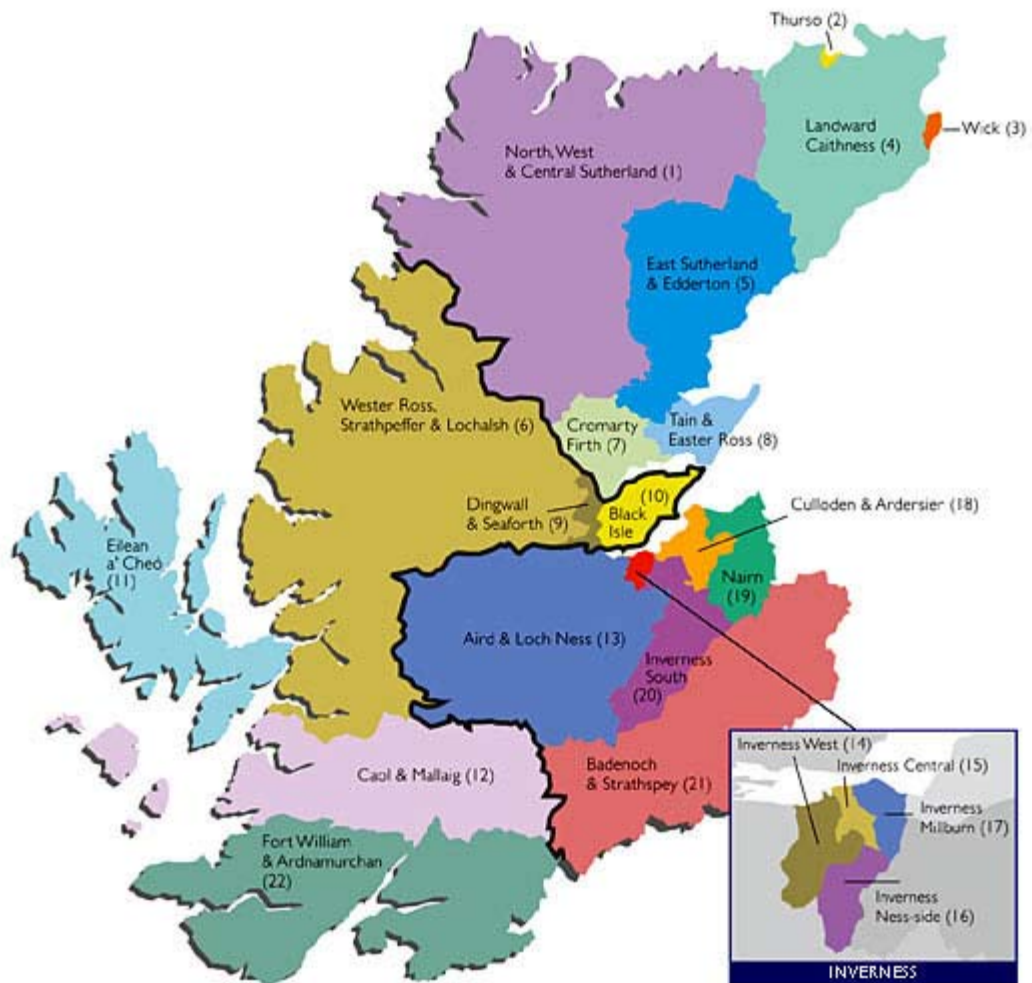




Supporting and Protecting Adults who are at Risk of Harm in the Highlands

**Biennial Report: October 2008 –
September 2010**

Highland Adult Support and Protection Committee
Biennial Report 2008 - 2010



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Foreword

As Independent Chair, I am pleased to submit my first Biennial Report of the Highland Adult Support and Protection Committee to the Scottish Government.

The establishment of the Committee in late 2008 coincided with the start of the process by the Highland Council, NHS Highland and Northern Constabulary to bring all the streams of public protection under the banner of what has now become 'Safer Highland'. I am convinced that this is the correct direction of travel and will demonstrate substantial benefits for Adult Support and Protection in the years to come. It has not been without its frustrations, however, as it has meant that the supporting structure for Adult Support and Protection has had to evolve in line with these new arrangements and is still not completely implemented. This is impacting in particular on the volume delivery of essential training and awareness-raising.

The key focus in this report is on adults at risk of harm in Highland and what all the partner organisations have done, and plan to do, to support and protect them in a systematic manner. The excellent interagency partnership working in Child Protection in Highland has been a good starting point and we have been working hard to get the key building blocks for Adult Support and Protection in place such as the Inter-Agency Procedures, additional front line staff and the quality of training.

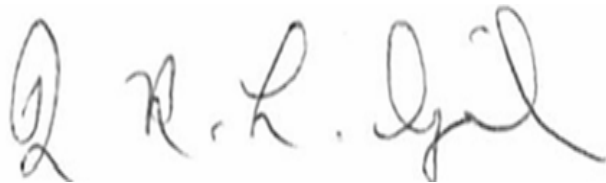
The implementation of a new IT system in the Social Work Service has been a contributory factor to the incompleteness of comprehensive and reliable information on activity in relation to adults at risk of harm. Whilst the technical issues have been mostly resolved, there is still not a culture of complete compliance with information recording. The information is essential for our audit programme, so that we can be assured our procedures and processes are fit for purpose and are being implemented properly.

We have made a start to the challenge of raising public awareness about the more complex messages needed about the types of harm people may be exposed to and how anyone can report circumstances where they believe that someone they know might be at risk of harm. I recognise that the shift in public awareness that is required makes this a challenging task and a long-term process.

I am delighted therefore that the Highland Council has helped the process of increasing the visibility and status of Adult Support and Protection by the appointment of a Political Champion, the role of which is explained in the report. The visible commitment through Safer Highland of the Chief Executives of the Highland Council and NHS Highland, as well as the Chief Constable of Northern Constabulary, is also very important to our work.

It is sensible that we do not develop our work in Highland in isolation and consequently I am pleased that the Scottish Government has recognised its continuing role in making sure that learning is shared across Adult Protection Committees and that good practice is disseminated.

Our own assessment of the key achievements to date and the challenges for the next two years is detailed in the report. A good start has been made, but much still needs to be done.

A handwritten signature in black ink, appearing to read 'I. R. L. Gibson', written in a cursive style.

Ian R L Gibson
Independent Chair
Highland Adult Support and Protection Committee

October 2010

1 INTRODUCTION AND CONTEXT

1.1. Background

1.1.1 Following the publication of the Adult Support and Protection (Scotland) Act 2007, the Highland Adult Support and Protection Implementation Group was established in February 2008 with a remit to work towards the establishment of an Adult Support and Protection Committee, to be a partnership of the Highland Council, NHS Highland and Northern Constabulary. In August 2008, the Council's Housing and Social Work Committee agreed the appointment of an Independent Chair and the Independent Chair subsequently took up this role in September 2008. The Adult Support and Protection Committee met for the first time in November 2008 and now meets on a quarterly basis. In Highland, Adult Support and Protection sits as part of the wider 'Safer Highland' arrangements (see **paragraph 1.4**). The Chair is a full member of the Safer Highland Leadership Group and provides regular reports on Adult Support and Protection activity. Minutes of the Highland Adult Support and Protection Committee are also routinely submitted to the Housing and Social Work Committee.

1.2 Committee Membership

1.2.1 Interim membership of the Committee and initial support arrangements were agreed in August 2008 and subsequently reviewed in light of the *Guidance to Adult Protection Committees*, published in January 2009. The membership of the Committee has evolved over the period with the current membership detailed in **Appendix 1**. Within the Safer Highland arrangements, the Chief Executive of the NHS is the executive champion for Adult Protection, and with the Council's Chief Executive and the Chief Constable, has an open invitation to attend the quarterly meetings of the Committee. The Committee established a Delivery Group for the purposes of ensuring the effective operational delivery of the Committee's agreed Action Plan (see **paragraph 1.6**).

1.3 Political champion

1.3.1 We understand that we may be unique in Highland in that the Highland Council has a policy of appointing Political Champions for public protection issues. An elected member from Ward 4 Landward Caithness was appointed into the role of Adult Support and Protection Political Champion in March 2010. The role of the Political Champion is defined as:

- providing a democratic perspective to the activities of the strategy groups;

- providing a public profile and support the articulation of relevant issues to the wider community, as agreed with the chair of the strategic group;
- ensuring that issues with regard to each strategic area, including in relation to implementation of the Single Outcome Agreement and *Strengthening the Highlands* are highlighted in other political forums, including at all Strategic Committees and at the Highland Council; and
- supporting the development and operation of these governance arrangements to promote a 'Safer Highland'.

1.3.2 In undertaking this role, the Political Champion is an ex-officio member of the Adult Support and Protection Committee and is in attendance at Committee meetings. He links on a regular basis and between meetings with the Chair to support his performance of the functions set out above.

1.4 Strategic Overview

1.4.1 The strategic overview is provided through the Safer Highland Leadership Group which came into being as a consequence of a joint Public Protection Seminar Day in January 2009, where Child Protection, Adult Protection and the Multi-Agency Public Protection Arrangements (MAPPA) were each represented. This resulted in the establishment, by the Chief Executives of the Highland Council, NHS Highland and the Chief Constable, of a new Safer Highland Leadership Group, to undertake co-ordinating responsibilities for strategic planning and reporting purposes across public protection responsibilities: adult support and protection, child protection, community safety, drugs and alcohol misuse, sex offending and violence against women. The Chairs of the relevant strategic committees, including the Chair of the Highland Adult Support and Protection Committee, sit on the Safer Highland Leadership Group. The Leadership Group receives regular reports from each of the strategic groups and works to ensure a consistent approach to performance management of public protection issues, improve coordination and scrutiny, identify cross cutting issues and facilitate administration and communication. The membership, operation, remit and resourcing of each strategic group have been reviewed and consideration has been given to how they might be more efficiently supported and administered, ensuring that each group is working effectively, with a clear set of objectives as part of a workplan without unhelpful duplication or overlap across planning and reporting processes.

1.5 Logic Modelling Approach

1.5.1 The Safer Highland Leadership Group has agreed a common approach to the management of the public protection streams. This has been fully adopted by the Adult Support and Protection Committee and uses a logic modelling approach to identify the main strategic aims, the long-term, medium-term and short-term outcomes and the main actions. **Appendix 2** sets out the Outcomes Triangle that has been developed using this model. The model was populated by a short life working group of the Adult Support and Protection Committee and seven service delivery outcomes have been identified as the 'pillars' that underpin the work of the Committee and its supporting structures. These are defined as:

- best practice is supported by appropriate policies and procedures;
- all relevant staff are appropriately trained;
- information systems support operational and performance management;
- a programme of public awareness work is delivered;
- the service is managed and delivered robustly and consistently;
- a system of audit and quality assurance is in place; and
- adults at risk are empowered to protect themselves.

1.5.2 A series of outcomes measures are being developed, with this process being informed by learning from Child Protection. This will enable us to better establish how much progress is being made towards meeting our stated outcomes. A separate but related Risk Register has also been developed by the Committee, with eight individual risks identified. Work is being undertaken by the Delivery Group to evaluate the likelihood and impact of each and give the risk an agreed rating, using a common format agreed by the Safer Highland Leadership Group.

1.5.3 To date, the Committee has found using the logic model especially helpful in terms of ensuring an effective means of monitoring and evaluation ensuring that there is clarity around each of the actions and stated timescales.

1.5.4 As a matter of course, the Safer Highland Leadership Group receives only exceptions reports from each of the committees. Once a year, the Safer Highland Leadership will have a specific focus on Adult Support and Protection.

1.6 Operational Delivery of the Action Plan

1.6.1 The operational delivery of the actions arising out of each of the 'pillars' is the responsibility of the Lead Officer for Adult Support and Protection, supported by the Delivery Group, whose membership is detailed in

Appendix 1. The Delivery Group has established sub-groups for Training and for Quality Assurance and may at any time have short-life working groups focussing on specific developments. The Action Plan is regularly reviewed and updated by the Delivery Group which meets six times per year. It is also scrutinised at each meeting of the Adult Support and Protection Committee where the focus is very much on the progress being made towards meeting the stated objectives. A detailed, up to date copy of the Action Plan can be found on the Highland Community Care Partnership website www.fhcommunities.org.

