

# Angus Adult Protection Committee



**Biennial Report  
2018-2020**



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## Foreword by the Independent Chair

As Independent Chair of the Angus Adult Support and Protection Committee, I am delighted to present the Committee's Biennial report for the 2 year period, 2018-20 which documents the key aspects of the Committee's work which has undoubtedly enhanced the well-being and quality of life of vulnerable adults resident within Angus.

I am indebted to all Committee members who constantly endeavour to ensure that key issues and challenges in respect of adult protection work are effectively addressed and solutions are found to problems which the Committee has encountered.

The Committee meets quarterly and there is an excellent attendance at all Meetings. Likewise, the Subgroups of the Committee, namely Practice and Policy, Financial Harm and Protecting People Workforce Learning and Development, also meet regularly and provide the Full Committee with regular comprehensive updates on their work. The Committee also now receives a more extensive and regular update from its NHS representative which has proved to be exceptionally beneficial. Some of this work is summarised later in this Report and evidences that the Committee is undertaking its statutory functions.

The existing Strategic Plan has provided an excellent framework for the Committee's priorities to be identified and progressed and I am happy to report that the vast majority of the Plan's objectives have been achieved. Outstanding work has been incorporated into the new 3-year Strategic Plan and I am confident that the Committee has in place a cohesive, ambitious and relevant Strategy moving forward.

It is vital that the Committee continually reviews the adult protection work of the relevant Public Bodies and in this regard, there have been various examples of audit and evaluation over the period covered by this Report. This has highlighted some areas of practice that require to be improved upon and subsequent audits have shown some progress. Further measures to enhance Self-Evaluation and Continuous Improvement work have been and will continue to be introduced to ensure full scrutiny of adult protection practice and that subsequent Learning opportunities are identified and actioned.

Where opportunities have presented themselves, collaborative work with other Public Protection partners has been strengthened since the last Biennial report was published and excellent examples of this are work relating to Sexual Exploitation and the development of joint training where this is appropriate. This Partnership co-operation continues at pace which has provided and will continue to provide positive benefits to adult protection practice within Angus.

Looking ahead, two Significant Case Reviews have been commissioned, one of which will be published in August 2020. This Review has identified areas of learning and development and the Committee will absolutely ensure that Report recommendations are actioned accordingly and that good practice is disseminated appropriately.

I look forward to the Committee's vision and work over the next two years with a clear objective of strengthening the Committee's and Partner's response to dealing with all aspects of Adult Support and Protection work and reacting positively to developing trends and issues.

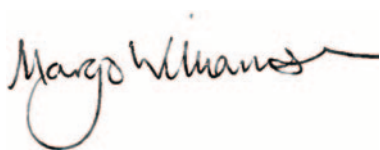


Ewen West  
Independent Chairperson  
Angus Adult Protection Committee

## Chief Officer's response

We are very pleased to receive the Angus Adult Protection Committee (AAPC) Biennial Report for 2018-20.

We are confident that the Adult Protection Committee will continue to ensure the protection of our most vulnerable adults is consistent, prioritised and fully included as we further develop our Protecting People identity. We continue to be encouraged by the commitment, hard work and professionalism of all agencies across Angus in delivering high quality services in what is often difficult, demanding and challenging circumstances. The Adult Protection Committee members are motivated and committed to driving forward best practice at both a strategic and operational level and welcome the scrutiny and challenge that Mr West, the Independent Chair offers.



Margo Williamson

Chief Executive

Angus Council



Karen Anderson

Director of  
Allied Health Professions

NHS Tayside



Nicola Shepherd

Detective  
Superintendent

Police Scotland





## Introduction

The Biennial Report for the Angus Adult Protection Committee (AAPC) for the period April 2018 to March 2020 describes and highlights progress towards the outcomes described in the Business Plan for 2017-18 and the Strategic Plan 2018-20. This Report includes a summary of the work of AAPC, the outcomes from this work, strengths and challenges of AAPC and priorities for the coming two-year period.

## Work of the committee



During 2016, the 6 thematic Protecting People Partnerships in Angus (Adult Protection Committee, Child Protection Committee, Violence Against Women Partnership, Alcohol and Drug Partnership, Suicide Prevention Collaborative and MAPP) were brought together under one collective identity; Protecting People Angus. Within the previous Biennial Report (2016-2018), this structure was still relatively new and has progressed well since then. There are regular meetings of the Chairs and Lead Officers of the partnerships, along with a representative of the Community Planning Partnership and the Chair and Development Officer of the Community Justice Partnership. The first Protecting People Angus shared strategy – Missing, Trafficking and Exploitation Strategy 2018 - was published in 2018. The group continues to develop the shared agenda, focusing on shared priority areas, including the development of a Protecting People Workforce Learning and Development Subgroup and work with Scottish Ambulance Service to implement a Test of Change relating to protecting people concerns and referrals.

AAPC have continued to report our work to the Angus Chief Officers Group on a quarterly basis. Our Chief Officers have offered support and challenge to our work and shown significant support for our developments over the last 2 years.



## Strategic goals of Angus Adult Protection Committee

### STRATEGIC GOAL 1

**Adults at risk within Angus will be protected from harm in a timely and proportionate manner.**

### STRATEGIC GOAL 2

**We will have a confident, competent and supported workforce; skilled and equipped to identify, support and protect adults from harm.**

### STRATEGIC GOAL 3

**Angus citizens are able to identify adults at risk of harm and are confident and competent in using the available mechanisms to report concerns.**

### STRATEGIC GOAL 4

**We will work in collaboration with other Committees, Partnerships and Services to improve practice in relation to adult protection.**

## Functions of the committee

The functions of Angus Adult Protection Committee (AAPC) are addressed within the work of the Committee and the work of the subgroups. Multiagency membership of AAPC and all subgroups encourages and ensures cooperation.

## Self-evaluation

AAPC are committed to ongoing self-evaluation in Adult Protection cases to ensure robust self-assessment and that learning in relation to adult protection work to best practice is identified and implemented.

AAPC has a Self-Evaluation Programme which includes Practice Audits, Networks of Support events and Initial and Significant Case Reviews when required.

A proposal was accepted by Angus Adult Protection Committee to develop a Self-Evaluation and Continuous Improvement Sub Committee to focus on the Self-Evaluation programme, taking this work outwith the Policy and Practice Sub Committee, allowing this group to focus on practice development. There has been slight delay in progressing this group's work due to capacity and changes in personnel, however, there has been progress made in developing a local ASP dataset and further consideration of the self-evaluation work and processes.

## Initial and Significant case reviews

Since 2018, there has been an increasing number of ICR referrals to the Committee. These have been appropriate referrals and suggests a greater awareness and recognition of where practice can inform learning.

2018 saw two referrals for Initial Case Reviews to the Committee.

One of these has progressed to a Significant Case Review, with publication due in August 2020. The recommendations from the other Initial Case Review was remitted to the Practice Sub Committee to develop an Action Plan to progress. There is one area of action outstanding with work ongoing.

2019 also saw 2 referrals for Initial Case Reviews; One has progressed to a Significant Case Review, with publication likely due towards the end of 2020; and the other was referred to the Mental Welfare Commissions, with an outcome awaited.

## Practice audits

This review process is part of a routine, annual activity which has been adopted by the Practice Sub Committee and approved by the Adult Protection Committee.

- The primary purpose of these case reviews is to:

Identify good practice and ensure this is disseminated to all partners.

- Highlight any concerns and areas for improvement in the protection of adults in Angus.
- Offer assurance to partners within the Adult Protection Committee that standards are being upheld and that there is evidence of good quality service provision with an emphasis on continuous improvement.

## 2018

In 2018 a different format of Practice audit was agreed, allowing a greater number of cases to be reviewed. This was also a themed review, with a focus on decision making following Initial Referral Discussion and a comparison of outcomes for those whose case was elevated to more (IRD) formal proceedings and those who did not. There were a number of elements of good practice identified across the service as well as areas for improvement. Some of which include:

Good communication between agencies, with evidence of robust interagency and partnership working was noted across most cases, particularly where cases went to IRD or case conference.

