

**REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD –
25 FEBRUARY 2020**

**REPORT ON: ADULT SUPPORT AND PROTECTION COMMITTEE – INDEPENDENT
CONVENOR’S MID-TERM REPORT 2018/19**

REPORT BY: CHIEF SOCIAL WORK OFFICER

REPORT NO: DIJB3-2020

1.0 PURPOSE OF REPORT

1.1 This report brings forward for Integration Joint Board Members’ information the Adult Support and Protection Independent Convenor’s Mid-Term Report 2018/19 , attached as Appendix 1.

2.0 RECOMMENDATIONS

It is recommended that the Integration Joint Board (IJB):

2.1 Note the content of this report and of the Independent Convenor’s Mid-Term Report 2018/19, including key achievements and challenges over the reporting year (attached as Appendix 1).

2.2 Note the progress that has been made in developing an effective partnership response to adult support and protection issues in the city, including progress against recommendations made by the Independent Convenor in the Biennial Report 2016-18 (section 4.6).

2.3 Note the development of the Adult Support and Protection Delivery Plan for the current year (2019/20) (contained within appendix 1) (section 4.7).

3.0 FINANCIAL IMPLICATIONS

3.1 None.

4.0 MAIN TEXT

4.1 The Scottish Government introduced the Adult Support and Protection (Scotland) Act in 2007. In line with the requirements of the Act, the Dundee Adult Support and Protection Committee was established in July 2008. Elaine Torrance was appointed as Independent Convenor in April 2018.

The main aim of the Adult Support and Protection (Scotland) Act 2007 is to keep adults safe and protect them from harm. The Act defines an adult at risk as:

- people aged 16 years or over who are unable to safeguard their own well-being, property, rights or other interests;
- are at risk of harm; and
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

This is commonly known as the 3 point test. For an adult to be at risk in terms of the Adult Support and Protection (Scotland) Act 2007 (the Act), the adult must meet all three points above.

4.2 A range of statutory duties under the Adult Support and Protection (Scotland) Act 2007 are amongst the functions delegated by Dundee City Council to the Dundee Integration Joint Board under the Public Bodies (Joint Working) (Scotland) Act 2014 and the Dundee Health and Social Care Integration Scheme. The Health and Social Care Partnership manages and delivers core adult support and protection operational processes in collaboration with a range of Community Planning partners.

- 4.3 Section 46 of the Act requires the Independent Convenor to prepare a Biennial Report outlining the activities of the Adult Support and Protection Committee and more widely the progress made in Dundee in protecting adults at-risk of harm. The report is organised around a number of themes agreed by the Adult Support and Protection (Scotland) Act 2007 Code of Practice (Revised April 2014). The last Biennial Report was published in 2018.
- 4.4 In addition to the biennial report required by statute, the Independent Convenor of Dundee Adult Support and Protection Committee produces a mid-term report noting progress against identified priorities.
- 4.5 The mid-term report contains updates on the commitment to ensure that the protection of people of all ages is a key strategic priority, as well as wider developments to strengthen multi-agency responses to Protecting People concerns. It outlines how the Adult Support and Protection Committee has continued to work closely with all relevant partners, including the Integration Joint Board and Health and Social Care Partnership, the Community Safety Partnership and relevant Strategic Planning Groups, to ensure strategies and priorities are aligned and co-ordinated. The Independent Convenor's Mid Term Report March 2018 to April 2019, is attached at Appendix 1.

4.6 Progress Against Priorities in 2018-19

- 4.6.1 The Independent Convenor's Biennial Report 2016-2018 set out eight recommendations to progress a range of aspects of multi-agency work regarding adult support and protection. During the period 2018/2019 progress has been made in addressing these recommendations, including the following key developments:
- significant improvements in the collation and use of data by the Adult Support and Protection Committee and Chief Officers Group, including additional capacity within the Protecting People Team and establishment of a reporting framework by NHS Tayside;
 - self-evaluation of the Adult Support and Protection Committee, supported by colleagues from the Improvement Service, leading to the development of thematic agendas and revised terms of reference;
 - activity within the Transforming Public Protection Programme, including work to strengthen risk assessment practice within adult services;
 - continued development of the Council Officer's Forum to ensure that practitioners make a significant contribution to development and improvement activities;
 - commissioning of a review of advocacy services that is due to report later in the current financial year;
 - continued representation of people with lived experience of the Adult Support and Protection Committee, including regular opportunities to meet with the Chair and Lead Officer;
 - delivery of a range of learning and development opportunities across the multi-agency workforce; and,
 - hosting a learning event to embed local learning from a Significant Case Review carried out in another local authority area.

4.7 Areas for Further Improvement and Recommendations

- 4.7.1 Dundee Adult Support and Protection Committee is committed to reviewing and improving its activity in relation to keeping people safe. To this end, a delivery plan has been developed for the current year (2019/20). An analysis has been undertaken identifying key issues, strengths and areas for improvement from the following sources:
- Former Balanced Scorecard and associated Adult Protection datasets;
 - Preventative work undertaken across the partnership including those not generally considered to be Adult Support and Protection;
 - Case file audit outcomes and action plans;
 - Learning and workforce development activity;
 - Work carried out by the Improvement Service;
 - Areas of development identified from the Thematic Inspection;
 - The findings of Significant Case Reviews and Initial Case Reviews; and,
 - Protecting People Transformation Programme.

4.7.2 The delivery plan for the current year has subsequently been focused on five priority areas, namely:

1. What key outcomes has Dundee Adult Support and Protection Committee achieved?
2. How well does Dundee Adult Support and Protection Committee meet the needs of our stakeholders?
3. How good is Dundee Adult Support and Protection Committee's delivery of services for adults, carers and their families?
4. How good is Dundee Adult Support and Protection Committee's operational management?
5. How good is Dundee Adult Support and Protection Committee's leadership?

Each section of the delivery plan considers a priority area, considering the extent to which Dundee Adult Support and Protection Committee can demonstrate key outcomes and proposed actions to support the improvement. Progress against the plan will be reported as part of the Independent Conveners' next Biennial Report.

5.0 POLICY IMPLICATIONS

5.1 This report has been screened for any policy implications in respect of Equality Impact Assessment. There are no major issues.

6.0 RISK ASSESSMENT

6.1 This report has not been subject to a risk assessment as it does not require any policy or financial decisions at this time.

7.0 CONSULTATIONS

7.1 The Chief Officer, Chief Finance Officer, Council Management Team, members of the Adult Support and Protection Committee and the Clerk were consulted in the preparation of this report.

8.0 DIRECTIONS

8.1 The Integration Joint Board requires a mechanism to action its strategic commissioning plans and this is provided for in sections 26 to 28 of the Public Bodies (Joint Working)(Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Dundee City Council and NHS Tayside.

Direction Required to Dundee City Council, NHS Tayside or Both	Direction to:	
	1. No Direction Required	✓
	2. Dundee City Council	
	3. NHS Tayside	
	4. Dundee City Council and NHS Tayside	

9.0 BACKGROUND PAPERS

9.1 None.



Adult Support & Protection
Committee Dundee



Independent Convenor's Mid Term Report

March 2018 - April 2019

www.dundeeprotects.co.uk



Adult Support
& Protection
Committee Dundee

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Independent Convener of Dundee Adult Support and Protection Committee

This report summarises the work of the Adult Support and Protection Committee (ASPC) for the year 2018/19.

It has been a particularly busy and productive year for the Committee and the report details the significant progress that has been made with many of the key actions set out in the last bi-annual report. This has included a self-evaluation exercise of the core activity of the committee which resulted in a refocus on the role of the Committee, audit and risk assessment has helped our delivery plan for the coming year.

The collation and analysis of regular statistical data is now considered by the Committee and is informing key areas for future work and focus. An induction framework for new members of the Committee has been developed and a comprehensive training programme continues with the introduction of a Council Forum being particularly well received.

There remains more to be done and a robust delivery plan has been agreed for the coming year which includes the work underway on leadership, risk assessment and chronologies being undertaken as part of the Joint Transformation Programme between the Care Inspectorate and Dundee Chief Officers Group. The delivery plan will continue to be progressed and monitored by the members of the Committee.

I would like to take this opportunity to thank all the members of the Committee and other key stakeholders for their dedication and commitment to continue to support and protect all adults across the City of Dundee.

With thanks.