1.7 Supporting Structures

1.7.1 The respective partners are keen to ensure that there are robust support arrangements in place to support the Adult Support and Protection agenda. Currently, efforts are being made to establish a single team to provide support for the various groups that sit within the Safer Highland umbrella. This will ensure that expertise is appropriately shared and utilised to best effect and a level of service can be maintained at all times. Unfortunately, the process to put this in place has taken much longer to progress than was initially envisaged and it has been agreed that in the interim, support for Adult Support and Protection can be provided at least in part by the Development Officer for Child Protection now having a dual role that encompasses Adult Support and Protection. Other officers have also been identified to provide other aspects of support in the meantime.

1.8 Transformational Change Programme for Community Care in Highland

1.8.1 Towards the end of 2009, the Highland Council announced a major Transformational Change Programme for Community Care, jointly with NHS Highland and third sector partners. Highland is understood to be the only area in Scotland using a joint Improvement framework for adult services. The Change Programme comprises fifteen separate but inter-related work-streams. Adult Support and Protection forms one of these workstreams. A summarised version of the Transformational Change Programme is updated weekly and can be accessed at www.fhcommunities.org.

1.8.2 The Highland Council and NHS Highland, together with their third sector partners and engagement with service users, carers and communities, are driving this modernisation agenda forward and shaping the major redesign of Community Care services and practice. A dedicated Change Support Team has been established which comprises staff from the Council's Social Work and Housing Services and from NHS Highland. The Team is being managed by the Social Work Service's Programme Manager (Modernisation and Quality Assurance) and as of December 2009, she

has responsibility as Lead Officer for Adult Support and Protection and become Chair of the Adult Support and Protection Delivery Group.

2 Service Users and Carers

2.1 Service User and Carer Feedback

2.1.1 The Social Work Service's Adult Review Procedures stress the importance of service user and carer empowerment and the Adult Support and Protection Quality Assurance Group, with members drawn from each of the partner agencies, is currently working to ensure that additionally, the views of service users and carers are routinely captured through any audits that are formally undertaken. As part of the wider Change Programme referred to in **paragraph 1.8** above, the Adult Support and Protection Committee is regarded as one of the strategic groups for Community Care and hence the Outcomes Framework for Community Care with the specified delivery outcomes and measures that are currently being developed will be one and the same with that which is being developed further by the Adult Support and Protection Quality Assurance Group. After its initial development of an Action Plan, the Adult Support and Protection Committee identified that something key to the process of protecting adults at risk was missing and a seventh Service Delivery Outcome 'pillar' was added: *Adults at risk are empowered to protect themselves*. It is also worth highlighting here two specific 'Actions' which relate to service users and carers and where feedback will be critical:

- *Ensure that carers' needs are taken account of; and*
- *Develop and implement system to evaluate ASP outcomes from the perspective of adults at risk and carers involved.*

2.1.2 As the quality assurance processes become embedded it is intended to develop specific audit tools to capture information on outcomes from the service user and carer perspective. Meanwhile, the new Personal Plan, which is currently being developed as the basis for assessment and planning, seeks information about a person's safety. Specific questions about safety and knowledge of how to access protection services have also been incorporated into the Self Directed Support documentation that is currently being developed in Highland. Training, in which carers have participated, has been a means by which carers have been able to feed back their experiences, albeit on a less formal basis.

2.1.3 The Highland Council and Northern Constabulary regularly undertake wide-scale Public Performance Surveys. These provide generic data on citizens' perceptions of safety and services. It is intended to formulate appropriate additional questions to ascertain public perception of adult support and protection.

2.1.4 In March 2009, a copy of the report of the User and Carer Conference: *The Adult Support and Protection (Scotland) Act 2007–What It Means to Me* was discussed by the Adult Support and Protection Committee. Lessons learned are now being taken account of in the work programme.

2.2 Service User and Carer Representation

2.2.1 Service users and carers are currently represented on the Adult Support and Protection Committee through the auspices of the Executive Director of Highland Community Care Forum and were previously represented by a senior manager from the then Age Concern.

2.2.2 There is a wider representation of service users and carers on the Delivery Group with the following organisations directly participating in its work:

- Highland Users Group (HUG) – a local third sector organisation for people who have mental health issues; and
- Alzheimers Scotland.

2.2.3 Attendance and participation in both fora have been regular and constructive, as **paragraph 2.3** below demonstrates.

2.3 Service User and Carer Involvement

2.3.1 *Supporting Highland's Carers: Highland Carers' Strategy 2008-2011* has specific regard to Adult Support and Protection in its recent 2010 update. In particular, carer awareness is being raised with a view to increasing direct carer participation.

2.3.2 Approaches to service user and carer involvement have been varied and creative with key examples as follows:

- service users and carers were involved in producing the *Adult Support and Protection Inter-Agency Procedures* and it is further planned to involve service users and carers in future audit activity and in any future revisions of the Procedures and associated documentation;
- carers were directly involved in developing support strategies for unpaid Adult Carers and for Young Carers. One result of this is the use of the single Care Pathway approach, where the Carers' Support Plans will sit alongside the service user's Personal Plan;
- the Highland Learning Disability Network is a group of service users that is active locally. Its purpose is to widen the representation of people with a learning disability on any strategic and operational groups where learning disability is a focus;

- in May 2009, the Highland Adult Support and Protection Committee agreed to contribute £750 towards the staging of an event planned for people with learning disabilities to raise awareness of the Adult Support and Protection (Scotland) Act 2007. This event, which took place in July 2009, involved a group of actors with learning disabilities, based at Eden Court Theatre, Inverness. It was based around the 'theatre forum' concept of using drama as a medium to explain key issues, with facilitated discussion groups to reinforce learning points throughout the day.

2.4 Training and other events

2.4.1 So far, training has been delivered to at least 25 service users and this has informed the development of a bespoke training pack which has been distributed across services within NHS Highland. The training pack uses drama, based on the *Mrs. A. Report*, as a means of stimulating discussion around personal safety issues. Its aim is to encourage people to report any concerns they have around harm that is affecting them or people close to them. Reference is made within the training materials to the legislation, as a means through which protective measures can be provided. **Appendix 3** provides further information about this.

2.4.2 People First in Highland holds an annual conference which raises awareness of issues that are of importance to its membership of people who have a learning disability. Last year's conference focused on bullying and abuse. A DVD report on the conference has been produced and funding has been secured to provide additional training on the Act for support workers. This is currently being rolled out.

2.4.3 Service users and carers have also been involved both in running and attending training sessions in relation to awareness of Adult Support and Protection, and a variety of issues related to prevention and protection (see **paragraph 8** below).

2.4.4 The Highland Users Group (HUG) is currently looking at information sharing issues in relation to Adult Support and Protection and recently invited the Chair of the Highland Adult Support and Protection Delivery Group to speak to its Friday Forum group. This culminated in a lively discussion and positive feedback was received. HUG has agreed to distribute information further, through its 'plain English' newsletter. For further information about engagement with HUG, see **paragraph 5.4.1** below.

2.5 Consultation

2.5.1 Service users and carers have been valued participants in a number of consultations. This has included a major consultation exercise in Highland

on the draft Joint Community Care Plan, in which people consistently told us that feeling safe and protected from harm is important to them.

2.5.2 Capability Scotland - Involvement Programme

2.5.2.1 In 2007, the Justice Disability Steering Group (JDSG) was set up by organisations representing the justice sector in Scotland. Being keen to develop ways in which disabled people can be involved in helping to improve access to services across the justice system in Scotland, and to draw on their skills and experience to improve the Scottish justice sector for all, the JDSG formed a collaborative partnership with leading disability organisations and appointed Capability Scotland to manage a 6-month involvement programme between June-December 2009, aimed at eliminating discrimination and promoting equal opportunities.

2.5.2.2 Capability Scotland used a four-stage process to engage and involve disabled people: a paper and web-based survey exploring access to justice; public involvement events with disabled people; involvement events with disabled prisoners; and a national conference attended by disabled people and justice practitioners.

2.5.2.3 The process of involvement at each stage was designed to ensure that the widest range of disabled people were given the opportunity to share their own experiences of the justice system and offer their views as to how barriers to accessing justice might best be removed. Disabled people from across Highland participated in the event that took place in Inverness. This was designed around the concept of a 'perfect pathway' and five key topic areas were discussed: physical access; access to legal advice; information barriers; communication barriers; and attitudinal barriers and rights.

2.5.2.4 The views and experiences of disabled people gathered in the survey, the seven public involvement events and two prison involvement events were documented in a series of reports. Participants indicated that they felt they had benefited from discussing the issues in groups and participants at the Inverness event made the observation that further involvement sessions of this type should better take account of the dispersed nature of the Highlands and be held in the more rural areas.

2.5.3 No Secrets – Review on the Guidance from the Department of Health

2.5.3.1 In respect of safeguarding adults, service users and carers in Highland were consulted on the review of the *No Secrets* guidance. The resultant report has informed the structures and processes that have been further developed and defined over 2009-2010 and the intention would be for the

Adult Support and Protection Committee to revisit the report as part of future self-evaluation activity.

2.5.4 Consultations on the Draft Highland Community Care Plan

2.5.4.1 During 2009 and 2010, the Highland Council and NHS Highland have been developing the new Highland Joint Community Care Plan. The principles which underpin the Plan are based on a vision of an increasing the shift in the balance of care from institutional settings to supporting people to live as independently as possible in their own homes and communities. The Adult Support and Protection Committee has been invited at different points to comment on the draft Plan and members of the Committee have been actively involved in working up some of the detail, notably in relation to the development of an Outcomes Framework for Community Care.

2.5.4.2 The Highland Community Care Forum (HCCF) was commissioned by the Highland Council and NHS Highland to carry out an initial consultation with stakeholders, service users and their carers in order to ensure that their views informed the development of the Plan from the outset. The first stage consultation, which took place between July-August 2009, focused on six objectives and the knowledge and information gathered from these questions were valuable in informing the Draft Plan that was further consulted over the summer.

2.5.4.3 As part of the consultation process and to ensure effective engagement with 'hard to reach' groups, HCCF set up semi-structured focus groups of 6-12 people. In some circumstances, where there were issues of trust, confidentiality or other sensitivity, it was found to be more appropriate to carry out one-to-one interviews. Focus groups included older people, people with learning disabilities, people with mental health issues and people who are homeless, all where there are potentially issues of vulnerability to the risk of harm. The views of more than 600 people were heard during the second stage of the consultation.

2.5.4.4 The new Joint Community Care Plan is expected to be published early in 2011.

2.6 Advocacy

2.6.1 There are a range of advocacy services available to service users and carers in Highland and further commissioning of these is currently being progressed to ensure robust arrangements beyond April 2011. All the new service specifications make specific references to Adult Support and Protection.

2.6.2 Provision funded by the statutory sector currently includes:

- an issue-based, individual advocacy service provided by Advocacy Highland;
- a citizen advocacy service for people provided by Advocacy Highland;
- a collective advocacy group for adults with a learning disability provided by People First;
- a collective advocacy group for adults with mental ill-health, provided by Highland Users Group (HUG); and
- an issue-based individual service for carers, provided by the Princess Royal Trust for Carers.

2.6.3 An additional provision exists in Highland specifically for people who have an autistic spectrum disorder. The Autism Rights Group Highland (ARGH) is a self-funded collective of advocacy groups.

2.6.4 Local policy requires that the Highland Advocacy Plan is reviewed every 4 years. A review took place earlier in 2010 and informed the development of a revised Plan for 2011–2014.

2.6.5 Information that has been obtained from Advocacy Highland indicates that, between April 2009 and September 2010, there were 93 contacts where it is reported that there was an issue of Adult Support and Protection present.

3 Management Information

3.1 Data Collection

3.1.1 In 2008, it was established that the Nominated Council Officers operating out in the three Council areas had no dedicated, sustainable business support available to them. This led to challenges in arranging case conferences and other meetings and in minute-taking at meetings. Given the cross-over with the Adults with Incapacity and Mental Health agenda and the need to ensure a consistent approach, it was agreed that additional business support resources would be put in place support the full implementation of the legislation. An *Integrated Business Process* document was also produced to support improvement.