Chronologies were noted to be in place in all cases, however there was variation in the quality of these.

There was limited consideration of Advocacy in all, however there was a notable increase on previous audits.

Targeted resources were noted in a number of cases that were complex or had coexisting conditions, with good monitoring process noted to be in place, which were partnership orientated.

Some improvement actions around the calling of IRDs earlier were identified, along with difficulties in attendance of some agencies. Together, these suggest that some cases were elevated to case conference, particularly to ensure attendance of some key agencies.

It was identified that, although a number of cases had good quality Risk Assessments, further work was required to ensure that all cases have clearly defined risks and actions to mitigate these.

Some difficulties were highlighted in relation to the integrated recording system and potential for duplication.

The recommendations from this review were included within the Policy and Practice Sub Committee Action plan for progression. A specific piece of work was undertaken regarding attendance at IRDs.



## 2019

8 cases were reviewed in 2019, again a thematic review considering cases that remained under Adult Protection legislation, utilising an audit process and tool developed by the Care Inspectorate, focusing on particular areas of practice with a with a six-stage quality rating framework.

The process involved a peer review approach by two individuals, one with a council officer background and another representative from partner agencies affiliated to the Adult Protection Committee. The following areas were considered:

### **Chronologies**

- Chronologies were present in all cases, however the quality of these varied, noting that when cases became elevated into ASP processes these became more detailed.

### **Risk management – protection planning**

- Overall, risk management and protection planning processes within all cases was noted to be of a good standard, although the identification of risk varied.
- Protection planning also varied; with some cases having “SMART plans in place and others having vague planning and action with no timeframe for review or how this would be shared with partners.

### **Investigation**

- The investigation process was noted to be carried out effectively across all cases, with examples of good practice.
- The process achieved positive outcomes for all adults, the need for earlier elevation to ASP proceedings was again noted in some cases.

### **Case conference process**

- Case Conferences were noted to generally have strong information and planning regimes built within its structures, supported by updated Investigation documentation.
- Conferences took place with the majority of those invited attending and reports provided from those who gave apologies.

## **Involvement and Consultation**

- Involvement of adults and their families was not deemed strong and missed opportunities to engage with the adult and their families. This was not in all cases and there were incidences of the adult and their family being involved in the case conference process, as well as subsequent core group meetings.
- There was indication of Independent Advocacy having been considered. However no clear indication how this was being pursued or encouraged.

Although there were a number of practice and training issues highlighted within this review, the audit group believed the people and their families who became engaged in adult protection had positive outcomes/ experiences, and their risk of harm reduced considerably with some cases in fact disappearing completely. The Action Plan arising from this review is factored into the Action Plan of the Policy and Practice Subgroup, however the impact of COVID 19 has caused delay in progressing this.

## **Practice improvements in respect of Practice Reviews**

- Tayside Practitioner's Chronology Guidance has been developed and implemented
- Work begun on a Tayside process for IRDs to ensure consistency

## **Areas for future improvements**

- Risk Assessments
- Advocacy
- GP involvement in ASP work
- Service User involvement/Participation group

## 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 2018 eight Network of Support events took place. These were well received as a positive way to evaluate multi agency practice and obtain the views of the individuals and families within this,

Areas of good practice and strengths were identified as well as areas for improvement. Some of the key areas of strength were:

- Good evidence of practitioners working in a person-centred manner
- Increased use of timely Initial Referral Discussion meetings enabling early identification/sharing of risk and proportionate decision-making,

Some of the areas for improvement noted within the report are areas that have already been identified for development and work begun;

- The area of transition between children and adult services.
- Improvements within NHS Tayside in relation to adult protection.
- Workforce development.
- Streamlining of forms and processes.

An Action Plan to take forward the areas for development and recommendations from evaluation of the event was developed and progressed.

Engagement and feedback from adults at risk is a critical part of the Network of Support approach. An Independent consultant offered the adults at risk whose care and support was reviewed at the events the opportunity of an interview to share their experiences. Three adults in total elected to be interviewed and the findings have helped to inform the future direction of learning and development activities for staff.

Due to the changes made to the Self Evaluation Framework and plan, Network of Support events were planned for early 2020, however due to capacity issues and competing priorities, these were planned for later in 2020.



## Workforce Learning and Development Sub Committee

During 2018-19 there was an appreciation that the landscape for learning and development was changing and consideration needed to be given to how the learning and development programme provided by the Adult Protection Committee reflected that. A review of the learning and development programme and a training needs analysis was undertaken in 2019 to ensure that the right learning was provided in the right way and at the right time to those who required it.

One of the outcomes of this review was the creation of a joint Protecting People Angus Learning and Development Sub-Group which will provide a forum to bring together the learning and development work for all of the protecting people partnerships and committees. This will help ensure a coherent and collaborative approach to upskilling the workforce going forward.

Development of a Protecting People Training Framework has also begun. This will signpost the workforce to all available training across all partners.

2019 also saw the launch of our Multiagency learning platform, which is hosted on TURAS Learn. This allows us to make e-learning and other learning resources available to anyone across Angus easily. Utilising this platform has also meant we can more easily share content on a Tayside basis, reducing duplication and increasing consistency for those in the workforce who work across Tayside.

Alongside colleagues from Dundee City and Perth and Kinross, work has commenced on a Tayside-wide approach to the development of more specialist training for Council Officers and those involved in Adult Protection Inquiries/Investigations. This approach allows for the best use of all available resources and acknowledges the shared agendas of key partners, including the three local authorities, NHS Tayside and Police Scotland.

An online Adult Protection open learning resource and a Defensible Decision-Making Course will be available to staff from across Tayside in the near future. With the assistance of Mental Health Officer colleagues from the three local authority areas, plans are underway to develop learning around "Crossing the Acts" which will help staff to navigate associated legislation and achieve the best outcomes for all adults at risk of harm. It is hoped that these developments will go some way towards addressing concerns raised by staff around the need for more opportunities to develop their skills further.

In September 2018 the Workforce Development Officer along with a Mental Health Officer contributed to a local learning event for care staff and other professionals entitled "Sexuality and Dementia". This event aimed to give staff a better understanding of how to balance duty of care/right to protection considerations in decision-making alongside basic human rights to freedom of expression and sexuality. This session was captured on video and has been made available through across the multiagency workforce, maximising the return on investment.

In April 2018 a licence to screen the film "Resilience – The Biology of Stress and the Science of Hope" was purchased. This film highlights the impact (sometimes, lifelong) of Adverse Childhood Experiences and looks at examples of trauma-informed professional practice with people of all ages. Since that time a series of screenings have taken place for all staff from across the Protecting People workforce in Angus.

Monthly Lunchtime Learning Sessions are now a key part of the learning and development programme. Sessions in 2018 and 2019 have included Domestic Abuse, Drug and Alcohol Services and Services for Women and Girls.

## **Policy and Practice Sub Committee**

During the 2018-19 period there were a number of initiatives the Policy and Practice Subgroup (PSG) were involved with, including supporting the Networks of Support events, and leading on the annual multi agency audit of Adult Protection cases.

Adult Protection and the continued drive to raise awareness within a multi-agency framework has been the central focus of the PSG, to ensure all partner agencies have adult support and protection as a core function of their roles, whether this sits within a community or hospital based environment.

Transition between children and adult services, in relation to young people who may be at risk of harm, has also been a key theme for the PSG, and the group has been involved with partners reviewing local structures around this, to develop supports and procedures to support effective transition, thereby minimising the risk of possible harm.

Representatives from the PSG have also been involved with partners from Angus Health and Social Care Partnership to further develop good communication tools between adult services, which has led to a specific thematic group being developed to ensure Adult Support and Protection Procedures are embedded within new IT systems within Angus.

