult Protection, using live cases to review and evaluate practice and communication. In 2016, four Network of Support events provided an opportunity for staff to comment on the achievements and the challenges in relation to higher level Quality Indicators and the outcomes for the 8 adults at risk who featured in the cases that were discussed. Staff who attended the events overwhelmingly welcomed the opportunity and requested further opportunities, such as this, to be made available to all staff, alongside wider access to quality learning and development. Feedback included a commitment to better share information between agencies; improvements

identified in respect of roles and responsibilities and suggested ways to improve the quality of support and supervision.

### **Feedback from service users**

An Independent consultant offered the 8 adults at risk who were involved in the Network of Support events the opportunity of an interview to share their views. Three adults elected to be interviewed and the findings from this very small sample have however helped to inform the future direction of learning and development activities for staff.

Adults who have experienced the Adult Protection processes/system continue to advise that they generally feel safer. Professionals also believe that adults are safer as a result of adult protection measures and these views are very much welcomed by the Committee.

### **Brief updates**

- Liaison been established with the Autism Group in Angus. This is to be progressed to consider complex cases with existing and co-existing conditions. This will cover all services not just adult health.
- Adult Protection is now a standing item on the Locality IJB meetings and a six monthly update will be provided by the Independent Chair of Angus Adult Protection Committee to the Integrated Joint Board.
- Policy and Practice sub groups have been merged in order to streamline processes.
- A Dementia Project has been established along with East Renfrew and South Ayrshire Councils, working together to develop a preventative approach to protecting people with dementia from financial exploitation.
- Adult Protection input is now established at GP's protected time events.
- Chronologies – The Care Inspectorate are now using the Tayside Chronologies template as an example of good practice.
- A Review of the Early Screening Group for referral for Adult Protection Concerns was undertaken with the outcome being that the current process shall continue.



## **Conclusions and next steps**

As noted in the introduction, it has been a busy year for the Angus Adult Protection Committee. There was a change in Lead Officer in July 2017 and the future recruitment of a half time Development Officer, future staffing requirements are now finalised. Progress has been made in progressing the 2017-18 Business Plan and this will continue over the next year.

Areas identified to progress and prioritise over the next year include increasing public awareness in Angus of Adult Protection issues, in line with the priorities of Protecting People Angus.

Work has also begun in relation to Initial and Significant Case Reviews, in particular to review and refresh the procedures, considering whether this can be streamlined across the Partnerships, to ensure a mechanism for learning can be fully established.

Work will continue to further integrate the work of the APC into the wider Public Protection Partnerships by sharing priorities, maximising opportunity for joint working and embedding practice links.

Training will continue to be a priority to ensure staff have access to opportunities that are flexible, responsive and meet local need and that training is adapted and updated following analysis of feedback.

Committee members will continue to rigorously oversee the progress of its 2017-18 Business Plan, and full delivery of the Plan's priorities will continue to ensure the positive and productive development of Adult Protection and Support throughout Angus.

## Appendix 1

FAST referrals

	2015/2016	2016/2017
Referrals discussed at individual meetings	31	24
Referrals discussed at 3 "Multifast" meetings	46	6
No meeting held	2	1

Appendix 2

Attendance at Courses 2016-2017

Date	Course Name	AH & SCP	Angus Council Children & Learning Directorate	Angus Council Resources	Angus Council Communities	NHS	Police	Private Sector	3rd Sector	Public Bodies	Total Attendance
19/05/2016	Info Sharing & Communication	7	2	0	0	8	0	0	5	0	22
06/09/2016	Info Sharing & Communication	13	1	1	0	4	0	0	7	0	26
03/03/2017	Info Sharing & Communication	12	1	0	0	6	0	5	4	0	28
<b>Total</b>		<b>32</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>5</b>	<b>16</b>	<b>0</b>	<b>76</b>

Date	Course Name	AH & SCP	Angus Council Children & Learning Directorate	Angus Council Resources	Angus Council Communities	NHS	Police	Private Sector	3rd Sector	Public Bodies	Total Attendance
19/05/2016	Assessing Risk	7	2	0	0	7	0	0	5	0	21
06/09/2016	Assessing Risk	13	1	1	0	4	0	0	7	0	26
03/03/2017	Assessing Risk	12	1	0	0	6	0	5	4	0	28
<b>Total</b>		<b>32</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>5</b>	<b>16</b>	<b>0</b>	<b>75</b>

<b>Date</b>	<b>Course Name</b>	<b>AH &amp; SCP</b>	<b>Angus Council Children &amp; Learning Directorate</b>	<b>Angus Council Resources</b>	<b>Angus Council Communities</b>	<b>NHS</b>	<b>Police</b>	<b>Private Sector</b>	<b>3rd Sector</b>	<b>Public Bodies</b>	<b>Total Attendance</b>
30/06/2016	Roles and Responsibilities	11	0	0	0	3	0	8	13	1	<b>36</b>
12/10/2016	Roles and Responsibilities	5	1	0	2	2	0	2	7	0	<b>19</b>
21/12/2016	Roles and Responsibilities	15	1	0	0	2	0	2	10	1	<b>31</b>
02/02/2017	Roles and Responsibilities	15	1	0	0	2	0	1	4	0	<b>23</b>
13/02/2017	Roles and Responsibilities	12	3	1	0	0	0	6	7	0	<b>29</b>
22/03/2017	Roles and Responsibilities	22	0	0	0	0	0	5	2	0	<b>29</b>
											<b>0</b>
<b>Total</b>		<b>80</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>12</b>	<b>43</b>	<b>2</b>	<b>167</b>