Elaine Torrance
Independent Convener
Dundee Adult Support and Protection Committee
December 2019

Introduction and Context 1

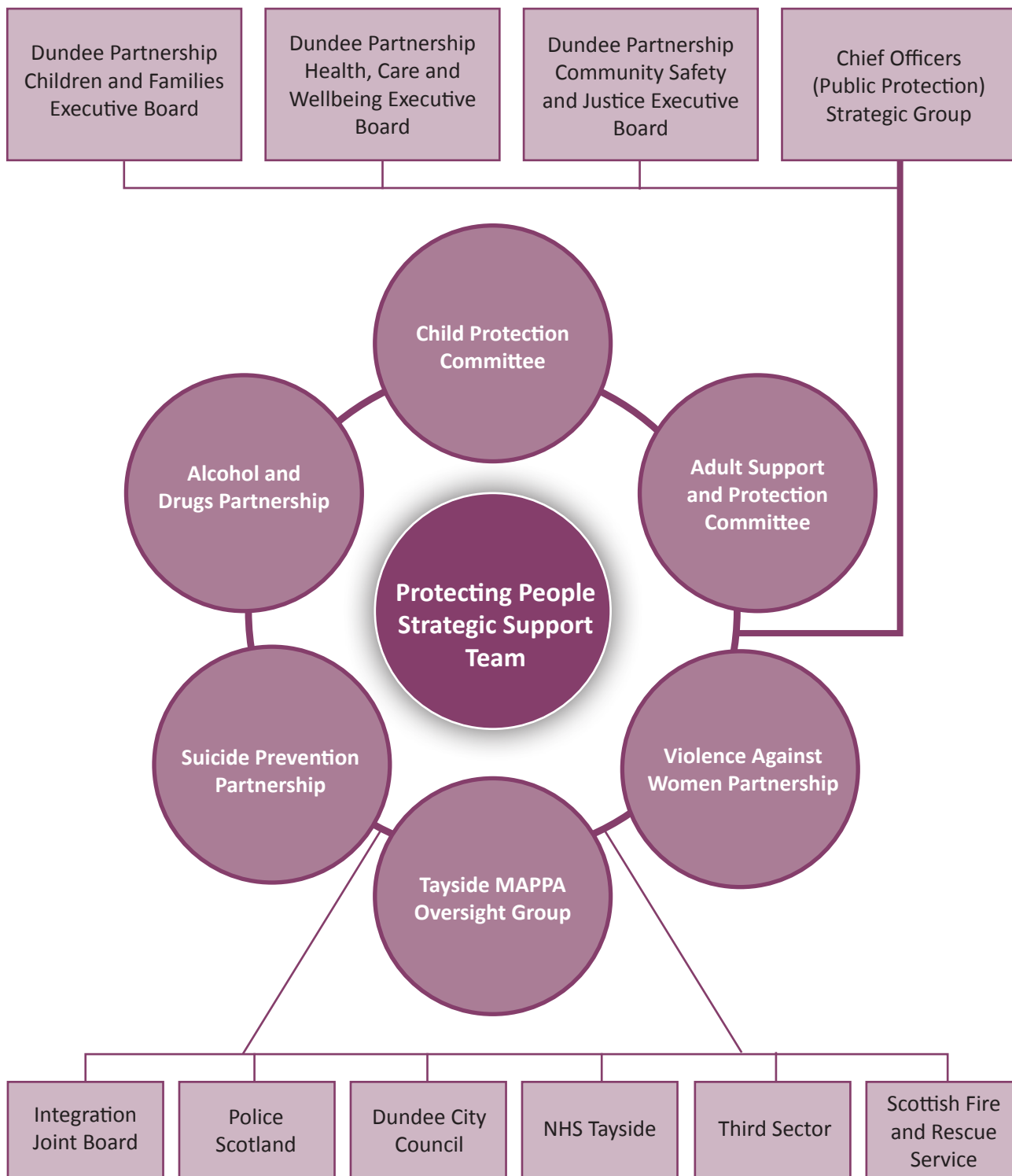


The Adult Support and Protection Committee sits within the work of Protecting People which covers Adult Protection, Child Protection, Violence Against Women, Alcohol and Drugs and Multi Agency Public Protection Arrangements (MAPPA). There are three Protecting People groups which consider Self Evaluation, Communication and Learning and Workforce Development.

The Chief Officers of Dundee City Council, NHS Tayside and Police Scotland Tayside Division, individually and collectively, lead and are accountable for, the development of work in the area in relation to Protecting People Services. This includes ensuring the effectiveness of each of the component committees/partnerships. This places the work in a more holistic framework in which protection is undertaken in an integrated manner.



The Chief Officer Group is the strategic forum for public protection in Dundee with responsibility for shaping the operational development of the public protection arrangement. As such it will work through public safety and partnership committees statutory and otherwise to assess risk and to work to reduce it. The image below illustrates the relationship between the various bodies and groups to protect the people of Dundee.



The delivery of Adult Support and Protection processes in Dundee is administered by a team who arrange Adult Support and Protection meetings, manage referrals, minute meetings and collate performance data. This team continues to work efficiently, flexibly and effectively in delivering these key supporting tasks.

The role of Lead Officer to the Adult Support and Protection Committee was set up in July 2013 and focuses on progressing the work of the Committee through its subgroups and the Protecting People meetings. Now entitled “Lead Officer Protecting People” post provides an effective link between relevant agencies as well as co-ordinating within these agencies and with the Independent Convenor.

The structure of the new Partnership, the role of the Integrated Joint Board and the role of staff within the joint services has been the focus of much work in respect of Adult Support and Protection with the Chief Officers Group committed to ensuring that the protection of people of all ages continues to be a key Strategic Priority, as are the Strategic Priorities of Early Intervention/Prevention, Person Centred Care and Support, Models of Support, Pathways of Care, Health Inequalities and Managing our Resources Effectively, all of which will strengthen multi-agency responses to Protecting People concerns. The Adult Support and Protection Committee will continue to work closely with all relevant partners to ensure our strategies and priorities are aligned and coordinated.

In response to this the committee conducted a number of improvement related activities during the period covered by this report.

“At a local level the protection of the adult population in Dundee from financial harm, and from the many other forms of adult abuse, is one of the priority areas which the Health and Social Care Partnership, in support of the work of the Adult Support and Protection Committee, will increasingly require to address in the coming years”. (Dundee Health and Social Care Strategic and Commissioning Plan, 2016)

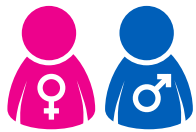
The changes to Policing in Scotland in recent years has presented opportunities and challenges as eight forces have been united into one – Police Scotland. Alongside the national changes there have been local changes with the development of the Risk and Concern Hub and the consolidation of the role of Police, Health and Social Work in the Early Screening Group. This has been managed positively locally, with good continuity of staffing, which has helped sustain this model of working. Adult Concern Reports are ‘triaged’ by a Detective Sergeant, before going forward to the Early Screening Group, and referral pathways, other than health and social work, this has led to a reduction in the number of adults being referred for statutory adult protection procedures such as Initial Referral Discussion but has contributed to others being proportionately supported by the right services at the right time.

Dundee at a Glance

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The following provides key demographic information relating to Dundee.

Population



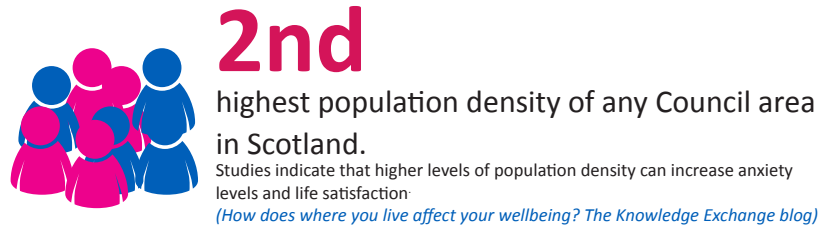
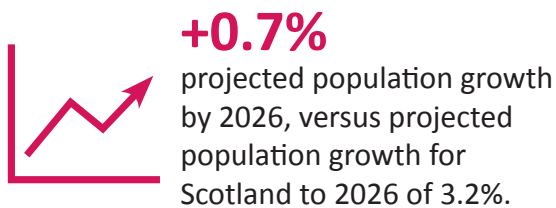
148,710
Dundee's Population



22,000
people living outside city
registered with GP practices



(Mid 2017 population estimates Scotland – National Records of Scotland)



Higher proportion
of people with one
or more disability in
comparison to the rest
of Scotland.



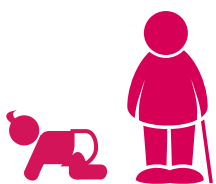
East End, Lochee and Collieston are the areas of
Dundee that have the highest prevalence of people
with mental health conditions, physical disabilities,
learning disabilities and sensory impairment.
(source: 2011 census)

13,072 people who identified
as being a carer in the
2011 census.

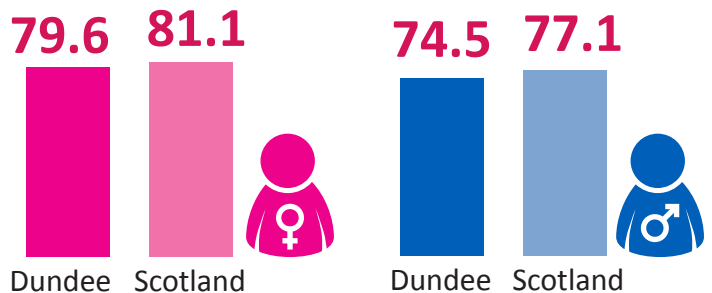


360,000 hours of care per week
provided by carers in
Dundee.

Life Expectancy

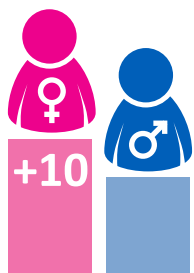


2nd
lowest life expectancy
of any council area in
Scotland.



Average life expectancy in Dundee compared to Scotland

(NRS Life Expectancy for administrative areas within Scotland 2014/16)



Life expectancy of a
female who lives in one
of the least deprived
areas of Dundee is over
ten years more than a
male who lives in one
of the most deprived
areas.

63.7
years Healthy Life
Expectancy (HLE) for
females in Dundee.