During the 2019/20 work has taken the form of the annual thematic case file audit, which this year focused on the inspection tool utilised by the Care Inspectorate previous inspection model, as well as developing a monitoring system to review the actions identified, to feed into the Angus Health and Social Care Partnership (AHSCP) ongoing developments around ASP processes and work. Learning themes for 2019 audit focused on:

- Chronologies.
- Risk Management – Protection Planning.
- Case Conference process.
- Involvement and Consultation.

Representatives from the PSG have also led on the development of the ASP procedures and documentation being embedded within the AHSCP new information system, with processes tested and standards set for future monitoring activities. This new accessible structure will ensure that ASP information will be available to operational staff to ensure all information, both past and present, can best inform the decision to identify where an adult is at risk of harm.

PSG has supported and participated in the development of the 'Effective Involvement of Service Users in Adult Support and Protection Activity'. This undertaking is around ensuring those who have been deemed an adult at risk of harm and their families, are able to share their experiences of engaging within the ASP process to ensure an inclusive approach sits at the centre of this work. Stakeholders had been identified to support this initiative, and open days had been identified/ planned, but due to COVID 19 this had been stalled. This remains a core action for the PSG.

## Financial Harm Sub Committee

The Financial Harm Sub Committee (FHSC) continues to focus on the following key areas of business:

- prolonged campaign to publicise and raise awareness regarding different types of frauds and scams.
- supporting victims and those deemed at risk of financial harm.
- empowering Angus people to protect themselves from financial harm.
- a partnership approach to providing interventions to reduce the opportunities of victims and or repeat victims of financial harm.



Reported incidents of fraud have increased as has the diverse and broad nature of the types of fraud being disclosed to the enforcement agencies. 'Suspicious Transaction' incidents 'Social Engineering Fraud', 'Coercion/Exploitation', 'Rogue Trader Fraud' and 'Romance Fraud' are the most common.

Community engagement, through talks, presentations and organised events, social media and mainstream media continues to be the main method of delivering these key prevention messages. This is also assisted by a number of campaigns such as "Shut out Scammers" "Take 5" "Scam Awareness Month" which allows further opportunities to promote our advice and information in collaboration with our partners. The FHSC organise 2 events per year in Angus with recent ones being held at Links Health Centre and the local farmers market in Forfar. In addition to the 2 main events the FHSC members support any individual member's events by attending in person or providing literature. All FHSC members involved in the subcommittee attend our monthly slot with Radio North Angus. Our twitter account @scamfreeangus has seen a dramatic increase in followers in the last year.

The Banking Protocol during the 2019/20 financial year, produced a total of 1,140 banking protocol incidents in Scotland which is a 27% increase compared to the previous year, 61% of complainers are aged 66 and over and a total of 366 adult concern forms have been submitted on the Police Scotland Vulnerable Persons Database (VPD). Tayside were responsible for 10% of the Police Scotland Banking Protocol incidents.

The Financial Abuse Support Team (FAST), continues to receive a steady number of referrals within Angus.

The FAST process has proved itself to be a consistent method of dealing with cases, drawing together relevant partners. The cases range from individual financial harm perpetrated at a local level, to multi-FASTs looking at lists of victims identified by the National Trading Standards Scams Team who intercept lists of bulk scam mail victims.

The FHSC members played a significant role in referring clients to Trading Standards and supporting events over the 3 years of the Financial Harm Project, partly funded by the Life Changes Trust. The project concluded in December 2019 and allowed Angus Council Trading Standards to support people with Dementia and other long-term conditions. This included providing call blockers and bespoke prevention packages to target doorstep callers, scam mail and online scams. Although the project has ended Trading Standards will continue to assist vulnerable adults with the support of FHSC partners.

COVID-19 has impacted on face to face community engagement activities and is likely to affect our future events.

## Key priorities and developments



### Self-Evaluation and Continuous Improvement

Local ICR/SCR Guidance developed and implemented

Performance Framework

ICR and SCRs undertaken

Development of Risk Register

Development of Self Evaluation and Continuous Improvement Subgroup

Review of Early Screening group

### Practice Development

Update of Tayside Multi Agency Adult Support and Protection Protocol

Work with Scottish Ambulance Service to develop local referral pathways

Progression of ICR Improvement Plans

Tayside Practitioner's Self-Neglect and Hoarding Protocol under development

Tayside Practitioner's Chronology Guidance developed and implemented

Tayside Practitioner's Information Sharing Protocol developed and implemented

Protecting People Angus Missing, Trafficking and Exploitation Strategy developed and implemented

Streamlined telephone reporting for ASP concerns

Scoping and awareness raising around Adults at risk of Sexual Exploitation

### Workforce Development

Review of training programme

Development of Protecting People Workforce Learning and Development Subgroup

Training courses being delivered in partnership with Tayside colleagues

Lunchtime learning sessions

Self-Neglect and Hoarding Learning Event

Mrs Ash SCR Learning Event

### Work Streams

Transitions (Child Protection to Adult Protection)

Developing areas of work with Tayside colleagues

Integration of the work of AAPC into the wider Protecting People Partnerships

Service User Participation

## Adults at risk of sexual exploitation

A short life working group was established in 2017 and awareness raising undertaken. A proposal to widen the scope of this work to include other Protecting People partnerships and the wider aspects of sexual exploitation has been approved. This will be progressed in conjunction with other Protecting People Partnerships.

## Transitions

Representatives from the Adult and Child Protection Committees undertook a piece of work to consider the area of move from Children to Adult Services for young people who require support. There is now a group in place with representatives from appropriate services to consider a pathway and appropriate support for this group of young people.

## Complex and coexisting needs panel (AHSCP)

The purpose of the Complex and Co-existing Conditions Panel is to provide a strong, effective integrated and collaborative partnership forum that will improve provision, opportunity & health and wellbeing outcomes for adults with complex and co-existing conditions in Angus and to promote effective multi-agency collaborative working to ensure that collectively, the care team possess the required expertise, skills, knowledge and resources to effectively support these individuals and minimise risks. The Panel also exists to identify and progress systems development and improvement in relation to meeting the needs of people with complex and co-existing conditions. A pathway and criteria have been developed as well as the systems required to support the implementation of the pathway such as referral forms, screening process and support plans. The panel objectives are:

- Reducing risk to individuals.
- Being committed to a resolution.
- Promoting a collaborative and person-centred approach to meeting the needs of those individuals with complex and co-existing needs in Angus.
- Ensuring that no individuals are left vulnerable, at risk or unable to access the care and support pathway they require when they need it.
- Considering the specific service input and resources required and to allow authority for required decision making, risk taking and governance.

- Identifying opportunities for collaborative working.
- Reducing inequalities.
- Identifying opportunities for systems development and improvement.

## Partner updates

The work of AAPC Committee member agencies is pivotal in supporting and protecting adults at risk in Angus,

## NHS Tayside

The appointment of an Interim Lead for Adult Protection in June 2017 has made a positive impact on developing a public protection approach within NHS Tayside and the links with our key partners to continue to establish a safeguarding culture across NHS Tayside which supports all staff to be alert and responsive to the potential risks of harm for our patients. NHS Tayside is developing a public protection approach under the leadership of the Nurse Director and this will include developing the Adult Protection infrastructure whereby funding for 2 Adult Protection Advisors has been agreed. Over the last 2 years, areas of development have included:

- An increase in both referrals and engagement across NHS services in relation to adult protection.
- The Lead role provides strategic, professional and clinical leadership across the organisation working in collaboration with locality leads on all aspects of NHS Tayside's contribution to protecting adults.
- Increase in completion of the NHST ASP Learnpro course as well as providing a regular programme of face to face briefing sessions along with advice and consultancy.
- First NHST single agency ASP audit undertaken with plans to undertake a further audit in 2020.
- This lead role supports adverse incident reporting in adult protection at all levels and in all areas across NHS Tayside and works with service leads to ensure appropriate action plans are developed to reduce reoccurrence and inform learning and best practice.
- The Lead for Adult protection role supports the broader adult protection agenda including MAPP (Multi Agency Public Protection Arrangements), VAW (Violence Against Women), Human Trafficking, Missing patients and Appropriate Adults.