3.2 Data Sets

3.2.1 It was recognised that a range of performance indicators would be necessary to provide statistics in relation to Adult Support and Protection and that it was important to have a system or mechanism in place to capture this information from the date of implementation of the Act. This

was raised with the National Adult Support and Protection Implementation Group. In January 2009, Scottish Government issued *Guidance for Adult Protection Groups*, which contained a suggested data set that Highland Adult Support and Protection Committee has adopted as an interim measure pending the agreement of a final, standardised, national data set.

3.3 Systems and Processes

- 3.3.1** It was agreed that information should be collected electronically on behalf of the Partnership, using a case recording tool from within the Social Work Service and that the possibility of using the newly installed CareFirst system for recording this data/information should be explored. At this time the transition to a fully electronic system for recording adult client information was incomplete and Social Workers were using paper-based recording and proforma for some aspects of care planning. Unfortunately, this remains the case. A significant piece of work was required in relation to developing a mechanism within CareFirst to capture information in respect of all Adult Support and Protection activity. In the interim, it was agreed to capture the following basic information: the number of investigations and their outcome; the number of case conferences and their outcome.
- 3.3.2** In July 2009, a draft procedure was produced detailing the mechanism within CareFirst to capture information in respect of all Adult Support and Protection activity and put to the test. An initial attempt was made to produce an interim paper on performance information and statistical data for the period April 2008-March 2009. The results made it clear that the nature of data varied considerably and it also highlighted the crossover between the Care Programme Approach, Adult with Incapacity and Adult Support and Protection. In light of the additional information required by the Scottish Government/COSLA survey in November 2009, it was agreed that there was a need to refine the data to be collected and to devise a paper-based, standard template form, as an interim measure until an electronic solution was ready.
- 3.3.3** In April 2010, following consultation with staff during Adult Support and Protection training sessions, CareFirst work instructions were posted on the website and additional training provided for Social Workers on CareFirst processes.
- 3.3.4** In July 2010, an attempt was made to extract the required data for 2010-2011 Quarter 1. It became apparent that lack of familiarity with the system was causing problems. Instructions were amended and further training given. Despite this, although improvements have been observed, there is still some way to go before information is universally recorded to the required standard. Meanwhile, a business case is also being made to

ensure the necessary fields are available to capture all the required data changes.

- 3.3.5** The acquisition of a basic information set for this report (see **Appendix 4**) has been extremely labour intensive and, whilst systems are improving, there is still some way to go before robust management information is readily available to the Committee.

3.4 Quality Assurance

- 3.4.1** The Adult Support and Protection Committee has followed with interest the work of Professor James Hogg in relation to the Scotland-wide Adult Support and Protection Project. In 2009, in the absence of a final product from that project, the Highland Adult Support and Protection Committee gave consideration to adapting the HMle framework for self evaluation in use by the Highland Child Protection Committee and an initial draft document was produced. Further development of this framework was delayed pending the development of the new Outcomes Framework and outcomes measures. Having received a very positive response from HMle to the Child Protection Committee's recent self assessment, which is being promoted as an exemplar, it is probable that this will be adopted by the Adult Support and Protection Quality Assurance Sub-Group.
- 3.4.2** The Quality Assurance Group is currently establishing the necessary mechanisms and protocols to allow joint case-file reading to take place. Plans are in hand to conduct a comprehensive audit of two cases as soon as the requisite permissions are obtained. The Group is privileged to have an HMle Associate Assessor amongst its members, who also sits on Highland Data Sharing Partnership and the recently established Local Intelligence Network Group.
- 3.4.3** It is also worth noting that the Social Work Service's Adult Care Review Team has been enhanced (see **paragraph 9.1.1**) and that a report is being prepared for the Council's Housing and Social Work Committee in November that seeks approval for a Quality Assurance Framework to ensure that issues arising in any of the services commissioned will be dealt with in a robust and consistent manner. This includes specific reference to matters relating to Adult Support and Protection and ensures that there is a clear protocol in relation to reporting to both the Council and to the Care Commission.

4 Critical Case Reviews / Critical Incident Reviews

4.1 Procedures

4.1.2 The Highland Adult Support and Protection Committee initially adopted for use the existing joint Highland procedures for *Critical Incident Review (CIR) Procedures for Mental Health*. Informed by the different formats used across child and adult services, Scottish and UK reviews, together with experience of applying the Highland CIR Procedures for Mental Health, local procedures with a specific focus on Adult Support and Protection are now in the process of being developed.

4.2 Local Reviews

4.2.1 At the time of reporting, Highland has yet to complete a CIR Review, although one such review is currently underway and is expected to report in November 2010. However, in May 2010, the Adult Support and Protection Committee took the opportunity to review an historical case for learning purposes. The case in question involved both child and adult protection issues and predated the Adult Support and Protection (Scotland) Act 2007. It was concluded that the Protection of Vulnerable Adults Guidelines, in use at the time, had been appropriately followed. The exercise highlighted the need for clarity for staff where there were cross-boundary issues - in this case, Child Protection, Adult Protection and MAPPA. It had been suggested that the new Adult Support and Protection Inter-Agency Procedures might usefully be tested out using this scenario and subsequently found that had these been in place at the time, it would have made no difference to the outcome.

4.2.2 In addition to reviews undertaken by the Partnership in Highland, the Mental Welfare Commission routinely undertakes reviews into suicides and unexpected deaths. One such review has been undertaken into an unexpected suicide in Highland. On this occasion, it was concluded that, whilst it might have been predicted that a suicide would happen at some time, the exact timing could not have been predicted and there were no lessons to be learned.

4.3 National Critical Case Reviews

4.3.1 Following the 2008 publication of *Justice Denied: the Mental Welfare Commission Inquiry into the Case of Ms A*, the case was discussed in detail, with particular attention to the key findings and recommendations of this report. It was noted that the report raises a lot of questions in relation to Adult Protection Committees and those partner agencies responsible for implementing the Adult Support and Protection (Scotland) Act 2007 would

require to address them accordingly. Some issues were identified and subsequently addressed:

- it was agreed that it would be beneficial to incorporate the criteria and process for undertaking Critical Incident Reviews into the Adult Support and Protection Inter-Agency Procedures;
- whilst reviewing the membership of Highland Adult Support and Protection Committee, the recommendation that an experienced prosecutor from the Crown Office and Procurator Fiscals Service (COPFS) should be invited to attend meetings of the Adult Protection Committee, was considered. The Procurator Fiscal and the COPFS is now represented;
- an audit against *Justice Denied* has resulted in a review of the Appropriate Adult Scheme and recommendations for change;
- the Highland Learning Disability Network utilised the case of Ms A to produce a drama to raise awareness and assist people with Learning Disabilities to discuss issues in relation to Adult Protection (see **paragraph 2.3.2** above and **Appendix 3**);
- a system of professional support and supervision is in place for all Community Learning Disability nurses overseen by the Consultant Nurse (Learning Disabilities). Similar arrangements for Social Workers preceded the report.

5 Public Information

5.1 Communications Strategy

5.1.1 It is anticipated that the Highland Adult Support and Protection Committee's *Communication Strategy* will be finalised in November 2010. In the interim, members have agreed to promote awareness of adult support and protection via partner agency websites and to display *The Adult Support and Protection (Scotland) Act 2007 – Ensuring Support and Preventing Harm* leaflet in areas within respective partner organisations' premises where they will be readily seen and accessible to people, thus helping to raise public awareness of individuals' rights. However, there is some outstanding work to be done to ensure that people who look at partner websites with an adult protection concern are directed to the appropriate source of help.

5.1.2 A review of information leaflets was undertaken as part of the Transformational Change Programme and an Adult Support and Protection webpage has been set up on the Highland Community Care Partnership website www.fhcommunities.org to host the updateable electronic version of the Inter-Agency Procedures and associated proforma documentation. There is also a link to the national Adult Protection website. It is intended that media will be further reviewed in

light of the findings of the *Study on Communication Support Protocols, Training and Guidance Required to make Communication Responsive to People with Communication Support Needs* undertaken on behalf of the Scottish Government by The Royal Society for the Blind. Having ascertained that there were no significant differences in response from members of the public in Highland in comparison with other parts of Scotland, it has been decided to use the results of the National Campaign survey of public awareness as a baseline for measuring the impact of local campaigns.

5.2 Campaigns

- 5.2.1** The Committee originally planned to tie in local action with the proposed national publicity campaign in the autumn of 2009. It was scheduled to hold an event to launch the Committee's *Adult Support & Protection in Highland - Inter-agency Procedures for the Implementation of the Adult Support and Protection (Scotland) Act 2007* towards the end of the national campaign and thereafter to continue with a campaign at local level. Unfortunately, the severe weather conditions led to the postponement of the launch event until 4 May 2010. Professor James Hogg was the keynote speaker.
- 5.2.2** The launch was preceded in April by the publication of a 4-page supplement in local publication *Highland Life*. 10,000 copies of this free glossy magazine are disseminated across Highland through a wide variety of outlets, including all major supermarkets. The supplement was also further circulated, in June, through a sister publication that is disseminated to local businesses. 2,000 run-on copies were made available to the Committee for circulation to partnership premises, including NHS waiting rooms and Highland Council libraries. The supplement was designed specifically to engage the public, with explanations of the different types of harm to be aware of and the actions that should be taken to report it.
- 5.2.3** The Committee was privileged to acquire the services of a BBC script writer who took up the challenge of producing a radio advert to support a local poster and postcard campaign, based on the successful Renfrewshire ASP campaign. This was run to coincide with the launch of the Inter-Agency procedures and resulting press coverage.
- 5.2.4** The campaign has been supplemented by occasional adverts and editorial in local newspaper charity supplements. Consideration is currently being given to running a week-long LBTv television campaign in the major indoor shopping mall in Inverness early in 2011. This would also provide the opportunity to undertake a survey of public awareness of and attitude towards Adult Protection. The possibility of running a television campaign jointly with Child Protection is also being explored as previous Child

Protection-only campaigns have shown a positive response. Additionally, the partner agencies are exploring ways of publicising Adult Support and Protection internally e.g. via pay slip inserts and via local practitioner forums.

5.3 Responses

5.3.1 It was noted that Highland Council received only one identifiable telephone call in response to the national campaign. This transpired to be a *Violence against Women* issue rather than Adult Support and Protection.

5.3.2 A particular issue for Highland has been the absence of a single, central phone line on which to receive calls from the public. During the national campaign, temporary use was made of the personal office phone number for the Chair of the Delivery Group but the local campaign advised the public to contact their local Social Work office, making it difficult to track calls. It is anticipated that combining the administrative resources of the Child and Adult Protection Committees will enable the creation of a single, central point to which calls can be directed. In addition it will allow for the central administration of the Highland Appropriate Adults Scheme. It is believed that this will allow for better monitoring of the impact of campaigns in terms of responses to the call for action.

5.3.3 It is also proposed to incorporate specific Adult Support and Protection questions into public performance surveys undertaken by each of the member agencies.

5.4 Other Awareness-Raising Activity

5.4.1 The Chairs of the Committee and of the Delivery Group, together with the Development Officer, have undertaken a number of other awareness raising activities. Examples of these have included:

- Discussion with a group of **HUG** members (mental health service users) covered: basic purpose of legislation including definition of adults at risk; relationship of this legislation to Adults with Incapacity and Mental Health legislation; how we work together in Highland as a partnership – Council, NHS and Health; how we might take steps to protect; and HUG member issues;
- **Transformational Change Roadshows** – six events took place over the summer to inform Council and NHS staff about the programme of major change ongoing in community care. Several of the Roadshows offered the opportunity to run interactive workshops on Adult Support and Protection. Staff attending reported back on these very favourably;

- **Ward Forums** – in consulting on the new Joint Community Care Plan that is under development, officers attended meetings of Ward Forums across the Highland areas. Adult Support and Protection were highlighted as important activities. Ward Forums are opportunities for members of the public to meet with local elected members and officers to learn about the work of the Council and to discuss issues of interest;
- **Round Table** – a presentation on Child and Adult Protection was given to Inverness (Milton) Round Table. It is hoped to repeat these presentations with other Round Table and Community Groups;
- **Army Welfare** – a joint workshop on Child and Adult Protection will be held for Army Welfare Officers in November; and
- **Guidance for Community Groups** – this guidance, which is currently made available through Child Protection training events and the Integrated Children's Services website, is being updated to include Adult Protection along with information on the new *Protection of Vulnerable Groups Scheme*. A link to the updated document will also be placed on the Adult Support and Protection webpage.