This is lower than
Scotland which is 65.3
years.

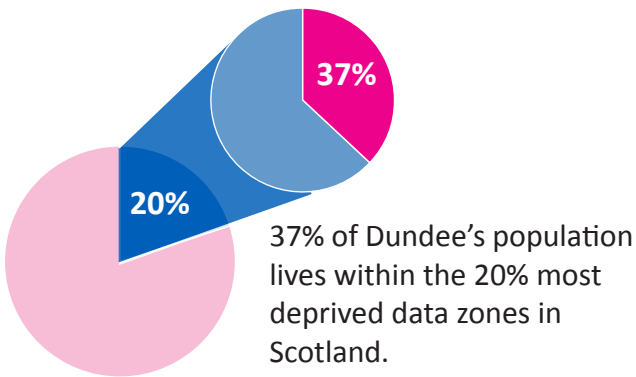


61
years Healthy Life
Expectancy (HLE) for
males in Dundee.

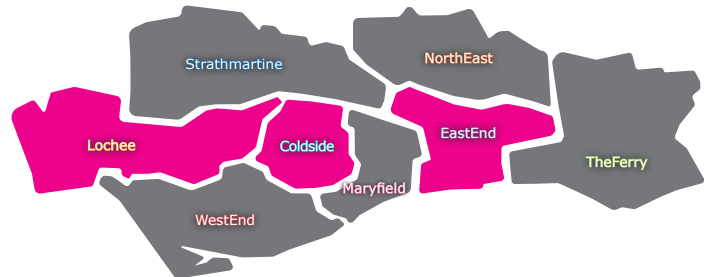
This is lower than
Scotland which is
63.1 years.

Deprivation and Health Inequalities

Given the stark variation in how long a person lives and critically how long they live healthily, Dundee needs to invest resources where deprivation is at its most pronounced. Deep rooted deprivation is closely linked to health inequalities.

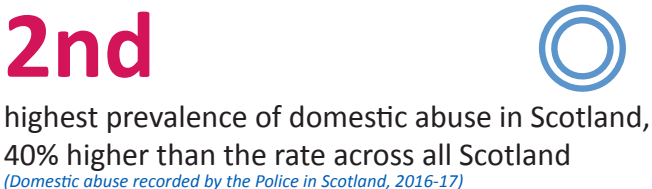
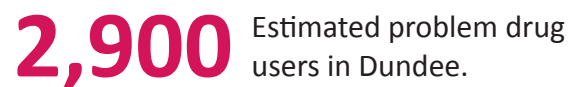
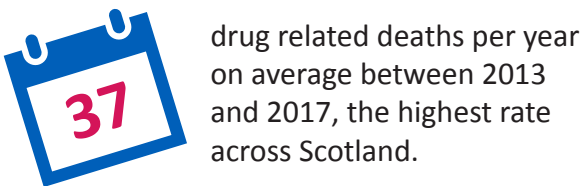


More than half of those living in East End, Coldside and Lochee live in the 20% most deprived areas in Scotland.

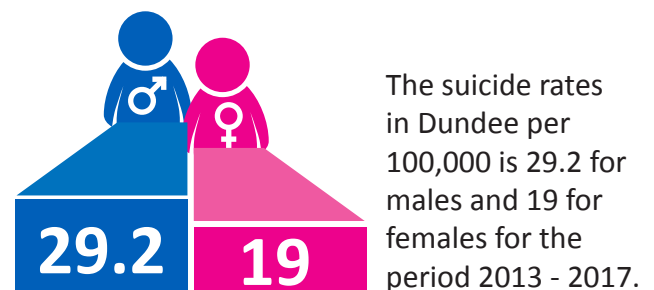
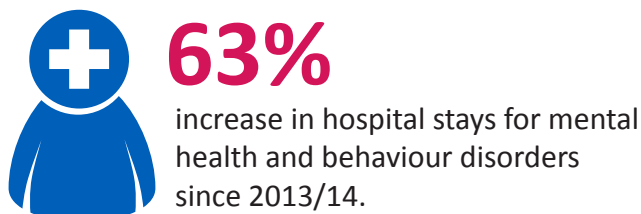
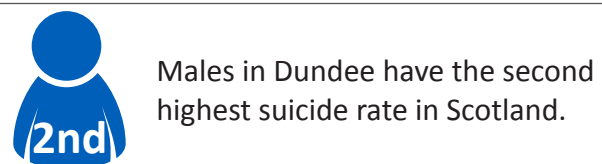


Lochee, East End and Coldside have the highest rates of mental health conditions.

(source: 2011 census data)



Rate of Accident & Emergency attendances due to alcohol related harm is 4 times higher in the most deprived areas of the city.



Further Information

Further information about Dundee's demographic context and health and social care needs, including how these vary across localities, can be found in our [Strategic Needs Assessment](#) and accompanying [Locality Needs Assessments](#).

Health and Social Care National Context

3



At a national level, new ideas have emerged around the delivery of health and social care, with an increased focus on further shifting the balance of care from hospital to community based settings. This Plan responds to the changing national policy landscape, including the:

- **Carers (Scotland) Act 2016**, which places a range of duties on Integration Joint Boards to support unpaid carers, including developing a carers strategy and having clear eligibility criteria in place.
- **Free Personal Care** for under 65s, which extends free personal care to all under 65s who require it regardless of condition.
- **General Medical Services (GMS) Contract in Scotland 2018** which envisages a radical change and expansion within primary and community care across Scotland. The Contract acknowledges the need to shift the balance of work from GPs to multi-disciplinary teams.
- **Health and Social Care Standards**, which set out what people should expect when using health, social care or social work services in Scotland. For the Partnership, the standards mean a new framework for inspections will be introduced over time for our own services. We will work with third and independent sector providers to evaluate contracted services against the new standards.
- **Mental Health Strategy 2017-2027** which outlines an ambitious set of priorities, with considerable focus on prevention and early intervention. The Partnership's own emerging strategic commissioning plan for mental health and wellbeing is consistent with the national strategy and is being guided by the views of people living in Dundee who have experienced mental health challenges.

- **Public Health Priorities for Scotland**, sets out a national approach to improving the health of the population, centred on six priorities - healthy communities; early years; mental wellbeing; use of alcohol, tobacco, drugs; a sustainable economy; and healthy eating and physical activity.

In addition, to these most recent, significant national developments, the Partnership has developed this Plan within the context of a wide range of other national policies, reviews and strategies, including:

- **Health and Social Care Delivery Plan**
- **National Clinical Strategy for Scotland**
- **National Health and Social Care Workforce Plan**
- **Scotland’s Digital Health and Care Strategy**
- **Social Services in Scotland: A shared vision and strategy 2015-2020**
- **Strategic Framework for Action on Palliative and End of Life Care.**



This Plan also aligns new priorities with the developing Tayside Public Health Strategy and several landmark regional and local plans, including:

- **City Plan for Dundee 2017-2026** - Dundee’s City Plan identifies the biggest strategic priorities, opportunities and challenges ahead as the Community Planning Partnership improves the city over the next ten years. The City Plan’s strategic priorities are Fair Work and Enterprise; Children and Families; Health, Care and Wellbeing; Community Safety and Justice; and Building Strong and Empowered Communities. All of these priorities will complement this Plan in delivering a better future for Dundee citizens.
- **Dundee Community Justice Outcome Improvement Plan** – Sets out how we and our community justice partners will work together with communities to reduce re-offending through developing the community justice workforce and providing interventions at every stage of the community justice pathway (prevention, community alternatives, and support to those in custody and post custody support).

- **Fighting for Fairness** – This report, prepared for the Fairness Commission, sets out a series of recommendations to help Dundonians struggling with poverty. These recommendations have been collated under the themes of people and money, mental health and stigma.
- **Tayside Drug Death Annual Report** – sets out a series of recommendations to reduce drug deaths across Tayside.
- **Tayside Plan for Children, Young People and Families 2017 – 2020** – Community Planning Partners in Angus, Dundee and Perth & Kinross have set out their vision for reducing inequalities and improving outcomes for all children in Tayside. This includes joint priorities to address the impact of substance misuse, mental health and obesity on the lives of children and to enhance parenting support.
- **Tayside Primary Care Improvement Plan (PCIP)** builds on the **General Medical Services (GMS) Contract in Scotland 2018**. Developed by the Partnership with Angus and Perth & Kinross

Partnerships and NHS Tayside will systematically reshape primary care services over the next three years to allow GPs to fulfil their role as “expert medical generalists” at the heart of coordinating clinical care for patients in each specific community.

Transforming NHS Tayside Programme - NHS Tayside is leading on a range of improvement projects including the development of an Integrated Clinical Strategy that will support NHS Tayside and Integration Joint Boards to develop new service models and pathways for the local population for the next five to 10 years.



We are closely aligning how we plan and deliver services across localities. Aligning services in this way helps support the requirements of other plans, particularly the **General Medical Service Contract**.

This Plan is also influenced by a series of Partnership strategies, each of which respond in detail to different needs across the city. It is by planning and working together with council, NHS, third and independent sector organisations and people accessing services and their carers, that we can make the positive changes that Dundee citizens need. These local strategies are led by Strategic Planning Groups, which comprise of people who use services, their carers and people delivering services. The Partnership currently has the following Strategic Planning Groups:



* The Strategic Planning Groups for Alcohol and Drugs and for Suicide Prevention also form part of wider strategic planning arrangements for Public Protection.