- Review of NHS Tayside Missing Patient Policy completed and a range of improvement actions to support this including introduction of Return Discussions and briefing sessions within acute hospitals led by Police Scotland.
- Mrs. Ash SCR Learning Opportunity was held on 25 January 2019.
- NHS ASP Leads network established across Scotland with the first meeting held on 29 November 2018 and the group has continued to develop and represented at national meetings.
- In collaboration with Tayside Locality ASP Leads, a range of work to develop good practice guides, learning from ICRs and SCRs, Minimum Learning Standards for ASP, IRDs and Capacity Assessments have been progressed.
- Consistent NHS representation on the APC.
- Development of a Quality Assurance and performance framework for Adult Protection within NHST.

## Angus Council Housing Department

### Rapid Rehousing Transition Plan

Angus Council's Rapid Rehousing Transition Plan 2019/20-2023/24 (RRTP) details how we will achieve our goal that people who experience homelessness reach a settled housing outcome as quickly as possible.

Work has progressed against a number of actions identified within the RRTP. Notable achievements and a number of actions completed in year 1 are noted below:

### Review outcomes from support provision

To help inform the ongoing development of Angus' RRTP, Indigo House Group were commissioned to complete independent research to better understand the support needs and outcomes of homeless households in Angus.

The research concluded that the majority of households that have experienced homelessness need little support other than good customer service to access an affordable home. A smaller proportion will need some light touch visiting support to help sustain a home while other more vulnerable households have more complex needs, rooted in years of repeated trauma and will result in difficult behaviours and a requirement for specialist wrap

around support. Critical for all the different responses is an understanding that an inadequate, poor service will continue to result individual households' limited life chances and will continue to cost the public purse through repeated crises.

A number of recommendations were made and are being considered by Angus Council, the Health & Social Care Partnership and third sector stakeholders and will be addressed in the revised Rapid Rehousing Transition Plan and other work streams.

## **Review supported accommodation provision in Angus**

The research findings support a requirement identified in the RRTP to review the current models of supported homeless accommodation in Angus to ensure people with multiple needs beyond housing (where housing first is not possible or preferable) have the option of highly specialist provision within small, shared, supported and psychologically informed environments. To support this work, we have completed a review of the supported housing assessment and allocation protocol, in partnership with AHSCP. The review of this protocol ensures the pathway for assessment, handling of applications and the allocation of tenancies is streamlined and the eligibility criteria has been reviewed in line with the vision of the RRTP to provide specialist supported accommodation for people with multiple and complex needs. The review of supported homeless accommodation provision is anticipated to be completed by March 2022.

## **Implementation of Housing First**

The majority of homeless households in Angus have no or low - medium support needs and can be supported through mainstream referral services and for these households rapid rehousing should be the default position. However, some people need more than just a house and have multiple complex needs that must be addressed alongside their homelessness. For these households the Housing First model of intensive support should be available. The proportion of homeless cases with complex support needs who would benefit from a Housing First approach to rehousing is expected to be around 6% (15 per annum). Introducing this model of intensive support in Angus will ensure households with complex needs can access personalised, open-ended, flexible support to end their experience of repeat homelessness and address their wider needs.

## Statistics

<b>Number of referrals by source</b>				
Source of Referral	April 2016 March 2017	April 2017 March 2018	April 2018 March 2019	April 2019 March 2020
Police	257 (61%)	340 (82%)	306 (79%)	315 (78%)
Angus Health & Social Care Partnership	50 (12%)	28 (6%)	19 (5%)	22 (5%)
Family	20	4	4	8
Member of the Public	17	1	1	0
Carer	2	3	5	4
Voluntary organisation	3	2	0	2
Other care home	5	8	10	6
Other	5	5	4	6*
Self	4	1	0	2
Health Acute	1	1	4	4
Health GP	5	3	2	1
Health Primary	18	8	4	5
Local Authority care home	0	1	5	2
Care at home	0	0	0	0
Housing	14	2	1	1
Care Inspectorate	2	4	1	0
OPG	1	0	2	0
Fire and Rescue	1	0	17	26
Friend/Neighbour	1	0	0	2
MWC	0	0	0	0
<b>Total</b>	<b>424</b>	<b>411</b>	<b>385</b>	<b>406</b>

Overall numbers of adult protection referrals have remained at about 400 per annum, over the last 4 years, with a slight decrease in the number in 2018-19 to 385. This has increased in 2019-20 to 406, however an anomaly in reporting within the Health and Social Care Partnership may account for this.

The numbers of referrals from the general public (19 in the last 4 years) have been very low, with only 2 since 2017. The spike in the number of referrals in 2016-17 coincides with the "See Something Say Something Campaign" that was undertaken by AAPC. AAPC has identified awareness raising for the general public as a priority area and plans to progress this area along with Protecting People partners.

Referrals from family members have doubled from 4 in 2018-19 to 8 in 2019-20.

NHS referrals from the acute health sector have also been very low (10 in the last 4 years). The appointment of a lead Adult Protection Officer by NHS Tayside in 2017 has seen awareness raising and improvement work being undertaken, suggesting some influence on the increase in the number of referrals.

The number of referrals from Scottish Fire and Rescue have increased significantly from 2018 onwards, from 0 in 2017-18 to 26 in 2019-20. Scottish Fire and Rescue Service involvement in Adult Support and Protection work and in the Committee has increased with a number of joint initiatives being undertaken.



<b>Angus Early Screening Group (ESG) outcomes</b>						
2018/19						
Total number of referrals	Number NFA1s, NFA2's, NFA3s and NFA4s	Number NFA2s	Number Letter to GP	Number referred to specific team	Referrals to Penumbra	Referrals to Victim Support
372	NFA1 – 64 NFA2 – 13 4NFA3 – 66 NFA4 - 7	134	76	24	0	1
2019/20						
Total number of referrals	Number NFA1s, NFA2's, NFA3s and NFA4s	Number NFA2s	Number Letter to GP	Number referred to specific team	Referrals to Penumbra	Referrals to Victim Support
425	NFA1 – 66 NFA2 – 156 NFA3 – 80 NFA4 - 5	156	69	35	14	1

NFA 1 = No further action

NFA 2 = No further action because the adult is now open to an AHSCP Community Care Team (possibly as a result of the police referral)

NFA 3 = no further action because the adult lives outside of Angus Council

NFA 4 = no further action because the adult lives out-with Angus

ESG is a multi-agency group that meets fortnightly to consider mainly police adult concerns reports but also referrals from Angus Council's Housing Department for individuals who are not already open cases with any community-based team and agree necessary action.

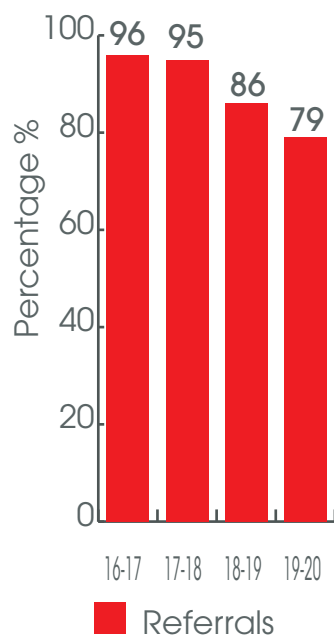
Agencies/services involved in the ESG are Community Mental Health Teams (over and under 65s), Police, Fire and Rescue, and the Angus Integrated Drug and Alcohol Recovery Service. It is chaired by the AHSCP Adult Protection and Review Officer.

The number of referrals to ESG has continued to increase; a 27% increase from 2017-18 to 2018-19 and a further 12.5% increase from 2018-19 to 2019-20, a 36% increase from 2017-18 to 2019-20.

A referral to Penumbra, a mental health support agency was first introduced as an outcome around September 2019, accounting for a low number of referrals in 2018-19.