6 Management of Adult Support and Protection in Highland

- 6.1 Lead responsibility for Adult Support and Protection in Highland Council sits within the Social Work Service. Community Care forms one of the three main operational arms of the Social Work Service, the other two being Children's Services and Criminal Justice Services. Jointly with NHS Highland partners, a great deal of modernisation activity is underway with Social Work and Health working closely together to implement a major Transformational Change Programme (see **paragraph 1.8**).
- 6.2 An important new post has been created in Highland with the appointee due to join Highland Council in November. The role of the **Resource Manager (Adult Support and Protection)** includes responsibility for the lead officer role for Adult Support and Protection, management of the Council's dedicated Mental Health Officers and further policy development.
- 6.3 The size and geography of Highland make it impractical to have a dedicated Adult Support and Protection Team. As a result, a range of roles and tasks are undertaken by various Community Care staff across the three areas of the Council including managers and staff in the area-based teams that provide services for Older Adults, Younger Adults and Adults with Learning Disabilities. Some functions also sit within the Community Mental Health Teams. Within Northern Constabulary, Adult Protection and Child Protection are activities that are both dealt with through the central Public Protection Unit, Divisional Inspectors and local liaison officers.

6.4 In Highland, the role of the Council Officer is undertaken by qualified Social Workers in Community Care Teams, Community Psychiatric Nurses, Community Learning Disability Nurses and Social Workers in the dedicated Out of Hours Team or those required to undertake out of hours duties under the current rota system. The role of the Nominated Officer in the Social Work Service is carried out by the Managers of the Community Care Teams.

6.5 The Adult Care Review Framework has been updated to show the role of the Adult Care Review Officer in respect of Adult Support and Protection with the Review Officer having responsibility for chairing Adult Support and Protection Review meetings.

6.6 Financial Information

Details of the budget to facilitate Adult Support and Protection can be found at Appendix 5.

7 Communication and Cooperation between Agencies

7.1 Inter-Agency Cooperation

7.1.1 Highland is able to demonstrate an excellent track record for joint-working. This is reflected at the highest level in the form of the Safer Highland Leadership Group and numerous topic specific Chief Officer Groups. As a path-finder area for '*Getting it Right for Every Child*', Highland has children's services that are well-integrated and it is anticipated that the Transformational Change Programme for Community Care will support the achievement in the future of similar outcomes for adult services.

7.1.2 Highland has a good history of partnership-working around Protection of Vulnerable Adults. Following the publication of '*The Adult Support and Protection (Scotland) Act 2007*', the Highland Adult Support and Protection Implementation Group was established with a remit to work towards the establishment of joint strategy and delivery groups – the Adult Support and Protection Committee and the Adult Support and Protection Delivery Group. The Implementation Group met regularly between February and November 2008. There was valuable joint discussion of national consultations that included, for example *The Protection of Vulnerable Groups (PVG)(Scotland) Act 2007*, *the Adult Support and Protection (Scotland) Act 2007*, *the Code of Practice/The Role of Council Officer*', and the production of a joint newsletter for staff of all three statutory agencies.

7.2 Joint Protocols

- 7.2.1** Part of the work of the Implementation Group was to review existing protocols for joint working and make recommendations for the new Adult Support and Protection Committee to take forward. The development of *Adult Support & Protection in Highland - Inter-Agency Procedures for the Implementation of the Adult Support and Protection (Scotland) Act 2007* has been an iterative process, going through several re-writes prior to publication in its current format. This included using *West of Scotland Inter Agency Practice Guidance and Procedures for Adults at Risk of Harm*, which were felt to be an example of good practice, to inform the final version.
- 7.2.2** Prior to finalisation of the Inter-Agency Procedures, they were tested out by staff in the partner agencies by working through a series of scenarios. before they were eventually launched in May 2010.

7.3 Participation in Case Conferences and Reviews

A recent audit of attendance was undertaken for two areas of Highland (see Appendix 4). This found that there is generally a good attendance by main partners, although GPs have quite often sent apologies and in Inverness cases Advocacy don't appear to have been involved. Also it is not always clear from the information available whether there has been a definite decision made that the Adult/Focus person should or should not be invited. This will continue to be monitored and addressed.

7.4 Transitional Arrangements

The Highland Adult Support and Protection Committee and Highland Child Protection Committee have agreed joint protocols for managing the transition of young people from the Child Protection system to the Adult Support and Protection system. These protocols are made clear in the respective Inter-Agency Guidelines and Procedures. However, in recognition that particular attention is needed to ensure a seamless transition, the Committee has identified this as a risk on its Risk Register and will be the focus of specific audit activity detailed in the Action Plan.

7.5 Information Sharing

- 7.5.1** The Highland Data Sharing Partnership has been in existence for a number of years. The Pan-Highland Information Sharing Protocol has recently been reviewed and updated in the light of changing legislation and information sharing requirements. Protocols already exist for joint file reading for Quality Assurance and Self Evaluation in Child Protection and

these are currently being reviewed with a view to extending them to Integrated Children's Services and Adult Support and Protection.

- 7.5.2** The Police Public Protection Unit, being used to information sharing for child concerns and protection issues, has applied the same standard of cooperation and communication to the sharing of intelligence about adult concerns and protection issues. This includes the filtering of concerns raised by police officers and members of the public to ensure that Adult Support and Protection services are not overburdened with inappropriate referrals.
- 7.5.3** It is recognised that more needs to be done to encourage communication and cooperation with General Practitioners. Uptake of training by this group has been extremely low and the recruitment of GP Adult Protection Champions, similar to those that already exist for Child Protection is being explored. These Champions have been effective in promoting awareness and cascading good practice to their colleagues across Highland.

7.6 Appropriate Adult Service

- 7.6.1** The Committee has established a short-life, multi-agency working group to review the current 'Appropriate Adult Scheme' that is operating across Highland. The recommendations of *Justice Denied* and experiences elsewhere in Scotland have informed this work and initial recommendations are strongly pointing towards governance and management sitting as a core element within Highland's Adult Support and Protection arrangements. A report has been discussed by the Delivery Group with a clear recommendation that the day-to-day running of this Scheme be overseen by the Development Officer (Adult Protection), reporting to the Highland Adult Support and Protection Delivery Group. Detailed proposals are currently being refined and costed options will shortly be considered by Committee.

7.7 Joint Improvement

- 7.7.1** In 2009, the Joint Improvement Team's *Working Together to Improve Adult Protection Risk Assessment and Protection Plan Formats and Explanatory Notes – August 2007* was discussed. The Adult Protection Shared Learning Initiative involved the Joint Improvement Team and several areas, Glasgow Health and Care Partnership and the three Tayside partnerships, to develop tools to assist the activities of risk assessment, protection planning and standards setting.
- 7.7.2** All adult care groups were represented in the project work, which also drew on Child Protection and Criminal Justice experience. The materials were also designed to link easily with CareFirst, the electronic recording

system used by the Highland Council Social Work Service and have now been incorporated into the Highland Adult Support and Protection Inter-Agency Procedures by way of an appendix.

7.8 Consultation

7.8.1 As far as possible the Adult Support and Protection Committee, with its Safer Highland Public Protection partners, endeavours to agree collective, partnership responses to national consultations. Consultations that the Committee has submitted views on during the period of this report include:

- Response to Department of Health Report Safeguarding Adults: Report on Consultation on the Review of *No Secrets* (August 2009);
- Consultation on the implementation of *The Protection of Vulnerable Groups (PVG)(Scotland) Act 2007* (November 2009);
- Response to the latest consultation on implementation of Self Directed Support. (February 2010). (Highland is a pilot area for SDS in respect of young people in transition);
- Consultation on the *Sexual Offences (Scotland) Act 2000 - guidance on under-age sexual activity*, which includes guidance on exploitation of vulnerable adults (July 2010);
- *Review of the National Child Protection Guidance* – the Committee was represented at the local consultation event (September 2010)

8 Training

8.1 Overview

8.1.1 The Committee takes its responsibilities in respect of training very seriously. It recognises the need for training to raise general awareness of Adult Support and Protection but crucially regards training to be essential for equipping key members of staff with the knowledge and skills they need to undertake the roles and discharge the duties that are set out in legislation – namely the Adult Support and Protection (Scotland) Act 2007, the Adults with Incapacity (Scotland) Act 2000 and the Mental Health (Care and Treatment)(Scotland) Act 2003.

8.1.2 Performance in relation to discharging responsibilities around training has not been consistent nor has there been the expected volume of training delivered. This has been a matter of considerable concern for the Committee and whilst a short-term solution has been identified to ensure that further training is delivered during the remainder of 2010-2011 (see 8.6 below), it remains the case that there is still much ground to be made up. A longer-term solution will be found once new a support team – including resources to organise and deliver training – is identified for the whole of the Safer Highland agenda (see 1.7).

8.1.3 The Committee regularly reviews its progress against the Action Plan and in October showed two training-related actions under Service Delivery Outcome 2: *'To ensure that all staff involved in the care of adults at risk of harm are appropriately trained in adult protection'* rated as 'Red' under the Red-Amber-Green ragging system. These were also flagged to the Safer Highland Leadership Group at its meeting in October. The Committee's Risk Register currently shows one risk that relates specifically to training - *B1: Staff are not appropriately trained: staff with a responsibility for implementing the Act do not receive appropriate training to practice competently and confidently.* This is being addressed (see 8.6.2 below)

8.2 Planning and Delivery of Training – February 2008 to March 2009

8.2.1 In February 2008, the Highland Adult Support and Protection Implementation Group established a Training Task Group which produced an initial plan for training. It was agreed that the immediate priority was to meet the training needs of Council Officers, their managers and respective agency Nominated Officers.

8.2.2 It was agreed that, wherever possible, training would be delivered both locally and jointly by the Partners, and would be flexible for disciplines other than Social Work, including ambulance and fire officers. There were also proposals for training in the voluntary sector and the sharing of materials between statutory and voluntary sector Partners.

8.2.3 Unfortunately arrangements for 2-day training sessions scheduled to run in September and October 2008 were postponed due to training materials requiring some revision following issues identified at a Regional Training Event and there still being a number of unanswered questions in relation to the Act.

8.2.4 However, Council Officer training did commence at the end of October 2008 and by January 2009, five, 2-hour sessions attended by 73 Council Officers, had been delivered. These received positive feedback. In addition, a training session on the Act was run for members of the Highland Adult Support and Protection Committee in January 2009. This was also well received.

8.2.5 Following this initial round of training, a further 9, Level 3, 2-day training sessions for Council Officers, and 24, Level 2, half-day awareness-raising training sessions for all relevant staff would be run from January-March 2009.

The completion statistics are as follows:

	Social Work Services	NHS Highland	Police	Independent / Voluntary Sector	Totals
Council Officer (9 x 2 day courses)	110	21	6	26	163
Awareness (24 x 0.5 day sessions)	241	25	8	304	578

8.3 Planning and Delivery of Training – April 2009 to October 2010

8.3.1 In November 2009, the Committee requested that a scoping exercise be undertaken with the Adult Support and Protection Delivery Group and the Council's corporate Employee Development Unit to consider the potential delivery of further Council Officer Training Sessions and Awareness Raising Sessions.

8.3.2 In terms of raising awareness about Adult Support and Protection issues, it was agreed that the priority group would be Home Care staff and Support Workers across all community care settings. Over the two years to October 2010, 249 staff from residential and day care settings attended the *Safeguarding Adults at Risk of Harm* course run by the Highland Council Employee Development Team.

8.3.3 Further proposals to incorporate Awareness Raising Training Sessions into the agendas of in-house, staff team meetings in each of the Partner agencies. This was designed to capture a larger audience. Adult Support and Protection is also covered in staff induction.