Many of the Strategic Planning Groups have developed strategic plans. The following strategic plans have been approved by the IJB:

- **A Caring Dundee: A Strategic Plan for Supporting Carers in Dundee** – The plan identifies the actions required to achieve four outcomes for carers – ‘I am identified, respected and involved; I have had a positive caring experience; I can live a fulfilled and healthy life; I can balance my life with the caring role.’
- **Dundee Smart Health and Care Strategy** – This plan sets out the commitment to becoming a leader in the use of technology to improve the lives of people living in Dundee.
- **Joint Sensory Services Strategic and Commissioning Statement 2017-2020** – The statement provides the strategic direction for developing services and support for people with sensory requirements.
- **Not Just a Roof! Housing Options and Homelessness Strategic Plan 2016-2021** – This plan sets out how partners, including people with lived experience of homelessness, will work together to ensure that the people of Dundee live a fulfilled life in their own home or homely setting and are able to access quality information, advice and support if they do become homeless.
- **Strategic and Commissioning Statement for Adults with a Physical Disability 2018-2021** – This plan focuses on five key action areas to improve outcomes for people with physical disabilities in Dundee - improving health and social care support; having somewhere to live and the support to live there; learning and working , keeping safe and taking risks.

- **Substance Misuse Strategic Commissioning Plan for Dundee 2018-2021** - This plan proposes a focus on the prevention of substance misuse to achieve the vision that *'People in Dundee thrive within safe, nurturing and inclusive communities supported by effective alcohol and drug services that focus on prevention, protection, resilience and recovery.'*

In addition, strategies are currently in development for frailty, learning disability and autism, mental health and wellbeing, suicide prevention and humanitarian protection, and active and independent living. These strategies are being developed with underpinning themes including, a focus on mental health promotion, prevention and early intervention and person centred, strength based approaches to care and support services.

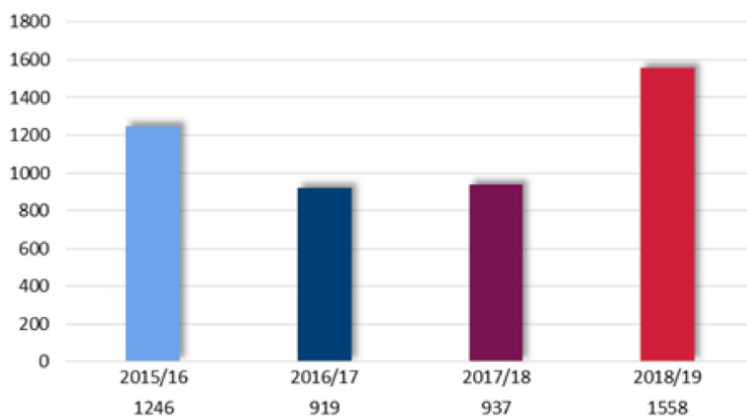
There are also other important documents that complement this plan, including:

- **Equality Outcomes and Mainstreaming Equalities Framework**, which describes the equality outcomes as developed for the Partnership, alongside a framework and reporting cycle for the review of the Partnership's progress in mainstreaming equalities.
- **Housing Contribution Statement** outlines the contribution of the local housing sector to achieving the outcomes identified in this Plan.
- **Strategic Needs Assessment (version 2)** describes the socio demographic characteristics of Dundee as well as levels and patterns of health and social care needs
- **Shaping the Adult Health and Social Care Market in Dundee (2017-2021)** represents a continuing dialogue between the Partnership, service providers, people using services, carers and other stakeholders, about the future shape of our local social care market and how, together, we can ensure this is responsive to the changing needs and aspirations of Dundee's citizens.
- **Workforce and Organisational Development Strategy** sets out how the Partnership recruits, develops and retains the right people, in the right place, at the right time to deliver positive outcomes for the people of Dundee.



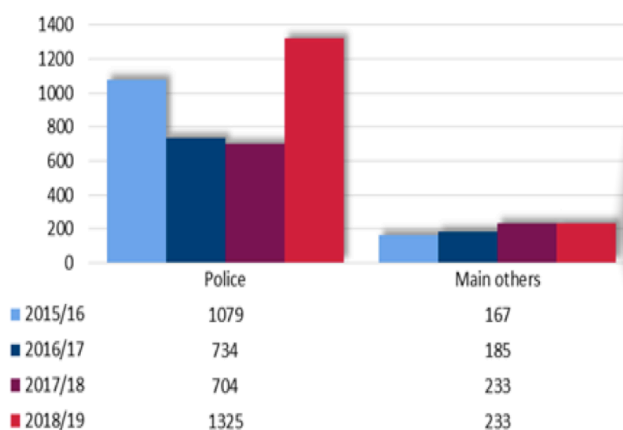
The following section outlines key performance data relating to Adult Support and Protection.

Number of Concerns Received for Year (01 April - 31 March)

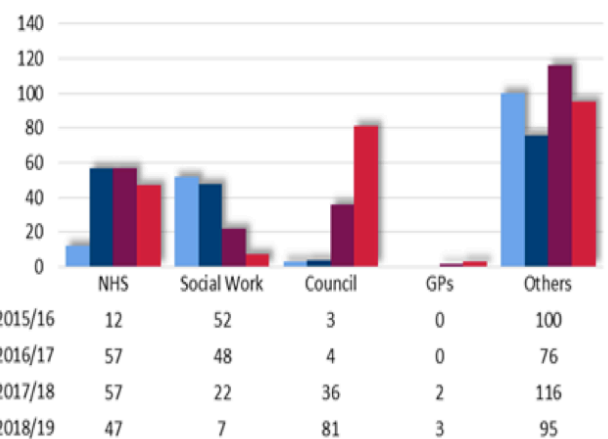


During the period covered by this report there has been a significant rise in concerns reported (621 / 40% more than the previous year.) The vast majority of these originate from Police Scotland who explain that this is reflective of current practice and the ASP pathway being the only agreed means of reporting concerns.

Source of concern for year (01 April - 31 March) - Police and Others



Source of concern for year (01 April - 31 March) - Main other sources expanded



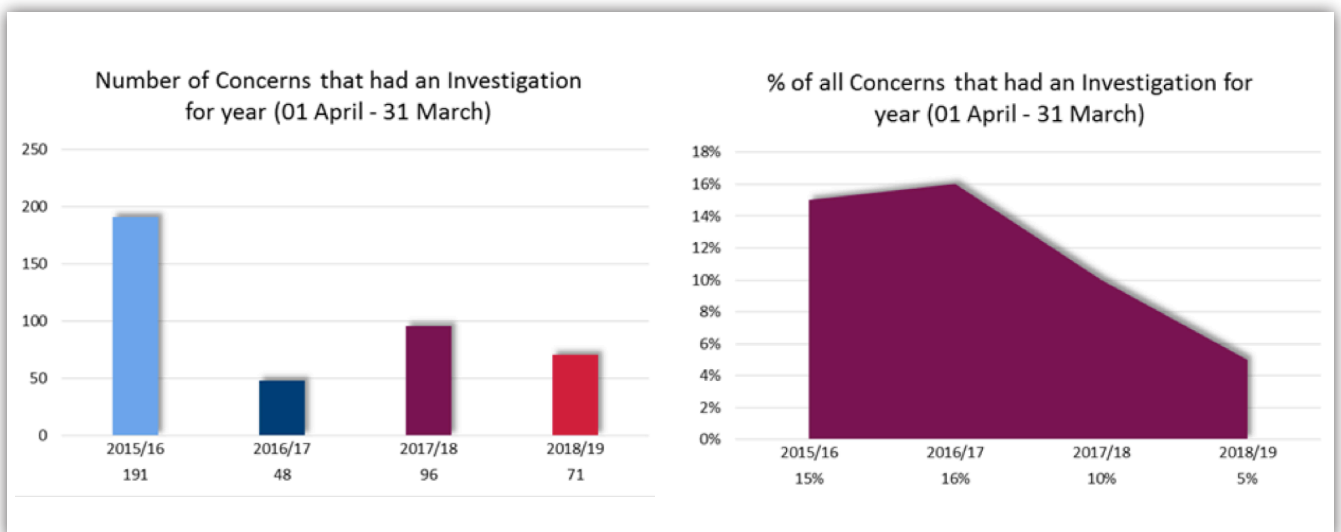
Referrals

The total number of Adult Protection referrals in **2018/19** was **1558**. **1325** came from Police Scotland.