## Referrals leading to Inquiry

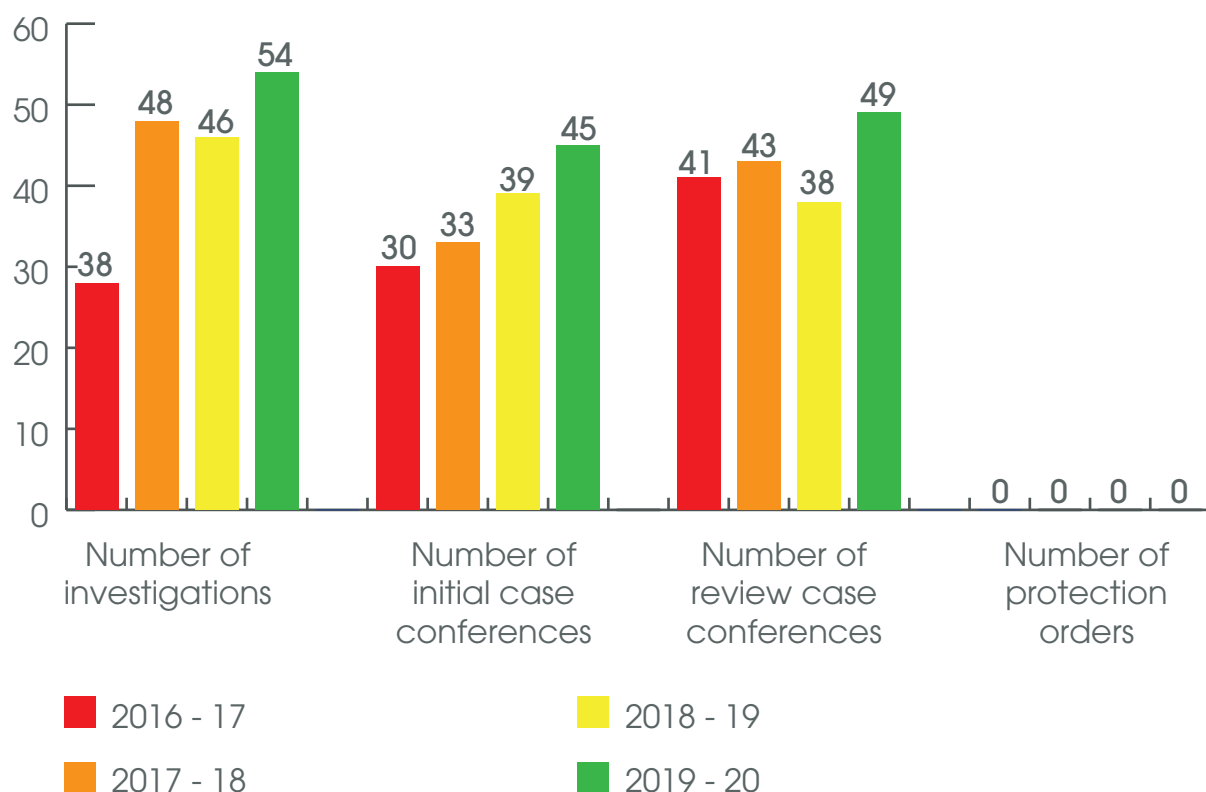
### Percentage of referrals leading to an enquiry 2016 - 2020



The percentage of referrals resulting in an initial inquiry by AHSCP has remained consistently high, however has reduced consistently since 2016-17. This is an area that will continue to be monitored through self-evaluation processes.

## Orders and investigations

### Investigations case conferences and protection orders 2016 - 2020



From the 320 Inquiries undertaken, 54 (16%) of these proceeded to Investigation. This is a slightly higher rate of conversion than 2018-19 (13.9%) and 2017-18 (12.3%).

The number of initial Referral Discussions (IRDs) has risen consistently since 2016 with 54 being undertaken in 2019-20. This would suggest that the work AAPC has undertaken to promote the use of IRDs has been successful.

The number of Adult Protection Orders has remained nil zero since 2015. The need for a Protection Order is considered at every Adult Protection Case Conference, however this has not been warranted. Further consideration of the use of legal powers is an area of interest to AAPC.

## Case Conferences and Adults at Risk in Angus

The number of Initial Case Conferences has risen over the past 4 years; with 30 taking place in 2016-17 to 46 taking place in 2019-20. Angus has averaged around 70 case conferences (initial and review) per annum since 2016-17 however this has consistently risen, with 94 taking place in 2019-20.

54 Investigations took place, resulting in 45 initial adult protection case conferences with a conversion rate of 83%. This is a very slight decrease from 85% in 2018-19, however higher than the rate of 70% in 2018-19. Older People and Community Mental Health Team (Over 65s) account for 67% of all Investigations undertaken in the last 5 years.

The number of adults invited to attend their case conference increased from 49% in 2018-19 to 74% in 2019-20. There has been a corresponding increase in those attending from 29% on 2018-19 to 40% in 2019-20, however the percentage of those attending who were invited has fallen slightly from 59% in 2018-19 to 54% in 2019-20.

There has also been a further reduction in the percentage of case conference to which an independent advocate was invited. The figures for 2019-20 demonstrate an increase in the number of Advocates attending case conferences, however the number invited remains low and has decreased from 32% in 2018-19 to 23% in 2019-20. AAPC will consider how best to support practitioners to better utilise and support the use of independent advocates within the participation work that is planned.

2019/20 has seen the invitation of the adult's GP to case conference become much more consistent and almost routine. However, the pressure on GP Practices locally and the availability of GPs invited to case conferences has not matched the increase in the number of invitations. Anecdotally the number of GPs writing reports for case conferences they are unable to attend has increased. The number of case conferences to which consultant psychiatrists were invited during 2019/20 more than doubled from the previous year. Attendance by them fell, however.

Angus has sought to obtain the views of adults at risk at the end of adult protection procedures as to whether they feel any safer. This figure has generally always been high with 90% "feeling safer" during 2019-20; however, this is based on only 5 responses. Ongoing work to consider other impacts of adult protection intervention will be prioritised by the AAPC in the coming years.



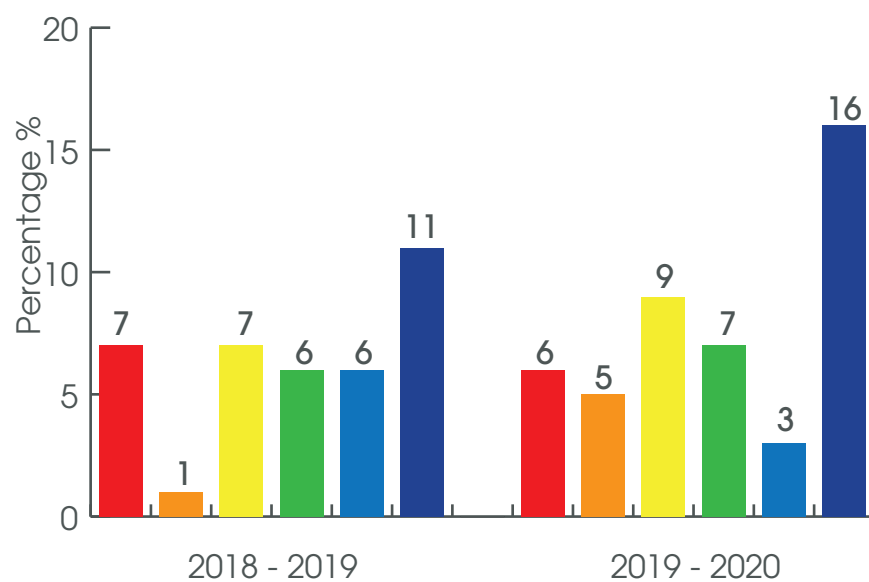
## Profile of Adults at Risk

### Gender

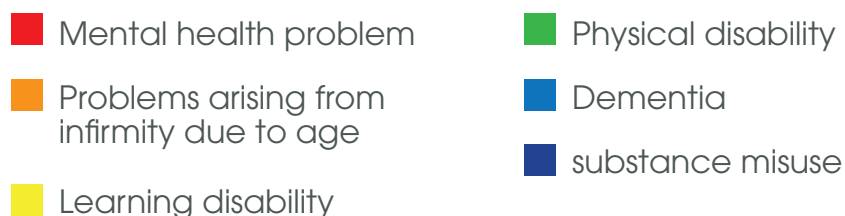
The gender split between males and females has varied over recent years, with no discernible difference.