8.3.4 As it had not been possible to fill the proposed Training Officer (Adult Protection) post due to the ongoing review of the wider public protection support structures, it was decided that staff from within the Social Work Service, who have a responsibility within their current role/remit to deliver training based on the training for trainer's model, should be utilised as an interim measure. In addition, the Project Manager (Mental Health and Learning Disability) was tasked with delivering the Council Officer Training and the Awareness-Raising sessions and these ran from February 2010 onwards until his retirement in June 2010. Three categories of training sessions were run: Adult Support and Protection Awareness; Council Officer (2 days); and Adult Support and Protection Procedures.

8.3.5 Adult Support & Protection Training February – October 2010

Numbers of staff attending, by Sector

Council Officer Training:

<u>Sector</u>	
Social Work	50
Health	6
Police	7

63

Awareness Training:

<u>Sector</u>	
Social Work	104
Health	22
Police	7
ECS	6
Housing	14
Independent Sector	72
Voluntary Sector	22

247

Procedures Training:

<u>Sector</u>	
Social Work	75
Health	16
Police	
ECS	
Housing	
Independent Sector	47
Voluntary Sector	25

163

8.4 Additional related training activity

8.4.1 In addition to the formal training activity listed above, a number of additional activities aimed at up-skilling staff have taken place. These include:

- ensuring that there is sufficient coverage of Adult Support and Protection in the new induction materials for Social Work Service staff;
- updating the NHS Highland staff induction booklet to include signposting to *Adult Support & Protection in Highland - Inter-agency Procedures for the Implementation of the Adult Support and Protection*

(Scotland) Act 2007, as a formal process that has to be signed off by both the staff member and their manager;

- Northern Constabulary has developed an aide memoir for staff. In addition, the Scottish Government has allowed its template to be used to produce 5,000 generic aide memoirs for staff in the partner agencies. These are routinely included in training packs and with the circulation of guidance;
- scoping the availability of relevant higher level, university accredited courses for staff;
- the development of a distance learning package by the Police Training College; and
- the development of Joint Interviewing and Investigation Training (JIIT).

In addition:

- there have been two initiatives around training for people who have a learning disability – the People First initiative and the DVD 'Help' produced with Eden Court and presented as a small drama for service users;
- Highland Community Carers Forum run a rolling training programme for carers, entitled *Carers Can*, which covers navigating the different aspects of the health and social care system, active management of stress; Guardianship, Power of Attorney, etc;
- the Highland User Group (HUG) Communications Project runs 12 Mental Health Awareness training sessions per year;
- the Council's corporate Employee Development Team offers a basic awareness-raising course for Council staff; and
- Highland Community Care Forum, funded by the Highland Council and NHS Highland, has run a series of carers' awareness sessions for Council and NHS staff. The importance of good support for unpaid carers is greatly emphasised. Research has shown that carers' ability to care safely can be compromised in situations where they are under stress and feel unsupported.

8.5 Additional Training Needs

8.5.1 The Committee recognises that staff, especially those who are undertaking specific roles and discharging statutory duties, require additional specialist training. In keeping with the recommendations that came out of the ADSW Learning and Development held in October 2009, the Committee has agreed that training should be developed around the following specific areas: risk assessment; chairing of Adult Support and Protection case conferences; joint investigative training; court skills; and case planning.

8.6 Current situation with regard to the delivery of training

8.6.1 The Committee is acutely aware and concerned that there has been no further roll-out of the various training streams since May 2010. This has been flagged up in recent reports to the Highland Safer Highland Leadership Group as a significant risk. The Committee has the training materials ready to be used but is unable to re-embark on a programme of training until such a time as the 'Safer Highland' umbrella is able to identify a dedicated Training Officer resource and associated administrative support.

8.6.2 In the meantime, a short-term solution has been found and a recently-retired member of Social Work staff who was involved in the delivery of the training earlier this year has agreed to work on a sessional basis to deliver further training in relation to awareness-raising, the role of the Council Officer and the Inter-Agency Procedures. A programme of training is now being finalised and the roll-out of this will commence before Christmas.

9 Workforce Issues

9.1 Additional Support

9.1.1 In October 2008, Scottish Government agreed that additional resources would be available to enhance the complement of Social Workers, strengthen administrative supports and reviewing structures so enabling the Service to respond to the additional demands of Adult Support and Protection. This also placed local authorities better able to respond to the impact of the Adults with Incapacity (Scotland) Act 2000 and the Mental Health (Care and Treatment) (Scotland) Act 2003.

9.1.1 Early in 2009, the Highland Council introduced a revised Adult Care Review Framework which refers specifically to the regular review arrangements for any adult who may be at risk from harm. A new Adult Care Review Team Manager post was established together with two Adult Care Review Officers and appropriate clerical support. In terms of frontline Social Work staff, additional Social Worker posts have been established across all three of the Council areas.

9.2 Sickness absence

9.2.1 The Highland Social Work Service has experienced a significant problem with sickness absence amongst its staff in recent years. At approximately 7.5%, it currently runs at about twice the level of other Highland Council services. Given the actual and potential impact on service provision, performance in relation to staff absence is closely monitored and a detailed analysis of the 'hot spots along with a robust action plan for

managing down the absence rate forms part of the performance information that scrutinised at the Quarterly Performance Reviews that the Chief Executive of the Council chairs and is attended by the Social Work Management Team.

9.2.2 Earlier this year, the Service established an Absence Management Task Group which provides strong practical support to enable managers to address local absence issues. It is clear that one of the main challenges across the Service is that of providing adequate cover in place when a member of staff is absent. This is especially challenging in a residential care setting when relief staff need to be brought in at substantial cost. The Service has considered whether staff absence has impacted on its ability to deliver an Adult Support and Protection service in accordance with the processes and timescales that are set out in the Inter-Agency Procedures. There is there is no evidence of any direct impact on practice but it will be important to ensure continued monitoring of this. It is encouraging to see that the 2010/2011 Quarter 2 figures are showing a small improvement on those of Quarter 1. NHS Highland operates to a government target of 4% sickness absence and red flags anything above 5%. No issue has been identified.

9.3 Workforce Planning

9.3.1 Work was undertaken by the Highland Council in 2008 to map the Social Work workforce in terms of age profile and experience. This highlighted an aging Social Worker workforce, particularly in respect of Mental Health Officers. The Committee recognises that this will have an impact on the Council's ability to sustain a suitably experienced workforce to ensure a high quality response to Adult Support and Protection issues and will request that future mapping is undertaken and the findings of this considered.

10 Additional Cross-Cutting Activity

10.1 Through its work with the other committees under the Safer Highland public protection umbrella, the Adult Support and Protection Committee is actively involved with a number of important cross-cutting initiatives.

10.1.1 E-Safety There is currently an e-safety initiative in relation to Child Protection, which could be extended to include protection of adults at risk, e.g. in relation to financial scams, sexual predators, etc. The e-Safety Working Group has agreed to scope an extension of its remit and has requested examples of cases from the Adult Support and Protection Delivery Group and members of other public protection committees.

- 10.1.2 Protection of Vulnerable Groups Scheme** The imminent roll-out of the Protection of Vulnerable Groups Scheme has resulted in a requirement for all partnership members to consider approaches to retrospective disclosure checking of existing staff. In addition it has been recognised that there is a need to update the existing joint *Child and Adult Protection Guidance for Community Groups* to reflect both the PVG Scheme and the new Inter-Agency Procedures.
- 10.1.3 Transitions Arrangements** The Highland Child Protection Guidelines include a protocol on the decision-making process in relation to transitions arrangements that is when young people move from being the responsibility of Children's Services to Community Care. In November 2009, this protocol was incorporated into *Adult Support & Protection in Highland - Inter-agency Procedures for the Implementation of the Adult Support and Protection (Scotland) Act 2000*. A series of transitions events were held across Highland during the summer of 2010.
- 10.1.4 Gender Based Violence (CAL 41 2008)** In February 2010, an Action Group was set up to take this forward. It is anticipated that this work may cross over with the work of the Highland Adult Support and Protection Committee.
- 10.1.5 Self Directed Support** The Highland Council is a pathfinder local authority for Self Directed Support. Steps have been taken to ensure that clauses in relation to both Child and Adult Protection have been included in contracts with service providers. In addition, a series of questions, about the service user's own perception of their safety in relation to potential abuse, has been included as part of a tool being designed to assist service users with identifying desired outcomes.
- 10.1.5.1** Through his membership of the **National Chairs Forum**, the Chair of the Highland Adult Support and Protection Committee has also highlighted a number of protection issues relating to self directed support.
- 10.1.6 Activity Agreements** The Highland Council Education, Culture and Sport Service is introducing Activity Agreements for older pupils. Clauses in relation to both Child and Adult Protection have been included in contracts with service providers.
- 10.1.7 Lesbian, Gay, Bi-sexual and Trans-sexual (LGBT) issues** Highland Council's Employee Development Team has recently developed a training course entitled *Diversity and Older Adults*. This has been in conjunction with the 'Rainbow People', a local LGBT group. One outcome from the initial training session run has been the identification of the need for diversity sensitive literature for potential Care Home residents. This has

generated a piece of scoping work involving the 'Rainbow People' and local Care Home managers.

- 10.2 Other cross-cutting issues** The Development Officers for each of the six committees under the Safer Highland umbrella are currently scoping the extent of other cross-cutting issues. This includes: hate crime; adult survivors of childhood sexual abuse or institutional abuse; violence against Women who are also 'adults at risk of harm'; human Trafficking; support for substance misusers and users of criminal justice services who meet the definition of adults at risk of harm; and parenting issues where adults at risk of harm are parents with dependent children who may be young carers, or otherwise in need of support or protection.

11 Achievements, Challenges and Future Plans

- 11.1** As described in the introduction to this report, the Partners have agreed an Action Plan, the implementation of which is being closely monitored. As part of this monitoring process, progress and challenges are being highlighted. This section summarises some key achievements, challenges and targets using the seven Service Delivery Outcome 'pillars' already described.

11.2 Service Delivery Outcome 1: Best Practice is supported by appropriate policies and procedures

The following **achievements** are highlighted:

- establishment of Adult Support and Protection as an integrated component of the 'Safer Highland' umbrella; identifying integration with Child Protection Committee support; Chief Executive Officer commitment to giving the Adult Support and Protection Committee the same importance and status as the Child Protection Committee;
- establishment of the Political Champion for Adult Support and Protection; and
- launch of well received Inter-Agency Procedures and associated documentation.

The following **challenges** are highlighted:

- ensuring the regular revision and updating of Inter-Agency Procedures and associated documentation;
- co-ordinated use of websites to help drive the agenda.

The following **targets** are highlighted:

- a review of the Inter-Agency Procedures in November 2010 to ensure that they are accurate and fit for purpose;
- a review of the processes that apply to vulnerable young people in transition to adulthood in the context of two regulatory frameworks with different underlying principles;
- Critical Incident Review procedures specific for Adult Support and Protection are developed by end November 2010; and
- development of a risk based approach to ensuring that private and voluntary sector bodies have appropriate policies and procedures in place and delivering by the intelligent use of Service Level Agreements, etc.

11.2 Service Delivery Outcome 2: All staff involved in the care of adults at risk of harm are appropriately trained

The following **achievements** are highlighted:

- the high quality of training delivered to date; and
- the high quality of training materials developed.

The following **challenges** are highlighted:

- the consistency of the training resource available so that year-round rather than episodic training is available;
- improving current performance to ensure that sufficient numbers of staff receive the appropriate levels of training required to discharge their responsibilities;
- ensuring that there is accurate intelligence on the number of people requiring training in each category so that the % delivered by different agencies and functions can be closely monitored; and
- meeting the training needs of staff in the voluntary and private sectors.

The following **targets** are highlighted:

- all key groups are appropriately trained including general Practitioners and that they are seen to play their part in the ASP processes appropriately;
- a broader training programme is delivered that includes specialist training in respect of areas where there is an identified need including chairing case conferences, interviewing and minute taking;
- a post hoc survey will be undertaken in November 2010 of a sample of staff who completed training earlier this year to establish whether the training has been effective; and
- delivery of further training for carers.

11.3 Service Delivery Outcome 3: Comprehensive information concerning suspected or actual harm is collected, shared and analysed, and used to protect adults from harm.