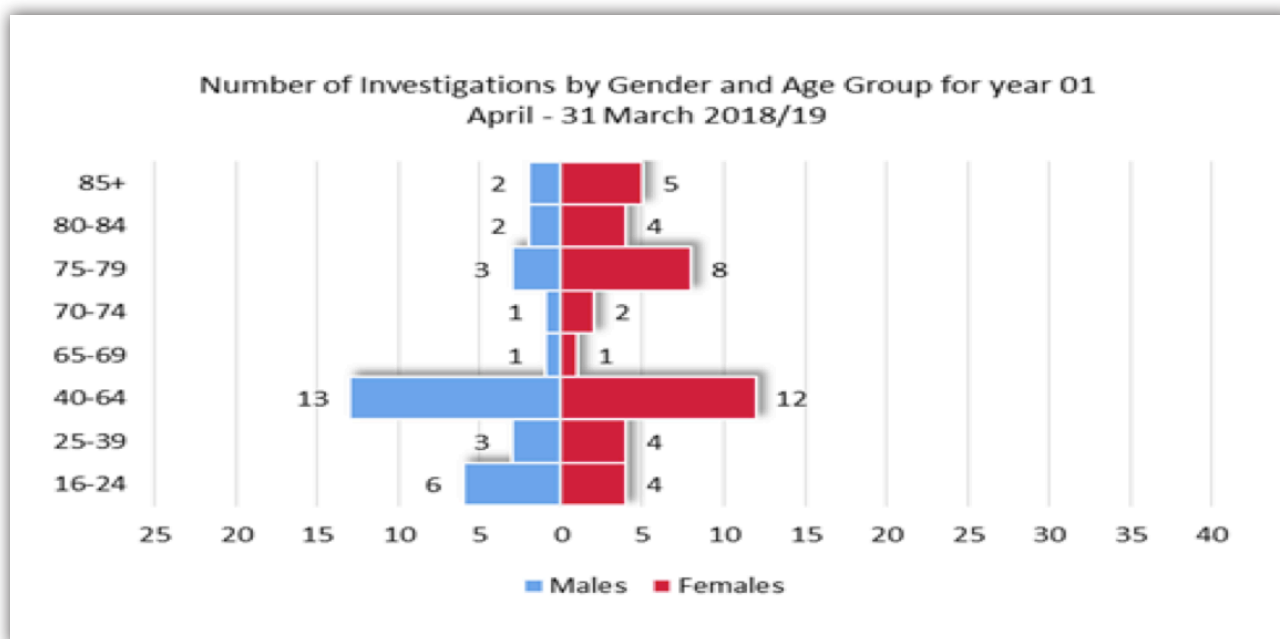
Others	2015/16	2016/17	2017/18	2018/19
Scottish Ambulance Service	35	1	-	-
Scottish Fire & Rescue Service	8	20	5	8
Office of Public Guardian	-	-	-	2
Mental Welfare Commission	-	-	-	-
Healthcare Improvement Scotland	-	-	1	-
Care Inspectorate	3	18	10	13
Other organisation	37	20	56	41
Other Local Authority	3	-	-	3
Self (Adult at risk of harm)	3	5	5	2
Family	6	4	15	9
Friend/Neighbour	-	1	7	1
Unpaid carer	-	-	-	-
Other member of public	-	-	2	1
Anonymous	3	4	1	2
Nursing / Care Home	2	3	14	3
Others	-	-	-	10
Total Others	100	76	116	95

Investigations

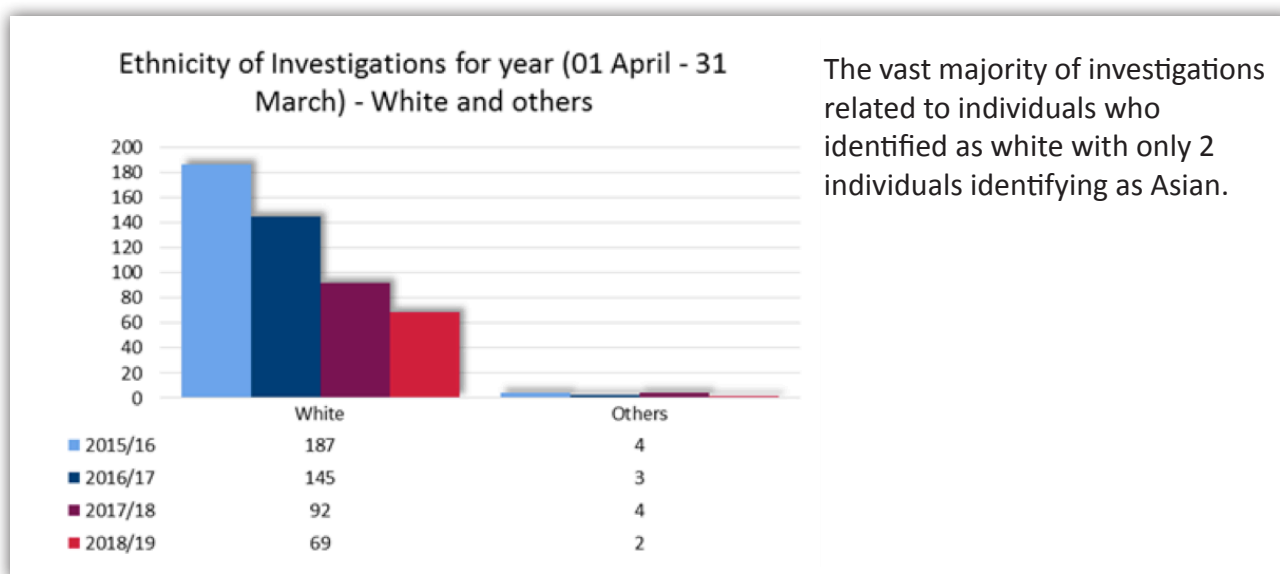
From these referrals there were **71** investigations (5%) under Adult Support and Protection procedures (**31 males and 40 females**)



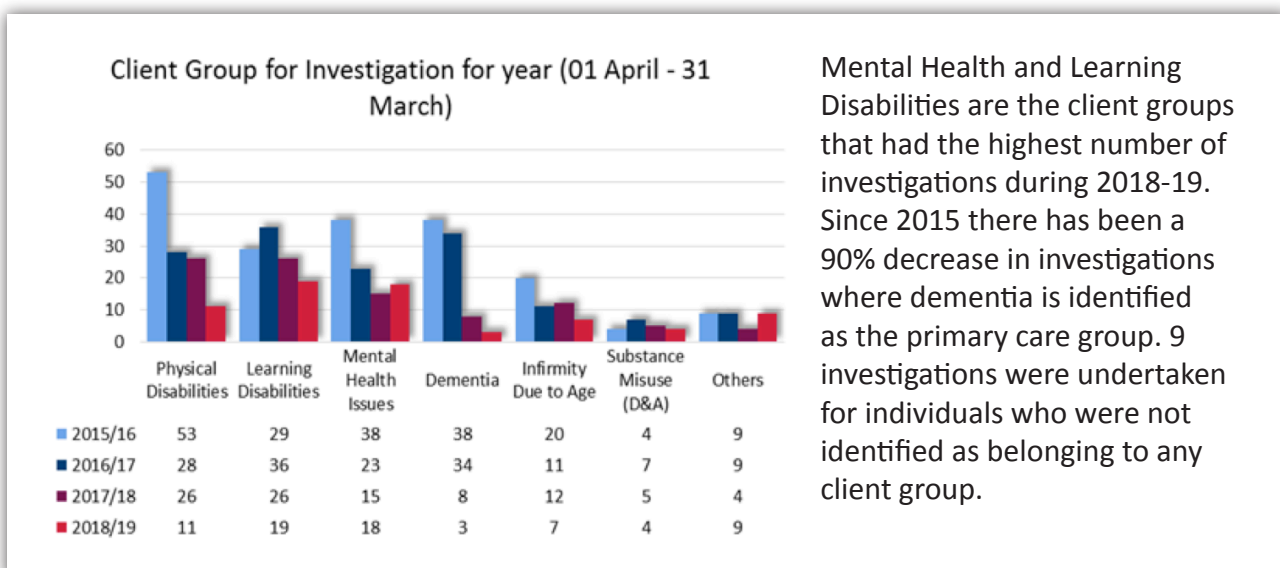
The conversion rate of concerns to investigations has declined at the same % rate for the past three years, this is in spite of the number of concerns increasing significantly.



The 40-64 age group accounts for the highest number of investigations for both genders.



The vast majority of investigations related to individuals who identified as white with only 2 individuals identifying as Asian.

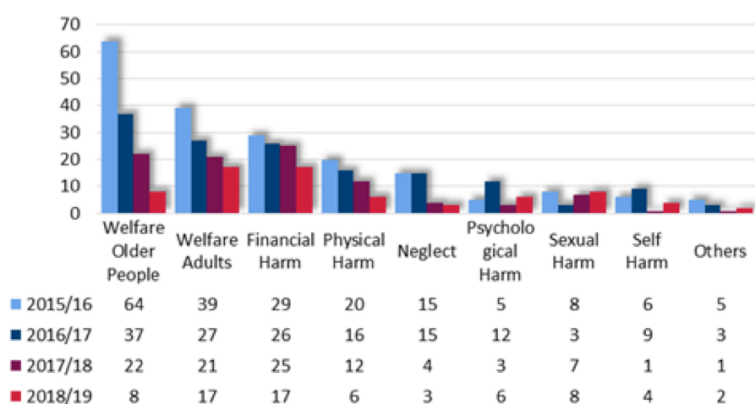


Mental Health and Learning Disabilities are the client groups that had the highest number of investigations during 2018-19. Since 2015 there has been a 90% decrease in investigations where dementia is identified as the primary care group. 9 investigations were undertaken for individuals who were not identified as belonging to any client group.