### Main Client Group

#### Adults at risk by main client group 2018 - 2020



Number of adults at risk

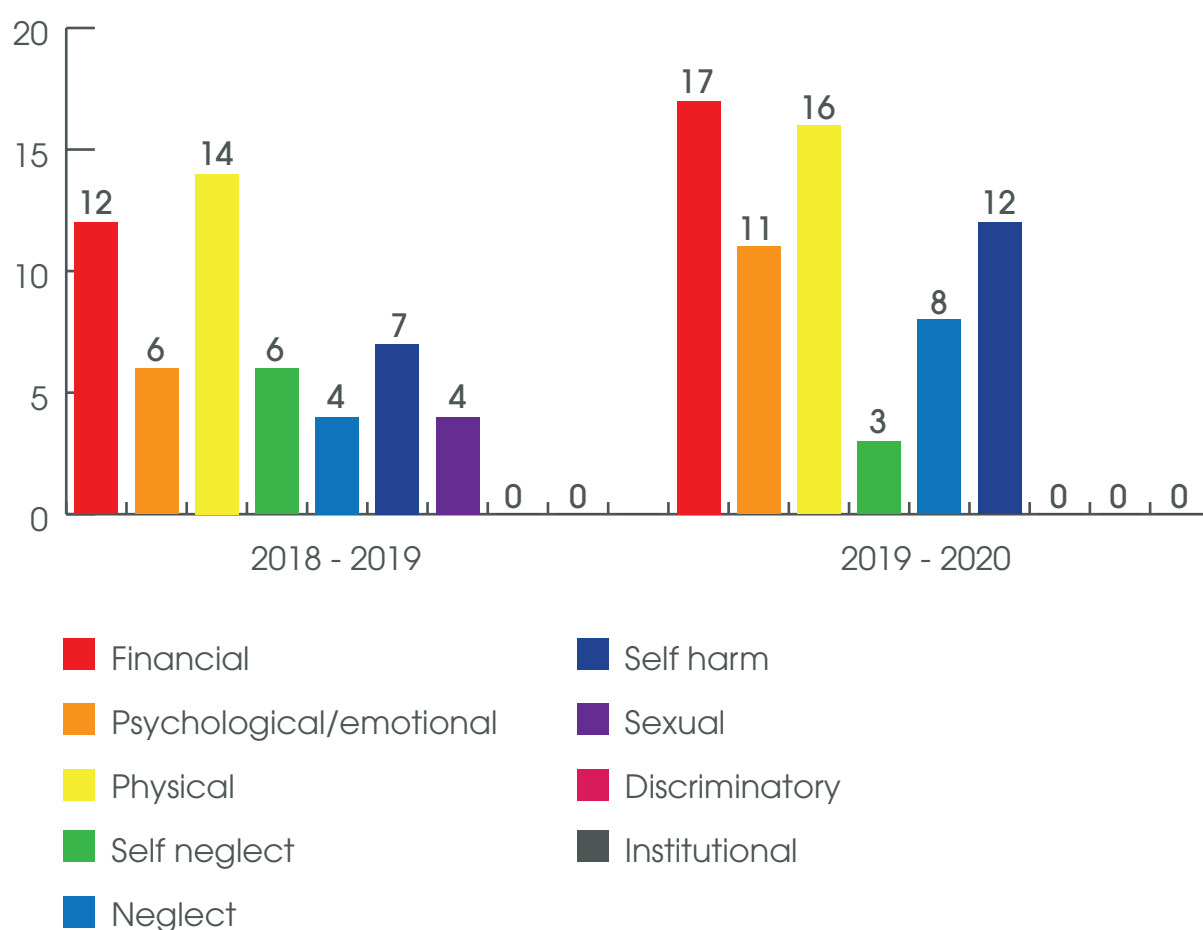


All client groups are represented in adult protection work, however, there has been an increase over the past 2 years in those affected by substance use.

## Type of Harm

The principal type of harm of adults going through the Angus adult protection system has varied between financial and physical harm being the greatest.

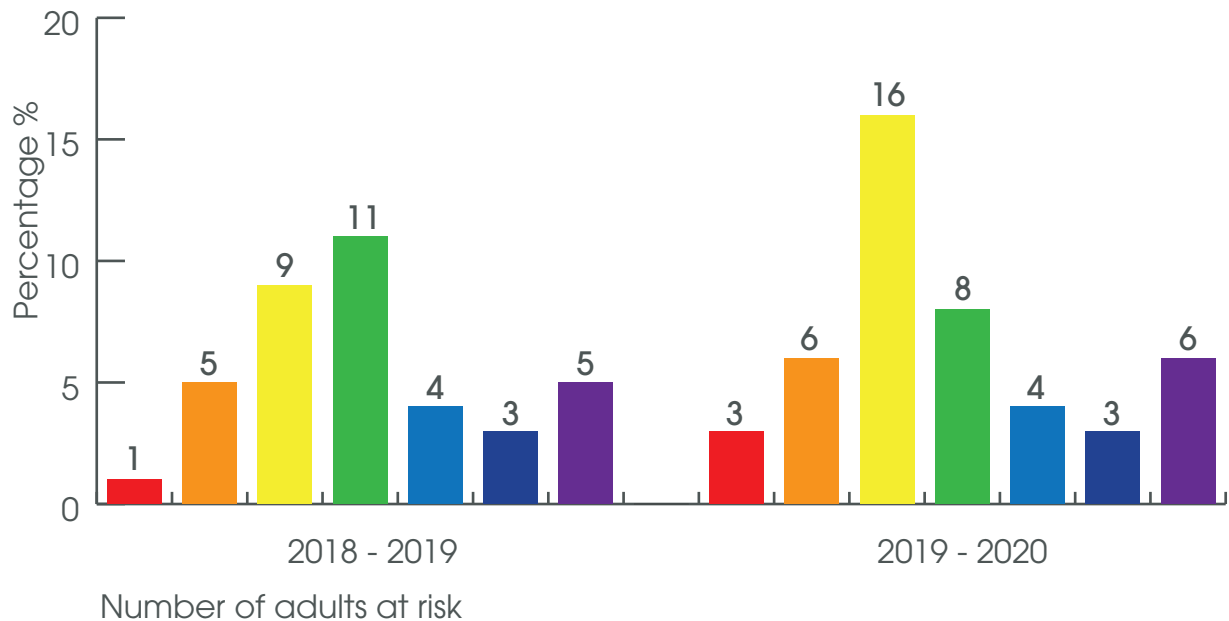
### Type of harm by adults at risk 2018 - 2020



Statistics from the Financial Abuse Support Team show that of the 72 FAST meetings held in 2018-19, only 3(4%) of these warranted an adult protection referral and of the 132 held in 2019-20 only 1(0.7%) of these warranted an adult protection referral. An evaluation of the Angus FAST is due to be completed in 2020.