The following **achievements** are highlighted:

- the Council's electronic case recording system and user guidance is now fit for purpose.

The following **challenges** are highlighted:

- accurate recording of all Adult Support and Protection activity so that it can be demonstrate that the needs of adults at risk of harm are being met efficiently and effectively through statistical analysis of activity and data.

The following **targets** are highlighted:

- review on a regular basis the performance reporting information system at both an operational level and at Adult Support and Protection Committee; and
- share information and analyses with other Partnerships so that differences in referrals and outcomes can be identified for further scrutiny.

11.4 Service Delivery Outcome 4: A programme of public awareness raising work is delivered

The following **achievements** are highlighted:

- the quality of the local radio advertisements; and
- opportunities taken to talk about Adult Support and Protection in public arenas such as Ward Forums.

The following **challenges** are highlighted:

- communication about Adult Support and Protection as part of the Safer Highland agenda integrated consistently across the different public agencies using existing mechanisms and opportunities where possible.

The following **targets** are highlighted:

- commissioning of a baseline awareness survey before end 2010;

- finalisation of *Communications Strategy* by November 2010;
- maximised use of the Highland Community Care Partnership website;
- greater integration of Child and Adult Protection support functions to deliver specific improvements such as a single point of referral and telephone number;
- further use of community engagement opportunities around Community Care developments to consistently highlight Adult support and Protection issues to key groups (such as Ward Forums) and individual members of the public; and
- raised awareness from baseline through a consistent communication strategy for Adult Support and Protection that it is integrated to the broader public protection agenda.

11.5 Service Delivery Outcome 5: To ensure robust and consistent leadership, management and delivery across and through partner agencies

The following **achievements** are highlighted:

- a variety of engagement round the broader Adult Support and Protection agenda as an integral part of the Community Care planning process;
- the incorporation of Adult Support and Protection under the Safer Highland Leadership Group and the involvement and support of Chief Officers; and
- the logic model approach has facilitated a systematic reporting system with appropriate scrutiny and escalation.

The following **challenges** are highlighted:

- a settled support staff with the capacity to take forward and sustain the full breadth of work on a consistent basis; and
- engagement with independent practitioners including GPs (assisted by a greater clarity of approach from the Scottish Government).

The following **targets** are highlighted:

- Highland Community Care Partnership website: www.thecomunities.org becomes the focus for disseminating good practice;
- planned activity on training, audit, information analysis to underpin frontline activity is properly resourced throughout the period; and
- all appropriate NHS professional groups are appropriately involved in Adult Support and Protection activity.

11.6 Service Delivery Outcome 6: To have a system of audit and quality assurance in place across all aspects of Adult Support and Protection work.

The following **achievements** are highlighted:

- the use of logic modelling to produce a structured plan that identifies the key themes, underpinning processes and actions required in an easy to use way, which allows effective monitoring and reporting of progress.

The following **challenges** are highlighted:

- ensuring that there is a clear and consistent reporting mechanism to provide assurances that lessons are learnt from reports and consultations and are incorporated into revised procedures and practice.

The following **targets** are highlighted:

- an audit process is delivered that includes an evaluation of Adult Support and Protection outcomes from the perspective of adults at risk of harm and their carers; and
- benchmarking of activity in Highland against that of other Partnerships, drawing conclusions and making appropriate changes to procedures and practice.

11.7 Service Delivery Outcome 7: Adults at risk are empowered to protect themselves

The following **achievements** are highlighted:

- early evidence of adults at risk accessing advocacy support and the incorporation of the support need in new service contracts; and
- engagement with a number of stakeholder groups in the community.

The following **challenges** are highlighted:

- the diverse needs of, and inherent challenges of empowering adults at risk of harm; and
- promotion of different methods of engagement in a systematic way.

The following **targets** are highlighted:

- ensuring that future advocacy arrangements strengthens the support available to adults at risk;
- the review of processes and support systems actively encourage empowerment of individuals; and
- ensuring that specific materials and activity are aimed at those with special needs or who are hard to reach.

12 Conclusion

This Report has described the large amount of work that has been undertaken, the key achievements and some of the challenges facing the Highland Adult Support and Protection Committee over the next two years. The effectiveness of all our arrangements will be answered in time by adults at risk of harm and the people who care for them. The result of all our efforts must be to ensure that they feel safer and better protected.

13 Further Information and Contact Details

Further Information

Details of publications and other information about Adult Support and Protection and the Transformational Change Programme for Community Care in Highland and be found at:

www.thecomunities.org

Contact Details:

Highland Adult Support & Protection Committee
Kinmylies Building
Leachkin Road
INVERNESS
IV3 8NN.

Phone: 01463 703483

APPENDIX 1

Strategy Group: Highland Adult Support and Protection Committee

	Name	Agency
Chair:	Ian Gibson	Independent Chair
Vice-chair:	DCI Kenny Anderson	Northern Constabulary

National legislation/guidance relating to requirement for strategy group

Adult Support and Protection (Scotland) Act 2007, Part 1 of the Act relates to protection of adults at risk of harm. It aims to protect adults at risk who are unable to protect themselves, are at risk of harm and because they are affected by disability, mental disorder, illness or physical or mental infirmity and are more vulnerable to being harmed than others.

The Act creates an obligation on all Councils to establish multi agency Adult Protection Committees.

1. Purpose

In accordance with the Adult Support and Protection (Scotland) Act 2007 (and any other statutory regulation, requirement or guidance), to oversee and contribute towards the protection of adults at risk of harm through ensuring effective collaboration between public bodies, other agencies, government and the public.

2. Functions and Responsibilities

The Committee will fulfil its role by:

- Commissioning a Lead Officer Group with the appropriate authority and responsibility to take forward the work required.
- Implementing, distributing and reviewing inter-agency procedures, guidelines, protocols and advice in relation to adult protection.
- Ensuring that inter-agency training needs are identified and met.
- Ensuring that agreed standards of inter-agency collaborative practice in adult protection are issued and met across all agencies.
- Promoting good practice and ensuring identified improvements in inter-agency work are implemented.
- Receiving regular monitoring reports of adult protection provision and performance.
- Facilitating any internal and external audit and review activity in relation to

adult protection.

- Providing mechanisms to ensure that voluntary and private organisations that provide services to adults are included in the work of the Committee.
- Ensuring that there is a rigorous process in place for the review of critical cases.
- Establishing a forward work plan with clear priorities.
- Publishing a biennial report.

3. Membership of the Committee

3.1 Highland Council is responsible for the appointment of an independent Chair who must not be a member or officer of the Council. Mr Ian Gibson has been appointed as Chair until June 2011

3.2 Membership

Highland Council	Director of Social Work Programme Manager (Modernisation and Quality Assurance), Head of Legal and Democratic Services Head of Housing Head of Community Care
Highland Health Board	Chief Executive Director of Community Care
Northern Constabulary	Detective Chief Inspector
Care Commission	Regional Manager, North
Highland Community Care Forum	Executive Director
Crown Office and Procurator Fiscal Service	Procurator Fiscal

3.3 The Committee may also appoint as Committee members any person who appear to it to have skills and knowledge that could assist the functions of the Highland Adult Support and Protection Committee.

3.4 The Chief Executive of Highland Council and the Chief Constable of Northern Constabulary will receive copies of minutes of the Committee and may attend any meeting.

3.5 Members of the Committee may nominate a substitute to attend a meeting if they are unable to attend, only after agreement with the Chair.

3.6 The Adult Protection Committee Development Officer and Training Officer will normally be in attendance at meetings.

3.7 Representatives of the Mental Welfare Commission for Scotland, the Office of the Public Guardian, or any other public body or office-holder as Scottish Ministers may by order specify, may attend meetings.

4. Committee Procedures

4.1 Administration of the Committee is carried out by a designated Committee Clerk.

4.2 Meetings are normally quarterly, but additional meetings can be agreed by the Committee.

4.3 The agenda and papers will be sent out at least a week in advance of the meeting and minutes will be circulated within three working weeks of the meeting.

4.4 The Committee will maintain a plan of future business.

4.5 The Committee may at any time establish Sub-committees to progress the work of the Committee. Membership of any Sub-committee will be by agreement of the Committee and may include individuals drawn from outside the Committee.

5. Quorum

5.1 Meetings of the Committee will be quorate when five members of the Committee are present.

6. Chairperson

6.1 The Chair is responsible for the convening and conduct of the meetings of the Committee in accordance with this Standing Order.

6.2 In the event of the Chairperson being absent, the vice Chair will take on the responsibilities normally undertaken by the Chair.

7. Decision Making

7.1 In the event of a lack of consensus on any issue the decision will be taken by a majority vote. In the absence of a majority the Chair will

decide the course of action to be taken.

7.2 Any differences of opinion in relation to a decision will be captured in the minute.

8. Reporting

8.1 The Committee is accountable to the Housing and Social Work Committee of Highland Council.

8.2 A biennial report must be produced on the exercise of the Committees functions with copies sent to each of the public bodies and office holders represented on the Committee, the Scottish Ministers, the Mental Welfare Commission for Scotland, the Office of the Public Guardian and any other public body or office holder as Scottish Ministers may specify.

8.3 The Committee will promote awareness of its work via partner agency websites and other mechanisms.

Membership		
Name	Agency	Designation
Ian Gibson		Independent Chair
Kenny Anderson	Northern Constabulary	Detective Chief Inspector
Chris Stadames	Care Commission	Regional Manager
David Goldie	Housing and Property Services, The Highland Council	Head of Housing
Janet Spence	Social Work Service, The Highland Council	Programme Manager (Modernisation and Quality Assurance)
Bill Alexander	Social Work Service, The Highland Council	Director of Social Work
Jan Baird	NHS Highland	Director of Community Care
Leslie Johnstone	The Highland Council	Head of Legal and Democratic Services
Roger Gibbins	NHS Highland	Chief Executive,
Sheena Munro	Highland Community Care Forum	Executive Director
Brian Robertson	The Highland Council	Head of Community Care
Emma Knox	Crown Office Procurator Fiscal Service	Procurator Fiscal

Delivery Group

1. Aim of the Group

The Highland Adult Support and Protection Delivery Group will support the activity of the Highland Adult Support and Protection Committee and ensure that operational arrangements are in place for agencies to meet their responsibilities in terms of adult protection.

2. Key Responsibilities

- Supporting the Adult Protection Committee in monitoring and evaluating the operation of adult protection across Highland
- Ensuring that operational arrangements for adult protection work effectively with other public protection groups
- Implementing the Adult Protection Committee Plan for the long term development of adult protection arrangements in Highland
- Assisting with the development of the Adult Protection Committee Training Plan and Identifying and planning how to meet training needs locally
- Developing a communication strategy about adult protection with the Highland Adult Support and Protection Committee
- Ensuring implementation of the Adult Support and Protection Procedures
- Following the Adult Protection Committee plan to promote adult protection awareness across the community
- Implementing a quality assurance system to monitor, evaluate and report on performance as agreed by the Adult Protection Committee

3. Frequency of Meetings

The Delivery Group will meet 2 monthly with dates to be agreed on an annual basis.

4. Working Groups

Working Groups will be established with the agreement of the Delivery Group. Any group established will have a clear role and remit and will report back to the Delivery Group within a clear timescale.