“Other” client groups

	2015/16	2016/17	2017/18	2018/19
Acquired Brain Injury	1	2	0	0
Palliative Care/Progressive Illness	1	4	0	0
Visual/Hearing Impairment	1	0	0	0
No Client Group	5	3	4	9
Down Syndrome	1	0	0	0

Type of Harm for Investigations for year (01 April - 31 March)



Adult welfare and financial harm are most prevalent types of harm subject to investigation. All types of harm have seen a reduction in terms of investigation with the exception of psychological, sexual and self-harm. Older people’s welfare investigation have decreased by 88% since 2015 / 16.

“Other” types of harm

	2015/16	2016/17	2017/18	2018/19
Fire Safety Risk	3	1	1	0
Harassment	1	1	0	0
Domestic Abuse	1	1	0	1
Exploitation	0	0	0	1



Throughout the period covered by this report, NHS Tayside has further progressed its commitment to Adult Support and Protection.

Some examples of this include The Dundee Partnership was assessed as:

Increase in completion of ASP LearnPro Module, 8,400 staff across Tayside completed in 2018/19

Case file audit of adult protection Undertaken across Tayside

2 year rolling programme of ASP Briefing sessions accessible to all NHS staff

Hosted a Learning Event relating to a significant case review undertaken in Glasgow with an improvement plan developed across localities.

Human Trafficking learning event hosted on Ninewells site

Awareness raising materials distributed across NHS sites

Development of Lead ASP role provides a single point of contact for advice and consultancy to NHS staff

Focused ASP work within Accident and Emergency / Acute Medical Unit

All of the above have led to an increase in the number of adult concern referrals from NHS, including acute services as well as increased engagement on this agenda with multiagency partners. Input from acute staff into various protection processes has increased as a result and includes Initial Referral Discussions and case conferences.

NHS Tayside has also contributed to developing a Minimum Learning Standard Framework for ASP across the multiagency partnership as well as a variety of other locality and Tayside wide improvements.

Adult Support and Protection Learning and Development Activity

6



In the last year there has been a significant increase in Adult Support and Protection learning and development opportunities available to the workforce on both a multi-agency and Tayside partnership basis.

In 2018 and 2019 development work was carried out with practitioners who have specific functions under Adult Support and Protection. This included consultation and engagement activity which has led to the development of an Adult Support and Protection Practitioner Forum and new learning and development opportunities for the wider workforce.

Consultation and engagement activity included focus groups in November and December 2018 and a practitioner survey. In total 69 practitioners were involved, of which, 5 were Mental Health Officers and 10 Team Managers.

The Forum was launched in March 2019, and runs on a monthly basis with representation from all service areas within Dundee Health and Social Care Partnership as well as Out of Hours practitioners and Community Justice.

Practitioners from the Forum have been involved in re-designing Council Officer Training for practitioners with Council Officer duties, designing an ASP open learning resource and piloting other learning opportunities.

ASP Council Officer Consultation and Engagement		
	Participant no.	Role
Focus Group 1	11	1 MHO, 1 Team Manager, 9 Designated Council Officers
Focus Group 2	25	4 MHOs, 3 Team Managers, 14 Designated Council Officers, 4 Home Care assessors
Completed Survey Responses	33	7 Team Managers, 26 designated council officers/ social workers

Post Graduate Certificates/MHO Award		
	2018/19	2019/20
ASP PG certificate	3 completed (academic year September 18 to June 19)	4 candidates currently undertaking the award
MHO Award	1 completed (award November 18 – July 19)	<ul style="list-style-type: none"> • 1 full time applicant • 2 conversion award from Approved Mental Health Practitioner (England)

E-learning (Dundee City Council Only)		
Course	No. completed 1 April 18 – 31 March 19	No. completed 1 April 19 – 31 August 19
Protecting People Awareness	174	73
Adult Support and Protection Introduction	74	34
Human Trafficking	77	60
Prevent (Protect Against Terrorism)	43	49

TurasLearn – Tayside Protecting People E-learning resources.

All Dundee, Angus and Perth & Kinross Council protection e-learning modules (including child protection) have been uploaded to the Turas platform. This will enable access to all protection e-learning across the wider multi-agency workforce. This includes e-learning access to voluntary and private sectors, carers and supported people in Dundee. The Dundee Turas Platform is currently (November 2019) ready to go live by end of December 2019.

ASP/Protecting People Multi-agency Workshops				
Course	1 April 2018 – 31 March 2019		1 April 2019 – 31 August 2019	
	No. of workshops	No. of participants	No. of workshops	No. of participants
Protecting People Awareness	11	167	2	41
ASP Roles and Responsibilities	9	144	5	146
ASP Protecting Adults at Risk of Fire	3	46	4	62

New ASP Learning and development opportunities	
(Rolling programmes launched August 2019)	
What	Learning Outcomes/content
ASP Defensible Decision Making	This is a full day multi-agency workshop developed and delivered on a Tayside Partnership basis covering; <ul style="list-style-type: none"> • ASP legislation • Risk Assessment and Management • Chronologies • Learning from Significant Case Reviews
ASP 2nd Interviewer Training	This is a full day multi-agency workshop developed and delivered on a Dundee and Angus partnership basis.
Dundee and Angus Council Officer Programme	The programme includes two days of investigative interviewing and council officer training, agreed shadowing and the completion of an Open Learn resource.
Tayside Crossing the Acts Workshop	This is a full day programme delivered on a Tayside partnership basis by Mental Health Officers.

Single Agency Workshops/Events

- Council Officer Training – 14 New Designated Council Officers (29 & 30 October 2018)
- Dundee Carer Centre Protecting People Awareness Session – 11 February 2019
- Dundee and Angus Foster Carer Event (25 September 2019)– half day training event co-delivered by a Dundee MHO covering adult legislation from Self-directed Support to ASP, Mental Health Care and Treatment & Adults with Incapacity Acts
- Protecting People; Homecare Service - Training plan to deliver 6 bespoke sessions, training 70 workers, from November 2019 – January 2020

Other Protection Related Activity

7



Although much of the activity undertaken on behalf of the Adult Support and Protection Committee relates to statutory processes, Dundee Community Safety Partnership oversees a variety of initiatives to help keep the people of Dundee safe. The following section summarises this activity.

Reduced Levels of Crime

Over the last 12 months, a number of successful initiatives have either continued or been newly implemented across the city. They appear to be having a significant impact on reducing most types of crime and this is evidenced in the paragraphs below.

A joint scheme with the National Retail crime group was run to tackle issues relating to thefts within the City Centre with a “pop up shop” set up, staffed by Community Officers providing guidance and advice. Lanyards for attaching purses and wallets to for extra security were handed out as well as whistles for alerting assistance.

In Operation Moonbeam during Halloween and Bonfire night, joint partnership patrols were undertaken with Community Wardens and members of the Scottish Fire and Rescue Service to assess and respond to incidents appropriately. Community Officers visited schools and provided input in relation to the risks around fireworks, to discourage individuals from obtaining them and setting them off recklessly.

Partners worked together in Operation Fundamental and Operation Slate, to target people involved in the supply of illicit drugs and to minimise its harmful impact on local communities and families, including child and adult protection issues. A number of arrests were made, drugs were seized and 1091 people were given advice regarding available support services and outlets for Naloxone.

The Scottish Government has recently published reconviction rate figures for the 2016/17 offender cohort. The two key reconviction rates are the '1 year reconviction rate', which is the percentage of offenders who are reconvicted in a year and 'average number of reconvictions per offender'. Reconviction rates in Dundee have continued to reduce, which marks an overall ten year downward trend. They moved from 27.8% (2015/16 cohort) to 25.2% (2016/17 cohort). The average number of reconvictions per offender has also reduced from 0.47 to 0.42 in the same time period. The Dundee figures for the 2016/17 cohort are better than the Scottish average of 27.2% and 0.48 respectively.

Reduced Levels of Domestic Abuse

In response to disproportionately high levels of domestic abuse across the city, there was a particular focus on both targeting perpetrators and providing helpful support to victims. A range of initiatives were similarly maintained or developed, these include Safe and Together, the Caledonian System and the Multi-Agency Risk Assessment Conferencing (MARAC).

There was a renewed focus on implementing Safe and Together in Dundee. The Safe and Together model is based on the assumption that a wide range of professionals and frontline staff must be 'Domestic Abuse Informed' in order to adequately respond to their responsibility of child safety and well-being. It provides a concrete framework for improving competencies and multi-agency collaboration in domestic abuse cases involving children. Essentially, this is a set of tools and interventions that are perpetrator pattern-based, child-centred and take a survivor strengths approach to working with domestic violence. Staff feedback at an event in October 2018 resulted in a number of actions, including a short life working group to develop resources/guidance; a practitioner forum to develop skills and confidence in the delivery of the framework; and briefing sessions to services and teams. A series of topics will be discussed at each forum, with the first focusing on the Multi-Agency Risk Assessment Conferencing (MARAC) risk assessment tool. Case mapping/mentoring will be introduced in the longer term.

The Caledonian System for addressing domestic abuse has been implemented in Dundee. This introduces an accredited programme to address the behaviour of men convicted of a Domestic Abuse offence and sentenced by the Court to an Order (most commonly a Community Payback Order) with a Requirement to undertake a Domestic Abuse Programme. In addition, the Caledonian system works to an integrated model, drawing on the principles that inform the Safe and Together model, namely that steps should be taken to address the behaviour of perpetrators, whilst simultaneously offering support to victims, and providing support to children. The Caledonian programme will involve partnership working with Action for Children and Women's Aid to support women and children along with the recruitment of new staff and an extensive programme of staff training in the Community Justice Service. The programme became available to the Court from May 2019.