## Age

### Age of adults at risk 2018 - 2020



16 - 20

65 - 74

21 - 34

75 - 84

35 - 49

85+

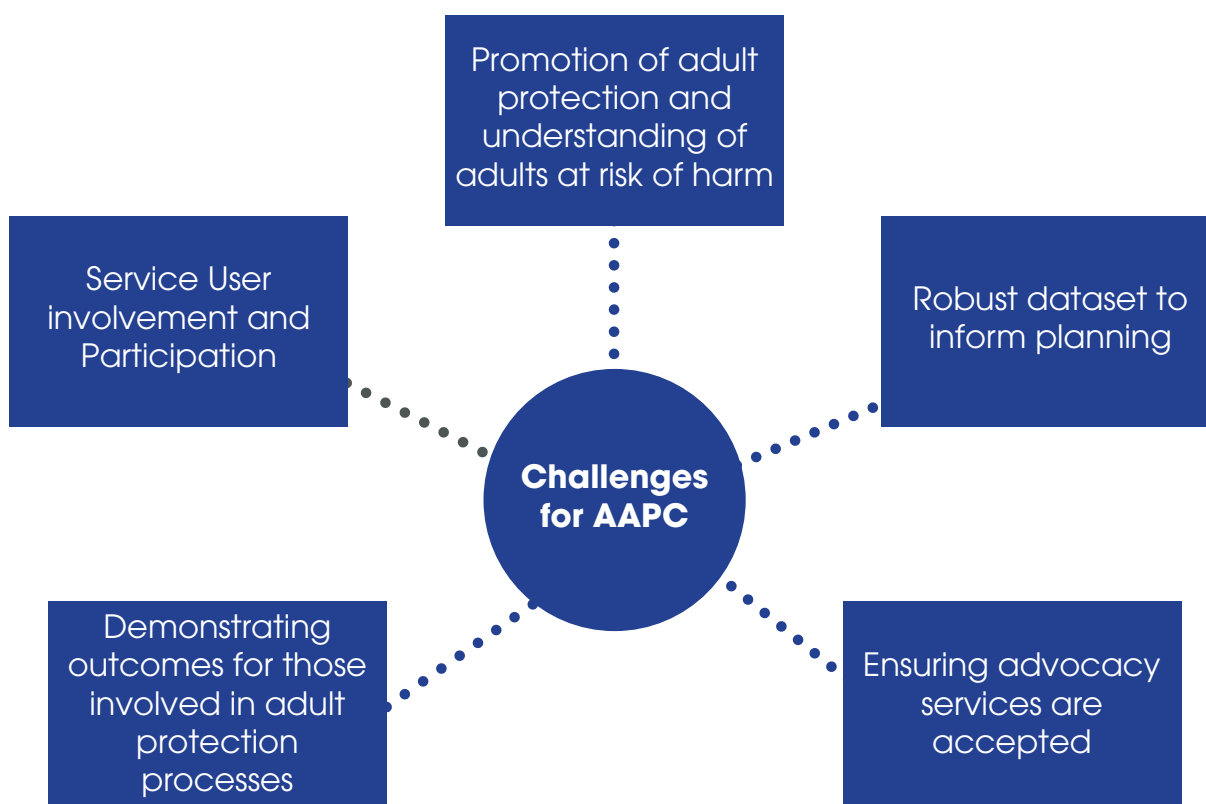
50 - 64

There were more adults at risk in the 35-49 age bracket as opposed to the 50-64 age bracket in 2018-19. This is a small sample size and any increase/decrease may not be significant. The increase in the 35-49 and 50-64 age brackets over the past 4 years may be related to the increase in individuals affected by substance use being involved in adult protection processes.

As noted above, the planned Self Evaluation and Continuous Improvement Subgroup will develop an AAPC dataset which will be used to inform future priorities and planning of work.

## Strengths and Challenges for Angus Adult Protection Committee





## Conclusions and next steps

As noted in the introduction, it has been a busy period for the Angus Adult Protection Committee. There are a number of priority areas identified for development over the next 2 years as detailed within the Strategic Plan for 2020-23.

### Identified priorities for 2020-22

The new Strategic Plan for AAPC for 2020-2023 continues to be based on the overarching strategic goals. The plan has identified areas for future development as well as monitoring and oversight of ongoing work. This plan will also be regularly updated to include any new national or local priorities that are identified and will also be updated to include actions related to the recent Adult Protection Inspections. The new plan remains flexible to take into account any impact from the COVID 19 pandemic.

### **Effective Involvement of Service Users in Adult Support and Protection Activity**

This is an area identified as a high priority to develop over the coming period. Obtaining the views of those who are involved in adult protection processes and their carers in a meaningful way has traditionally proven challenging, however work has begun to progress this. A group has been established, led by Angus Independent Advocacy to take this work forward in Angus.

### **Self-Evaluation and Continuous Improvement**

A robust self-evaluation programme is in place, however a priority area for AAPC is to further develop and review mechanisms for using the findings from evaluation processes to inform areas of work and future development. A Self Evaluation and Continuous Improvement Subgroup will be established in 2020 with the aim of overseeing and progressing the Self Evaluation Framework, establishing a robust dataset and progressing improvement work, particularly improvements identified through Initial and Significant Case Reviews. This group will also consider how to progress mechanisms for measuring and evaluating outcomes for those involved in adult protection processes.

### **Practice development**

This is an ongoing development to ensure practice is of a good standard and progresses alongside developments in adult protection practice. The annual self evaluation plan will inform this work.

Increasing public awareness of Adult Protection issues in Angus remains a priority for AAPC, and work will continue to further integrate the work of AAPC into the wider Protecting People Partnerships by sharing priorities, maximising opportunities for joint working and embedding shared good practice with Protecting People Angus partners.

Committee members will continue to rigorously oversee the progress of its 2020 -23 Strategic 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

### Angus Adult Protection Committee Strategic Plan 2020 – 2023

#### Our Vision – “Working together to protect adults at risk of harm in Angus”

#### Introduction

Under section 42 of the Adult Support and Protection (Scotland) Act 2007 each council must establish an Adult Protection Committee (APC). The membership of APCs is multi-agency. Angus APC includes representatives of NHS Tayside, Police Scotland, Angus Health and Social Care Partnership, Angus Council and other organisations who have a role to play in adult protection.

There are functions set out in legislation that APC’s must undertake in order to fulfil their statutory duties. These are:

- reviewing adult protection practices;
- improving co-operation;
- improving skills and knowledge;
- providing information and advice; and
- promoting good communication.

This Strategic Plan has been developed in line with the National Adult Protection Improvement Programme thematic headings and addresses priority areas for Angus Adult Protection Committee which have been identified through ongoing self-evaluation and continuous improvement work and progress from the previous Strategic Plan.

## Angus Adult Protection Committee Strategic Goals

### **GOAL 1**

**Adults at risk within Angus will be protected from harm in a timely and proportionate manner.**

### **STRATEGIC GOAL 2**

**We will have a confident, competent and supported workforce; skilled and equipped to identify, support and protect adults from harm.**

### **STRATEGIC GOAL 3**

**Angus citizens are able to identify adults at risk of harm and are confident and competent in using the available mechanisms to report concerns**

### **STRATEGIC GOAL 4**

**We will work in collaboration with other Committees, Partnerships and Services to improve practice in relation to adult protection.**

## Angus Adult Protection Committee Strategy

- **Adults at risk within Angus will be protected from harm in a timely and proportionate**
- **We will have a confident, competent and supported workforce; skilled and equipped to identify, support and protect adults from harm.**
- **Angus citizens are able to identify adults at risk of harm and are confident and competent in using the available mechanisms to report concerns.**
- **We will work in collaboration with other Committees, Partnerships and Services to improve practice in relation to adult protection.**

### The aims of Angus Adult Protection Committee

- Improve the safety of adults at risk of harm in Angus
- Ensure that adults at risk of harm are listened to
- Raise awareness of adult protection
- Provide an integrated approach to the development of adult protection policy and practice
- Ensure staff are confident and competent
- Ensure continuous improvement through audit and review of professional practice

### The objectives of Angus Adult Protection Committee

- Develop policies and strategies and involve service users and carers
- Develop systems to identify adult protection concerns and deal with referrals
- Guide significant case reviews and oversee the implementation of learning
- Devise, implement and evaluate education and training programs
- Create information sharing policies, procedures and practices
- Monitor, audit and review the implementation and impact of policy
- Monitor performance and report to Scottish Ministers on progress against agreed adult protection outcome measures
- Oversee the publication of public information