5. Chair

The Chair of the Delivery Group will be the Programme Manager (Modernisation and Quality Assurance), Social Work Service, Highland Council

6. Membership

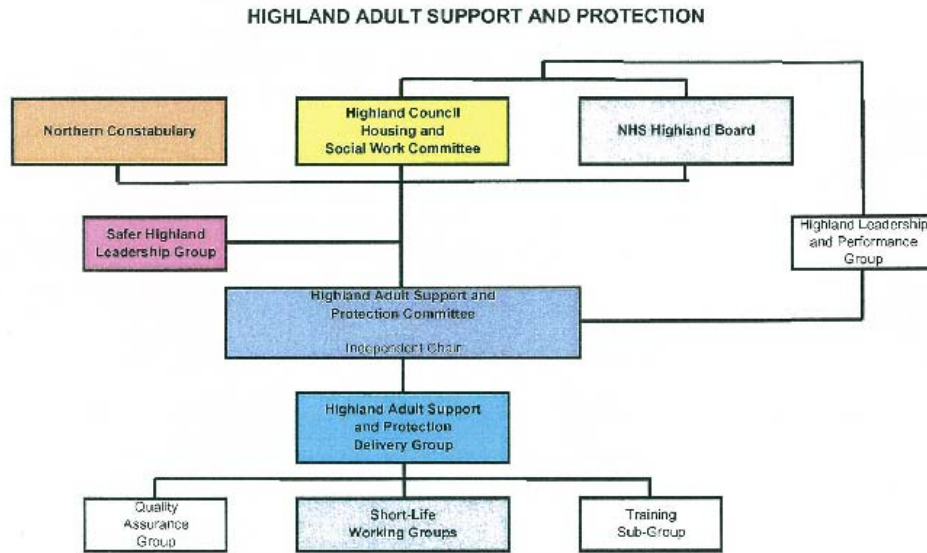
The membership of the implementation group is:

- Resource Manager (Adult Protection, Mental Health and Learning Disability), Social Work Service, Highland Council
- Area Community Care Manager, Social Work Service, Highland Council
- Detective Inspector (Public Protection Unit), Northern Constabulary
- Principal Solicitor, Chief Executive's Office, Highland Council
- Programme Manager (Modernisation and Quality Assurance), Social Work Service, Highland Council
- Team Manager – Modernisation and Improvement (Community Care), Social Work Service, Highland Council
- Lead Allied Health Professional, NHS Highland
- Lead Nurse (Mental Health), NHS Highland
- Consultant Nurse (Learning Disabilities), NHS Highland
- Representatives from Highland Users Group, Alzheimers Scotland, Scottish Care

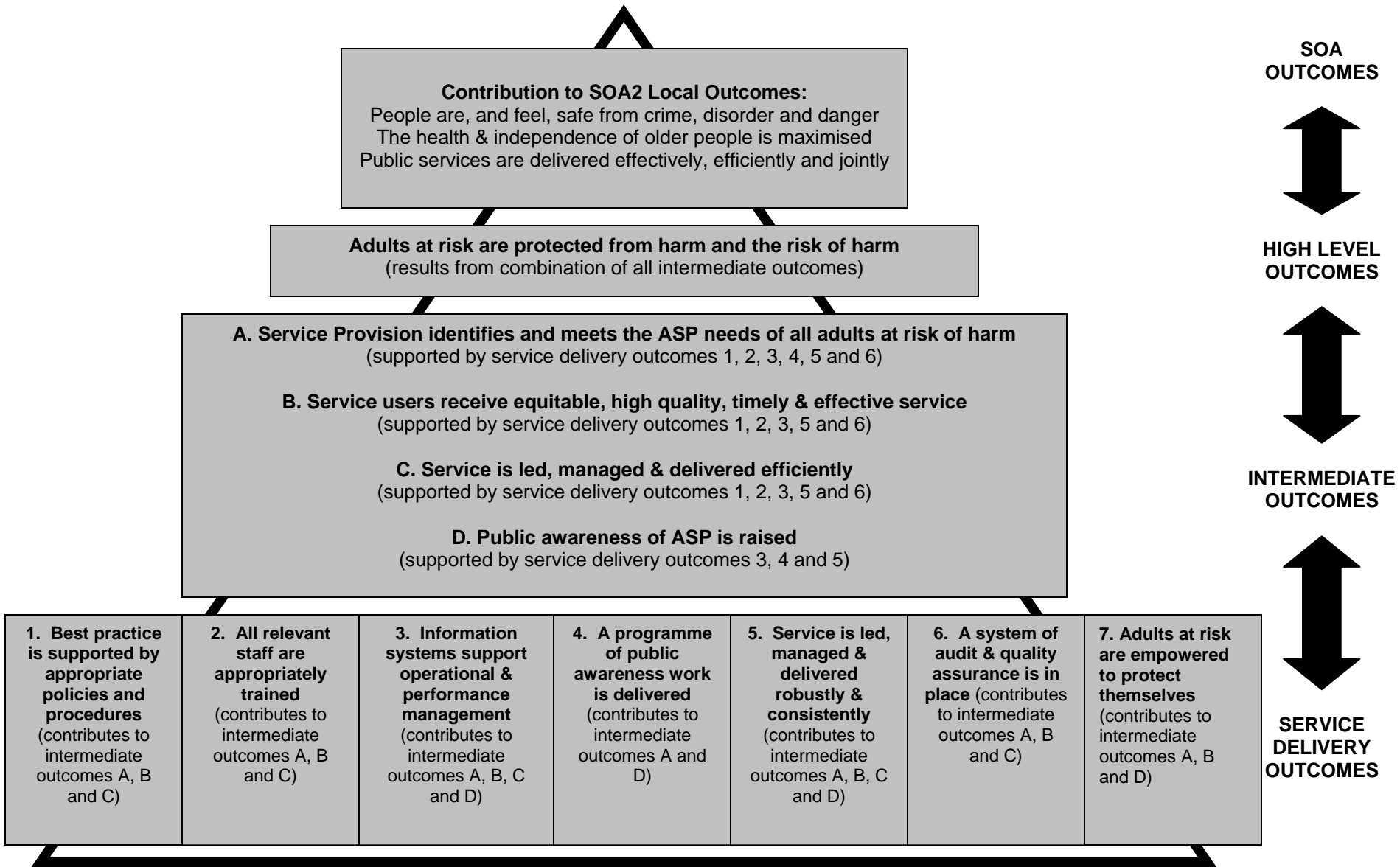
SOA and associated targets

We live our lives safe from crime, disorder and danger
Developing information framework
Developing standards for services
Support older people living independently

Accountability and Reporting Structure:



APPENDIX 2



APPENDIX 3

Sarah's Story

Sarah's Story:

The HELP Training Pack consists of a drama, which is split into six scenes and are broken by signed questions which prompt the facilitator and either an individual or a group to discuss in their own way, Sarah's own route through the Adult Support & Protection (2007 Scotland) Act. A pictorial explanation of the act and what 'Harm' means is also provided along with a list of easy read resources.

This pack came about when the Highland Learning Disability Relationships Group (HLDRG) was asked to look at the Mrs. A. Report which told of a woman's route through life, relationships and the service's support and management around those relationships. HLDRG came up with several recommendations, one was that the Acts and the Law around support and protection of vulnerable adults, should be put into the hands and language of those, the acts and laws were supposed to protect and not just in the ownership of staffs to do for vulnerable people.

The idea was to turn legal jargon and paraphrases into rights and actions and give these to people with learning disabilities and/or autism spectrum. By using a mix of drama and supported discussions to get the message across about not keeping a worry or an abuse to yourself no matter how small but who to tell and know what actions to expect off staffs or other supports around them, helped reach a wide range of abilities.

HLDRG then looked for partners which became the Highland Help Group. This consisted of Eden Court Actors, a Lead Nursing Consultant, a Mental Health Manager, carers, people with learning disabilities, a voluntary group and a range of supports from the procurator fiscal office to community services.

The drama and it's supporting tools were piloted to mixed staff audiences with the end product being trialed to an audience of young people and adults with a learning disability and/or autism. This was well met, with one group of young people being enthused to go back and hold their own session for other pupils in their school.

This pack we hope will show others that you can be creative in teaching the law and generate ideas and discussions to other vulnerable groups in the community such as the elderly, young people or patients in hospital.

Copies can be obtained from jbatty@eden-court.co.uk

More background information can be obtained from christine.gow@highland.gov.uk

**APPENDIX 4
ADULT SUPPORT & PROTECTION BI-ENNIAL REPORT STATISTICS**

Robust data can only be guaranteed for the period 01/04/2010-30/09/2010

REFERRALS DATASET

Number of Referrals	59
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By Gender	female	male								
	30	29								
By Age Group	16-20	21-34	35-49	50-64	65-74	75-84	85+			
	1	14	8	6	7	14	9			
By Primary User Group	LD	MH	PD	OP without Dementia	OP with Dementia	Acquired Brain Injury	Substance Misuse	Other		
	18	5	2	7	3	0	0	24		
By Ethnic Group	White Scottish	White other British	Not Known							
	38	11	10							
By Source of Referral	Anonymous	Carer	Community based Nurse	Family/ Relative	GP	Health other	Hospital	internal SW	NHS	NHS other
	1	5	1	1	2	3	1	15	1	2
	NHS Consultant	Other	Other HC Service	Other LA	other welfare agency	Parent	police	residential unit	self	vol org
	1	5	1	4	1	1	9	1	2	1

*Please note there is 1 case where the source of referral has not been identified

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Number of Referrals	Number of Inquiries	Number of Investigations
59	48	17

Number of Inquiries or Investigations resulting in:		
No Further Action	Further Action under ASP Act	Alternative Action (non ASP)
25	16	3

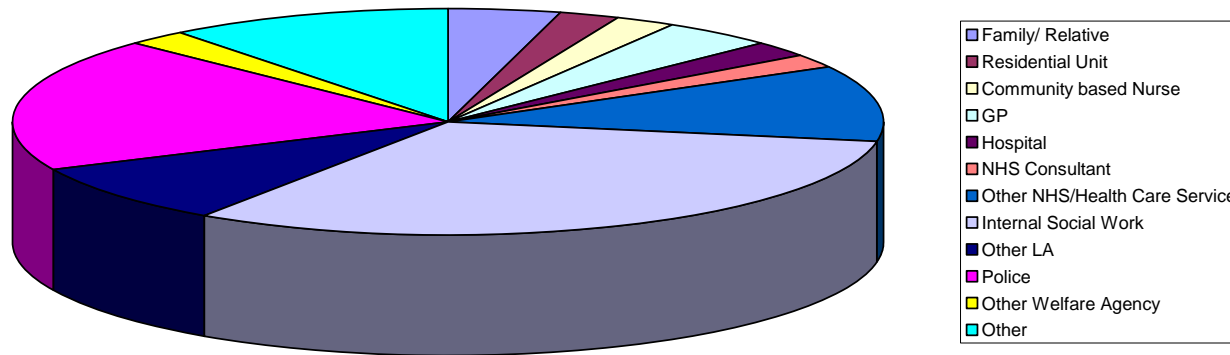
Number of case conferences	Number of case conference reviews
16	7

Number of Protection Orders	Consideration for Applications	Applications Made	Successful Applications
Assessment Orders	0	0	0
Removal Orders	0	0	0
Banning (including temporary) Orders	0	0	0

Further analysis:

A snapshot audit was undertaken of cases identified as potentially Adult Support and Protection between April 2009 and September 2010. The samples belong to two financial years, April 2009 – March 2010, and April 2010 – March 2011. The second sample is therefore incomplete. Because there are not a comparable number of months in each sample, findings are presented as percentages.