A review of the Multi-Agency Risk Assessment Conferencing (MARAC) was carried out by the Protecting People Team with support from the Violence Against Women Partnership. The Chief Officer Group were presented with the findings and the implementation of the recommendations are underway. These include recommendations relating to attendance, chairing and administration arrangements, support for representatives, practice issues relating to strengthening referral pathways and training and development for the wider workforce.

The introduction of the new Domestic Abuse (Scotland) Act 2018 which came into force at the beginning of April 2019, will enhance the tools available to bring perpetrators to justice including the addition of coercive control. Whilst in its infancy this legislation will lead to an increase in domestic abuse incidents being recorded due to the added behaviours that constitute criminality along with ensuring the corresponding recording to meet Scottish Crime Recording Standards. Extensive training has been carried out to ensure Police Officers understand and can implement the legislation.

Develop Alternatives to Short-Term Prison Sentences and Remand

Partners continue to develop a range of interventions across the criminal justice system in order to ensure that timely, proportionate and cost effective responses can be delivered, increase community safety and improve outcomes for adults who offend. Some key points are as follows:

- A further increase in Diversion from Prosecution referrals from 56 in 2016/17 to 92 in 2017/18.
- Overall, a smaller proportion of people received a custodial sentence following consideration of a court report. Instead, the Sheriff Court has imposed a higher proportion of community based sentences.
- Successful completion rates for CPOs continued to increase over the last 5 years – in 2017/18, 81% were successfully completed.
- Dundee Community Justice Service has also prioritised funding for a mentoring scheme that offers support to those on bail and on community orders.
- In addition, the Service offers national validated programmes such as Moving Forward Making Changes (MFMC) to address sexual offending. Co-located nursing staff are able to offer Drug and Alcohol treatment programmes and a specialist Women's team offers holistic support to women.

In the last year, Dundee City Council has continued to develop and maintain individual placements to offer a more broad range of opportunities to meet the needs of community organisations as well as utilise and develop the skills of people made subject to unpaid work. Specific examples of unpaid work activities in 2017/18 includes constructing and maintaining stands for the Vegetable Society's Dundee branch at the Dundee Flower and Food Festival, transforming neglected areas of land into more productive Community Gardens, one of which ('The Tattie Patch'), was briefly featured on the BBC Beechgrove Garden. Efforts are ongoing to explore how improvements can be made in relation to skills training opportunities for people whilst they are undertaking unpaid work, enhancing current links to community based employability services and developing new placement opportunities.

It is also of note that a new Community Custody Unit for women who have offended was approved over the last 12 months. This positive initiative is being progressed with the Scottish Prison Service and other partners.

Road Safety

In order to improve road safety, a Tayside Road Safety Forum has been established. The purpose is to develop a strategy of co-ordination and co-operation between Forum members, in relation to the delivery of road safety education, enforcement, engineering and encouragement in Tayside, whereby all members will work jointly, where practicable, towards achieving Government set road safety casualty reduction figures. A Terms of Reference has been developed and a strategy and action plan are in progress.

A number of initiatives relating to road safety have taken place. As part of the ongoing work with Go Safe Dundee to raise awareness and promote road safety of pupils in and around primary schools, a short film has been funded and recorded. Filming took place across various locations in Dundee with the assistance of Community Police Officers and partner agencies, highlighting specific dangers a child can encounter whilst walking to school. The film is to be used to raise awareness with pupils and parents through various formats including social media and the web.

Within this reporting period, Community Police Officers have also undertaken training to become Bikeability instructors. This will allow officers to support schools in the delivery of training to pupils about riding their bike safely. This is a great opportunity for officers to build trust and confidence with school pupils which will assist with crime prevention and ASB inputs.

In April 2019 City Centre Officers worked in partnership to launch the Safe Travel Initiative. This is a new initiative to set out local processes to facilitate Xplore Dundee, Police Scotland and the Community Safety and Antisocial Behaviour Team working together to manage and prevent incidents of criminality and antisocial behaviour on or near Xplore Dundee's buses. This initiative will provide support and reassurance to Xplore staff and passengers and ensure that whilst they are carrying out their work or travelling on the bus they can do so without fear of any incidents. It is the intention, through this joint protocol, for Police Officers and Community Safety Wardens to regularly carry out high visibility patrols on the buses and to prevent the number of incidents of criminality or antisocial behaviour happening and in turn keep drivers and passengers safe.

The multi-agency Safe Drive Stay Alive (SDSA) Roadshow continues to provide positive feedback year on year whilst providing a hard hitting message to develop awareness of the serious risks associated with driving. SDSA events bring together a large number of young people, and use a mixture of film, live presentation and real life testimony from members of the emergency services (who regularly deal with road collisions) and from members of the public (whose lives have been affected by road collisions). The latest event was held at the Caird Hall, Dundee in November, stewarded by Dundee Community Action Team members and local firefighters and was delivered to approximately 1400 S5 school pupils across Dundee Secondary Schools and a number of other youth groups. By sharing experiences of needless tragedies with young people it helps them consider their actions so they can choose never to put themselves or others at risk. This event will be reviewed for the forthcoming year as part of the partnership approach to effective and efficient delivery of youth engagement activities.

Community Safety

Efforts continue to improve safety within our local communities by reducing the risk to life, property and the environment from fire and reduce levels of anti-social behaviour. The Anti-social Behaviour (ASB) team use CCTV to assist with general community safety and last year this led to several permanent overt cameras installed in Maryfield, an area where there had been repeat problems. This has reduced complaints in this area. In 2019/20, they will be rolling out a similar installation in the Lochee Ward.

The use of the Fast Online Referral and Tracking (FORT) system is being explored as a means to implement the Home Safety Scheme. FORT is an electronic system that allows for agencies to easily refer clients online to other agencies in order to provide a particular service. The system creates heightened awareness of the importance and effectiveness of joint working and information sharing, supporting agencies and staff to work within their own areas of expertise, whilst aiding the development of a broader understanding and utilisation of other services. It can be accessed through standard internet browsers. If it is used to implement the Home Safety Scheme, it would provide a co-ordinated response for those in vulnerable groups and allow opportunity to make full use of all available services.

Community Safety Wardens have reported that information sharing has improved with the introduction of local Multi-Agency Tactical and Co-ordinating (MATAC) meetings, which also allow for a wider set of interventions to be considered. Community representation will be encouraged through 2019/20.

The ASB team continues to have an input in housing allocations. The allocations policy of housing can play a part in reducing anti-social behaviour complaints. Furthermore changes have been made to the eviction process to improve working practices between the ASB team and Housing Options team. Previously, if an eviction was granted, the person would go into the normal homeless process. Now, they look at holding a multi-agency meeting with all relevant staff involved with the individual to plan the best outcome post eviction, including supported accommodation options and level of supports required to ensure a sustainable tenancy moving forward. Similarly, the working relationship with Tenancy and Estates also continues to improve, and as such, some of the low level tenancy management issues are being more appropriately recorded and managed by the Tenancy Officers.

Joint patrols with Community Wardens and Police Scotland have taken place across the reporting period to tackle areas of anti-social behaviour and criminal activity, this is supported by analytical product highlighting hot-spot areas and resulted in environmental scanning which has highlighted areas for improvement in security measures. This sort of activity and target tasking allows us to focus on key locations and prevent and deter incidents from occurring.

Various different diversionary measures were trialled and used across the City, including:

- Twilight Basketball at the Kirkton Community Centre, held every Friday night by professional coaches and supported by the Kirkton Management Group, which sees youngsters provided with a safe place to learn and take part in sport.
- Joint visits to identified youths were carried out by Police Officers, Community Wardens, Night Time Noise and Anti-Social Behaviour Teams across the city, in order to intervene early in an effort to disrupt incidents which may result in violence. These visits not only resulted in a reduction in calls of anti-social behaviour/violence, but they were positively received by the youths who were supportive and receptive to this approach.
- A 146% increase in Diversion cases for 16-17 year olds, where cases increased from 15 to 37.