Key themes	Priorities
Assurance	National Inspection Programme Self-Evaluation framework embedded within APC
Governance	Angus Adult Protection Committee Clinical and Care Governance Framework Angus Chief Officers Group Integrated Joint Board Angus Protecting People Chairs and Lead Officers Group Care Inspectorate
Data and information	National outcome dataset Local dataset Biennial/Annual Report
Policy and guidance	National Policy and Guidance Tayside Policy and Guidance Angus Adult Protection Committee Guidance Cross cutting legislative & policy work
Practice improvement	ICR/SCR Case Review Networks of Support Case Practice Audit Single agency Reviews
Prevention	Public Awareness Campaign Staff awareness information Volunteers Protecting People Harm Prevention

1. Assurance					
	Action	Indicator	Timescales	Person/ Group Responsible	Update
1.1	Self-Evaluation and Continuous Improvement Sub Committee (SECI) to have an Improvement Framework in place	Practice Reviews and Network of Support events undertaken annually Annually	Policy and Practice Sub Committee (PSC)		Short Life Working Group to prepare and
		oversee Inspection	October 2020	SECI	
		Improvement programme is developed and implemented based on the findings of the National Inspection Programme	To be confirmed after Inspection	SECI	
		Oversight and scrutiny of Angus Adult Protection Committee Dataset and any other relevant performance data	6 monthly	SECI	

<b>2. Governance</b>					
	Action	Indicator	Timescales	Person/ Group Responsible	Update
2.1	Provision of key data and information will be provided to COG	Risk Register is updated regularly and presented to COG	Monthly	Chair and Lead Officer	
		Self-evaluation and performance data is used to identify risks and trends and reported to APC and COG	Quarterly	SECI Sub Committee	
		COG to be made aware of the findings, recommendations and actions from Initial and Significant Case Reviews	As required	Independent Chair	
2.2	APC Induction process in place and adopted by all members APC	Members are aware of and actively endorse their role as APC member	On appointment of new members  Annual Reminder to all members	Lead Officer	
2.3	Provision of relevant information to the Care Inspectorate	Care Inspectorate attending AAPC meetings	Quarterly	Care Inspectorate	
		Care Inspectorate to be provided with Initial and Significant Case Review Reports	As required	Independent Chair and Lead Officer	
2.4	Provision of key Adult Protection information to Scottish Government	Submission of Annual and Biennial Reports to Scottish Governance	Annually	Independent Chair and Lead Officer	
		Performance data submitted to Scottish Government	Annually	AHSCP	



<b>2. Governance</b>					
	Action	Indicator	Timescales	Person/ Group Responsible	Update
2.5	Provision of key Adult Protection information to the Integrated Joint Board	Self-evaluation and performance data is used to identify risks and trends and reported to IJB	Annually	Independent Chair	
		Presentation of Annual and Biennial Reports to IJB	Annually	Independent Chair	
2.6	AAPC Sub Committees provide relevant information and updates to Committee	Sub Committees to develop Action Plans to progress AAPC priorities and provide quarterly reporting to Committee	Quarterly	All Sub Committees	

<b>3. Data</b>					
	Action	Indicator	Timescales	Person/ Group Responsible	Update
3.1	AAPC multi agency dataset is developed and implemented	Agencies are providing regular data	6 monthly	All AAPC members	
		AAPC multi agency dataset is regularly analysed and used to inform AAPC priorities, actions and workforce development	6 monthly	SECI	
3.2	Data is used to inform the production of Annual/Biennial Reports	Annual/Biennial Reports are completed using data	Annually	Independent Chair and Lead Officer	
3.3	Assist in the production of a National Adult Protection dataset	Data is used to benchmark with comparator Authorities	Annually	SECI	

<b>4. Policy and Guidance</b>					
	Action	Indicator	Timescales	Person/ Group Responsible	Update
4.1	Findings from Initial and Significant Case Reviews are used to review local multiagency policy and Guidance	Policy and Guidance are regularly updated based on findings from reviews	As required	Lead Officer and Policy and Practice Sub Committee	
4.2	Multi agency Tayside and local Guidance and Policy are used to inform single agency Guidance and Policy	Protocols, procedures and timescales are adhered to by professionals; evidenced through case file audit	Annually	Policy and Practice Sub Committee	
4.3	AAPC has all relevant policies and guidance in place that services are aware of and actively engage with	Regular review of key AAPC policies and guidance	Annually	Protecting People Team and Policy and Practice Sub Committee	
4.4	AAPC contributes to Protecting People Angus Policy and Guidance	PPA Policy and Guidance are consistent with local Adult Protection good practice principles	As required	Chairs and Lead Officers Group	

5. Practice Improvement					
	Action	Indicator	Timescales	Person/ Group Responsible	Update
5.1	Service Providers and frontline staff are supported to competently identify adult protection and respond effectively	APC members are represented within the Protecting People Workforce Learning and Development Subgroup	6 monthly	PPA Learning and Development Sub	
		A Protecting People Learning and Development Programme is in place that meets the needs of the workforce at general, specific and intensive levels	October 2020	Committee  All Committee members	
		Single agencies are supported to develop good quality single agency training including access to e-learning, 'train the trainers' and interactive practitioner presentation materials	TBA	TBA	
		Professionals are aware of and actively fulfil their duties in relation to adult protection with appropriate urgency	TBA	TBA	
		Learning and Development programme is in place to support Care Homes and Care at Home Providers to have a clear understanding and appropriate policies and procedures in place relating	to adult support and protection May 2021 AAPC and PPA Workforce	Development Subgroup	

5. Practice Improvement					
	Action	Indicator	Timescales	Person/ Group Responsible	Update
5.2	Priority areas for development across Protecting People Angus are identified and progressed	Numbers of pieces of joint work with other PPA partners	6 monthly	Chairs and Lead Officers Group	
		Number of joint policies and strategies that represent the wider remit of the wider thematic partnerships/strategic groups	6 monthly	Chairs and Lead Officers Group	
		Number of other plans Adult Protection is recognised within	Annually	Chairs and Lead Officers Group	
5.3	AAPC priorities, business and practice is informed by those who use services	Service User involvement Strategy is in place and progressed	December 2020	AAPC	
5.4	A culture of learning and professional challenge is fostered across Angus informed by self-evaluation and performance activity	Escalation Policy is in place and used by all professionals	October 2020	AAPC and Policy and Practice Sub Committee	
		Professional Curiosity Guidance is in place and used by all professionals	October 2020		
		The Case Review process is used to promote learning	October 2020	SECI and PSC	
		Self-evaluation and performance activity is used to promote learning and practice improvement	6 monthly	SECI and PSC	

<b>6. Prevention</b>					
	Action	Indicator	Timescales	Person/ Group Responsible	Update
6.1	An effective Communication and Engagement Strategy is in place	Regular, planned communications are undertaken	March 2021	Chairs and Lead Officers Group	
6.2	Individuals across Angus are supported to identify and report adult protection concerns	Angus Residents have more awareness of protection issues	Quarterly	SECI	
		Number of appropriate referrals to ACCESSLine and First Contact Team	Quarterly	SECI	
		Regular review of reporting mechanisms	Quarterly	AHSCP	
		Awareness raising messages and materials are shared at regular intervals to reflect national and local priorities	Ongoing programme of awareness raising		
6.3	Priority areas for prevention will be identified and preventative strategies developed	Financial Harm	October 2020	Financial Harm Sub	
		Self-Neglect and Hoarding	December 2020	AAPC	
		Mental Health	April 2021	Chairs and Lead Officers	
		Substance use	July 2021	AAPC	
6.4	AAPC continues to support the development of a transition pathway for young people who have identified needs but who do not meet the current threshold for services	AAPC contribute to the actions and progress of this transitional work to ensure positive outcomes are delivered	March 2021		



Design and produced by the comms team  
Angus Council