Referral Source



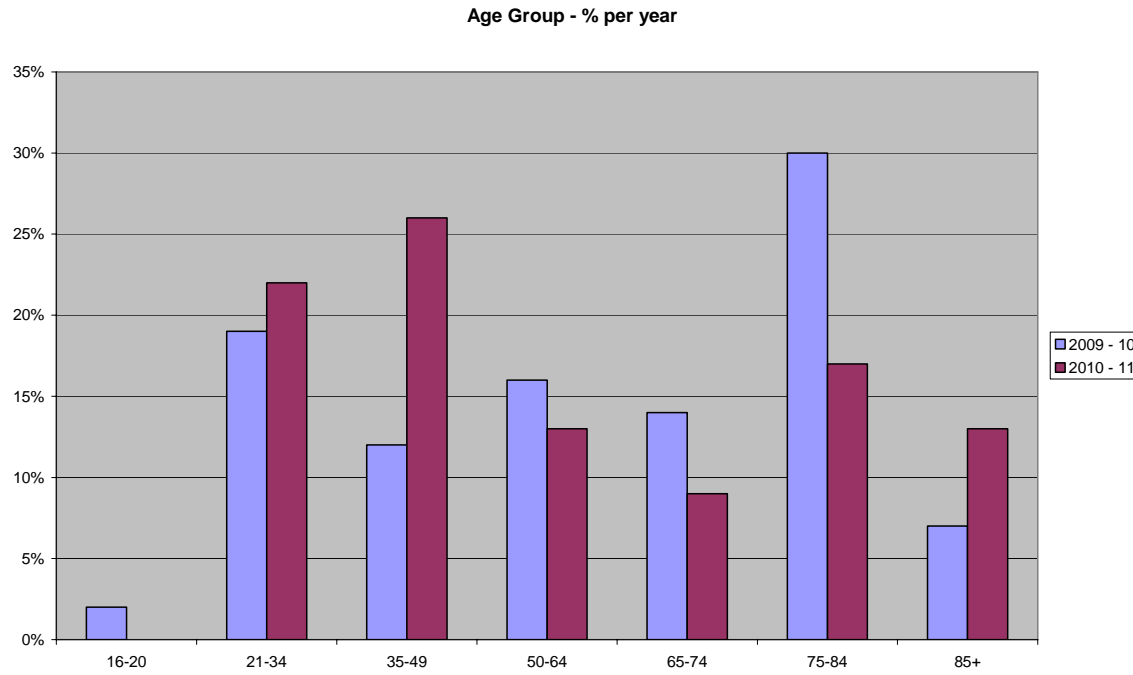
Gender split - % per year:

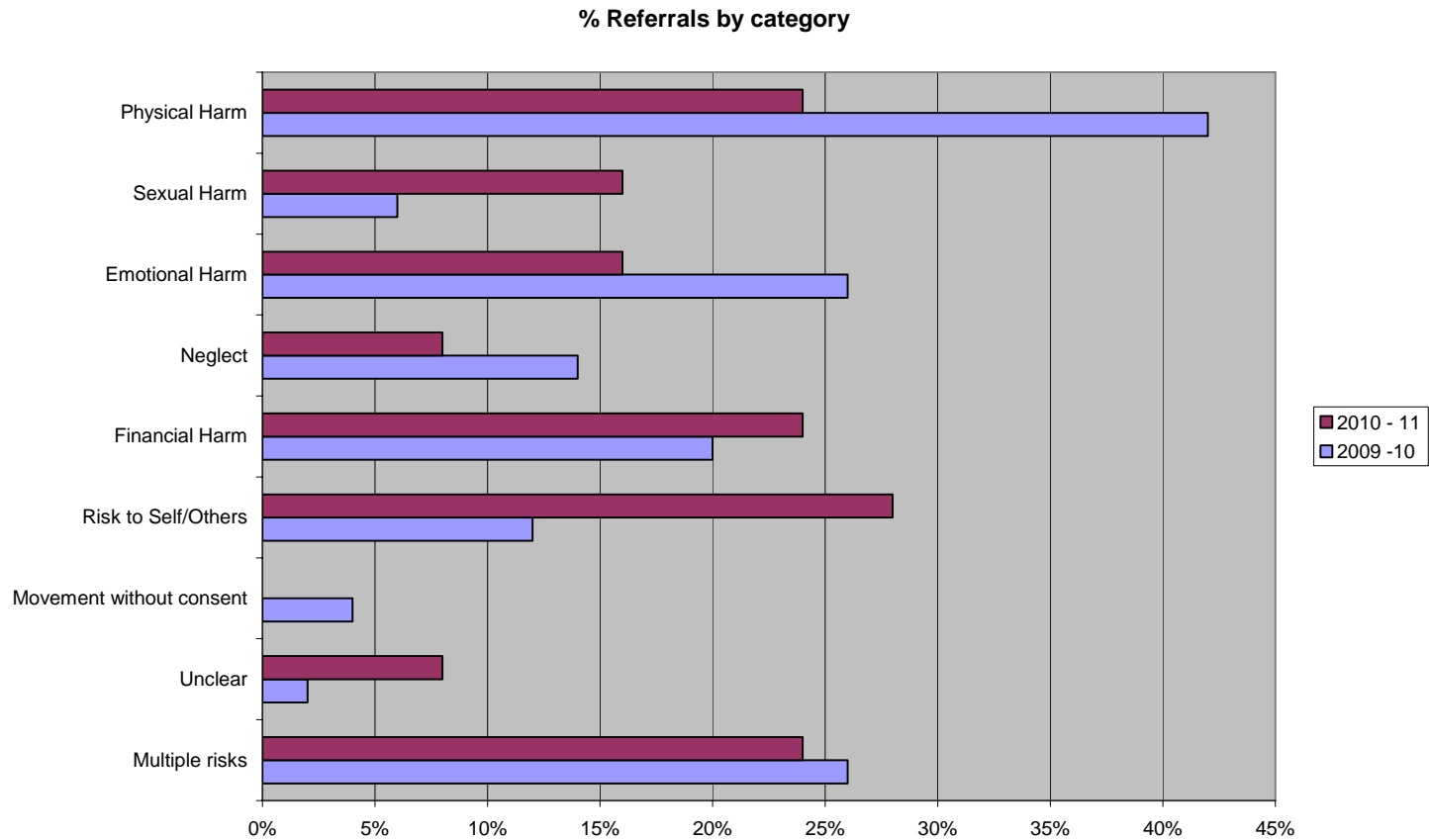
Year	Male	Female
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2009 - 2010 30% 70%
2010 - 2011 52% 48%

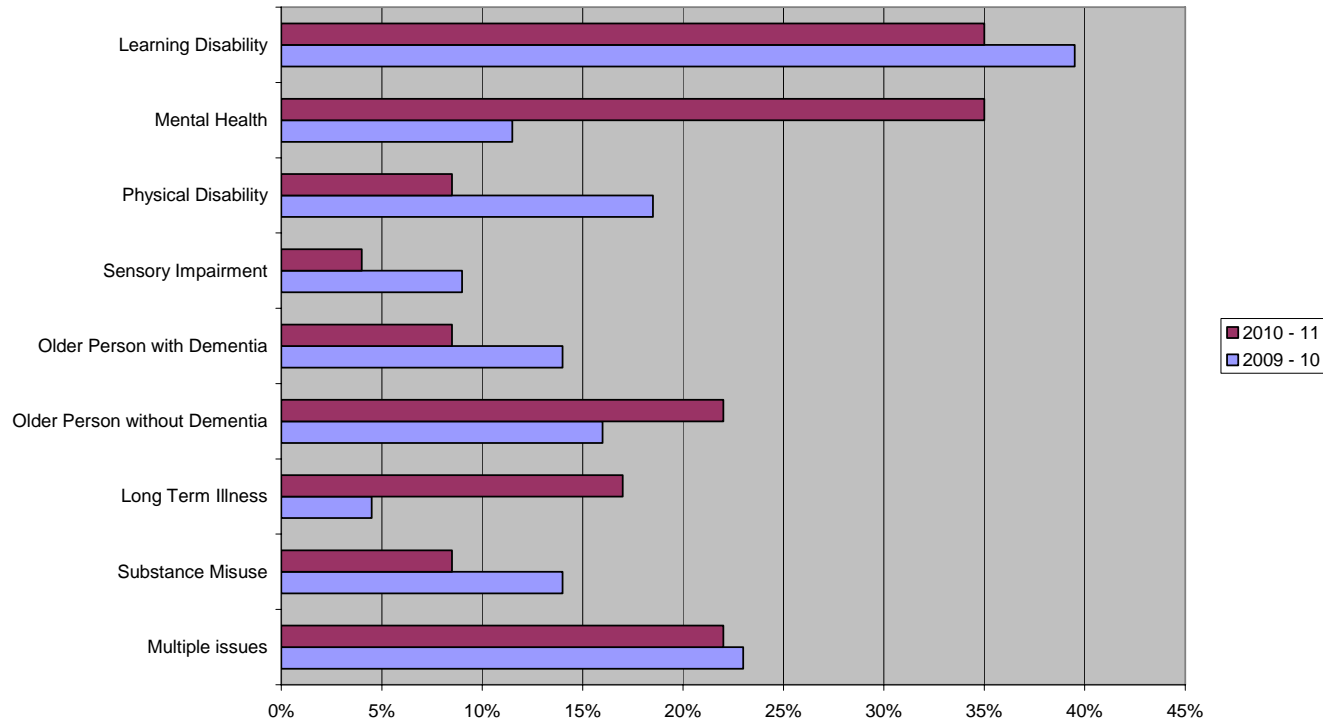
Age Distribution per year:





To date, no clear pattern is emerging except with regard to the percentage of cases, roughly a quarter, where there are multiple categories of risk of harm.

Background issues related to 'Adult at Risk' status



Whilst Primary Categories are given in the Referrals data set above, this graph considers all categories which contribute to the possibility that the person referred is an adult at risk. In each sample more than 20% of people referred met multiple categories.

Commentary:

- One particularly significant finding is that all but one (86%) of those people in the category 'At risk of sexual harm' had a learning disability.
- Two cases featured suspicions that the carer, a relative, had moved home and up-rooted the adult at risk without regard to their wishes or capacity to consent to being moved.
- Substance misuse featured in over a third of referrals where people were seen to be a risk to themselves, whilst a significant number of 'risk to others' and 'physical harm' cases involved tensions between clients in residential or day care settings.
- Carer stress or inappropriate measures to ensure safety, e.g. restraint or locked doors, was a common feature in a number of cases.
- Regrettably, a small number of cases involved staff in day-care or residential facilities. In all cases the staff member was suspended immediately, pending investigation.
- There were also a number of referrals which, upon investigation, appeared to be due to paranoid delusions related to dementia and/or mental health issues.

The ASPC will continue to monitor these trends and consider whether any steps can be taken to reduce the identified risks.

Attendance at Adult Support and Protection Review meetings

A snapshot audit was undertaken for two areas in Highland in respect of attendance at review meetings between December 2009 and October 2010. These demonstrate that attendance is generally good across all agencies. However, more work is required in respect of how best to involve GPs.

AREA	PERIOD	NUMBER OF AS&P MEETINGS
INVERNESS	DEC '09-8 TH OCT '10	3

INVERNESS

3 CASES	PRESENT	APOLOGIES	NOT INVITED BUT AWARE	NOT INVITED
COM CARE MANAGERS	1			
TEAM MANAGERS	0	1		
MHO'S	2			
SOCIAL WORKERS	1			
CPN	1			
NURSE TEAM LEADERS	1			
POLICE	1	1	1	
GP	0	2		
CONSULTANTS	1			
SUPPORT WORKER	2			
OT	1			
IND. SERVICE PROVIDER	1			
ADVOCACY				

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FAMILY	1	1		
LEGAL				
ADULT/FOCUS PERSON	2		1	

- Adult/Focus person either attended or explanation as to why not attending although no advocate for Adult who didn't attend.

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AREA	PERIOD	NUMBER OF AS&P MEETINGS
SUTHERLAND	DEC '09-8 TH OCT '10	12

SUTHERLAND

12 CASES	PRESENT	APOLOGIES	INVITED BUT NO RESPONSE	NOT INVITED BUT AWARE	NOT INVITED
COM CARE MANAGERS	4				
TEAM MANAGERS	9				
MHO'S	1	1			
SOCIAL WORKERS	12	1			
CPN/LD NURSE	9	3			
NURSE TEAM LEADERS	2	2			
POLICE	8	2			
GP	1	4	3		
IND. SERVICE PROVIDER	10				
DP/SDS	2				
HEALTH & HAPPINESS	1				
CONSULTANTS	1	3			
SUPPORT WORKER/DAY CARE	12				
OT/SALT/PHYSIO		4			
HOUSING	2	1			

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ADVOCACY	5	2			
FAMILY	4	1			1
LEGAL	1	3			
ADULT/FOCUS PERSON	3	1		2	6

- In three cases Adult/Focus person attended, in one other case family & advocate attended
- In four cases Adult/Focus person or advocacy didn't appear to be invited and no explanation given
- Three cases Adult/Focus person didn't attend (No explanation given) but advocacy did attend

APPENDIX 5

APPENDIX 5

FINANCIAL INFORMATION Adult Support and Protection Budget

Expenditure 1 April 2009 - 31 March 2010	Total Spend £,000's
Staffing - Social workers and care managers	331.82
Staffing – Administrative support staff	103.38
Staffing – Other staff	112.17
Independent Convener	3.01
Committee costs	0.82
Training costs	14.71
Legal costs	1.22
Total Spend	567.13