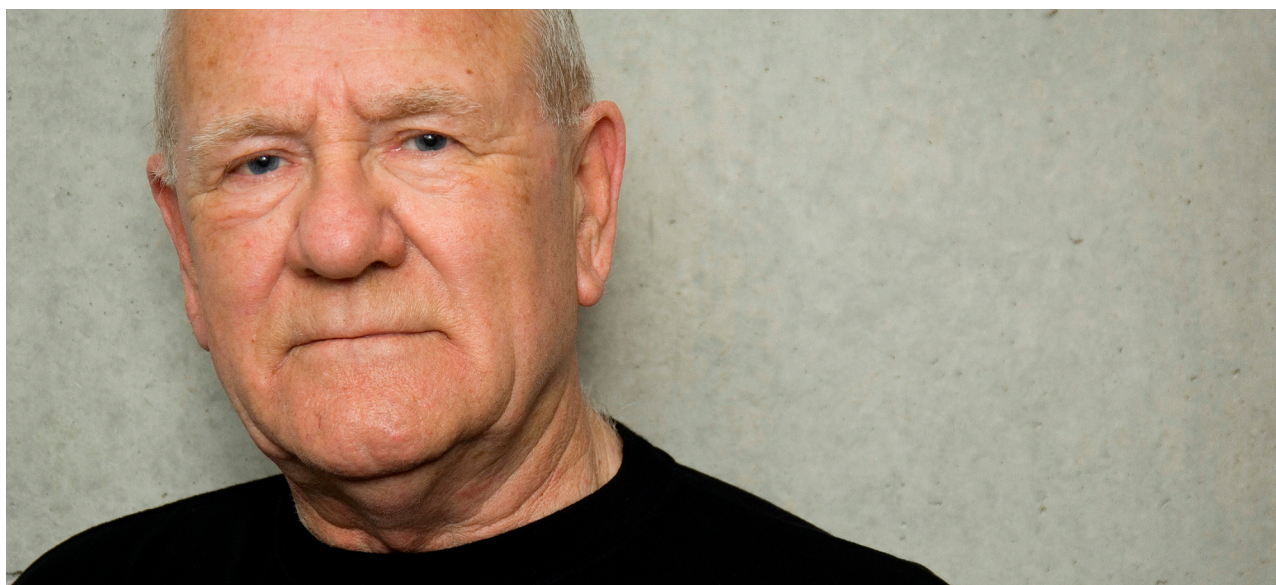
Operation Islington was launched in January 2018 by Police Scotland and continues to tackle violence and anti-social behaviour within the City of Dundee. As part of this initiative, officers asked local licensees, off licences and taxi companies to pass on any information or concerns they may have regarding large purchases of alcohol or food, which may identify so called 'party' flats or locations where alcohol or drugs may be being misused.

The Safety and Alarm Response Centre (SARC) has been successfully built within the West District Housing Office. It became fully operational as of 1 April 2019 and aims to create a safer community for residents by empowering the council to respond to incidents faster. Prior to the 1 April, there was only a partial service provided to tenants in multi storey blocks. This new system will provide comprehensive CCTV monitoring, 24 hours a day, 365 days a year, providing footage from property-related council CCTV cameras under one roof, including all multi-storey blocks, environmental depots and council car parks and Dundee House. The initiative is hoped to tackle crime and antisocial behaviour as well as protect locals, buildings and other assets. It will also allow the council to respond in a timely manner during emergencies as well as play a crucial role in emergency planning. Since 1 April, staff have already been able to detect a variety of incidents from serious assault to house parties and insecure properties.

In addition, the Hate Incident Sub Group has been established as a sub group of the Community Safety Partnership. The group aims include increasing education, awareness and understanding of hate incidents, helping reduce the occurrence of hate incidents and number of victims, optimising the ways in which victims can report hate incidents and sharing best practice.

Progress with Recommendations from Biennial Report 2016-18

8



The **Independent Convenor's Biennial Report 2016-18** outlined the priority areas identified by Dundee Adult Support and Protection Committee for development.

The following section considers these recommendations and progress relating to these.

Recommendation 1

We will improve the integrity, collation and presentation of data to the Adult Support and Protection Committee and Chief Officers Group to better inform decision making and monitor progress.

There has been a significant improvement in the collation and use of data by Dundee Adult Support & Protection Committee and Chief Officers Group, some of which is summarised in this report.

The appointment of a Senior Officer – Information, to the Protecting People Team has complimented the work already progressed across the partnership. NHS colleagues have developed a reporting framework and partners across Dundee continue to contribute to both the collation and analysis of data.

The delivery plan for the coming year outlines the areas for quality and performance improvement that will form the basis of quarterly reporting to the committee.

Recommendation 2

We will undertake a review of roles, core functions and membership of the Adult Support and Protection Committee.

In partnership with the Improvement Service, Transformation, Performance and Improvement Team Dundee Adult Support and Protection Committee undertook a variety self-evaluation activity of core business. This has led to the development of thematic agenda revision of terms of reference. Work is ongoing in the development of a corporate risk register in respect of Protecting People which reflects Adult Support and Protection needs.

Other actions from this activity are incorporated in the ASPC delivery plan.

Recommendation 3

We will implement the Recommendations from The Thematic Joint Inspection of Adult Support and Protection through the Public Protection programme and monitor and evaluate progress with regular reports to the Committee. Specifically: The partnership should make sure that full implementation of its Information and Communication Technology (ICT) system is achieved in order to meet the user needs of council officers and other users to record all adult protection information clearly and effectively. The partnership should make sure that its key processes for adult support and protection follow a clearly defined path, which council officers and other staff fully understand and implement. The partnership should make sure that it prepares valid chronologies, risk assessments and risk management plans for adults at risk of harm who require them.

In partnership with the Care Inspectorate the Chief Officers Group (Public Protection) has embarked upon an ambitious two year transformation programme. The Adult Support and Protection Committee is an integral partner in this. A summary of this work is detailed in this report.

In addition, the continued development of the council officer's forum ensures that practitioners make a significant contribution to this recommendation.

Recommendation 4

We will further develop effective ways to ensure that the views of supported people and their carers are collated and heard and contribute to the evaluation and development of core Adult Support and Protection processes.

Dundee Adult Support and Protection Committee commissioned a review of advocacy services across the city which is due to report later this year. Three people with lived experience are represented on the committee are supported to contribute and meet regularly with the chair and lead officer. In addition, consistent recording of outcomes is to be included in key ASP activities alongside the coproduction of ASPC carers strategy with carers organisations.

Recommendation 5

We will undertake a review of multi-agency Learning and Organisational Development activity relating to adult protection to ensure it meets the needs of the workforce and people in need of protection. Initial focus in respect of council officer role, broadening out to the wider workforce.

Progress relating to this is detailed in the Learning and development Activity section of this report.

Recommendation 6

We will ensure that learning from Initial and Significant Case Reviews are applied in the context of Adult Support and Protection across Dundee.

This continues to be a key area of development now being progressed by the Chief Officers Group.

Recommendation 7

We will evaluate the impact of the Adult at Risk lead professional model on individuals who do not meet the three point test and ensure that learning from this contributes to the development and delivery of practice across the city.

Evaluation is due to report later this year.

Recommendation 8

We will evaluate early Screening Activity across the partnership to be assured that the recognition of and response to adults at risk is consistent and proportionate.

Evaluation is due to report later this year.

Dundee Adult Support & Protection Delivery Plan 2019-2020

9



Dundee Adult Support and Protection Committee is committed to reviewing and improving its activity in relation to keeping people safe.

To this end, a delivery plan has been developed for the coming year.

An analysis has been undertaken identifying key issues, strengths and areas for improvement from the following sources;

- Former Balanced Scorecard and associated Adult Protection datasets
- Preventative work undertaken across the partnership including those not generally considered to be Adult Support and Protection.
- Case file audit outcomes and action plans
- Learning and workforce development activity
- Work carried out by the Improvement Service
- Areas of development identified from the Thematic Inspection.
- The findings of SCRs and ICRs
- Protecting People Transformation Programme.

The plan compliments improvement work being undertaken elsewhere across the partnership.

Five priority areas have been identified, namely;

1. What key outcomes has Dundee Adult Support and Protection Committee achieved?
2. How well does Dundee Adult Support and Protection Committee meet the needs of our stakeholders?
3. How good is Dundee Adult Support and Protection Committee's delivery of services for adults, carers and their families?
4. How good is Dundee Adult Support and Protection Committee's operational management?
5. How good is Dundee Adult Support and Protection Committee's leadership?

Each section considers a priority area, considering the extent which Dundee Child Protection Committee can demonstrate key outcomes, what evidence may be used and proposed actions to support the plan before detailing objectives, actions, leads, timescales success criteria and measures / indicators.

As summary of the priority areas is included in the following section.

1. What key outcomes has Dundee Adult Support and Protection Committee achieved?

This section is about the real difference and benefits that services are making to the lives of vulnerable adults. It focuses on the tangible results partners are achieving in relation to making and keeping adults safe.

To what extent can we demonstrate:

- Positive and sustained trends (three years or more) in improving outcomes for adults in need of protection.
- Good use of reliable data measures is providing results that demonstrate improving outcomes over time for adults in need of protection.
- Improved outcomes as a result of carefully gathered and analysed trend data which has been well used to understand cause and effect.
- Key measures demonstrate that adults in need of protection are increasingly safer.

Evidence to support plan.

- Evidence from local performance management systems.
- Reports on performance using the ASP dataset (Commencing 1st June 2019)
- Systems and processes in place which produce reliable and robust data gathering and analysis.
- Trend data and benchmarking against comparators.
- Perceptual data gathered from Adults at risk and other stakeholders.

Data to committee on Quarterly Basis commencing 1st June 2019 includes...

How many ASP referrals were received?

Number of Referrals to Social Work, considered under ASP which proceeded to:

a) Initial Referral Discussion (IRD)

b) Case Conference (CC)

- Source of Principal Referral
- Number of Investigations commenced under the ASP Act
- How many investigations commenced for people by gender and age group?
- Number of Investigations commenced for people by Ethnicity Group.
- How many investigations were commenced for clients by primary main client group?
- Type of principle harm which resulted in an Investigation.
- Where did the principle harm take place which resulted in an investigation?
- How many Protection Orders were granted?

- Number of Protection orders that are currently in effect
- Number of large scale investigations commenced. (2019)

Proposed Action(s): 2019 -20

Further develop multi-agency data set.

Committee to agree on priority indicators. Committee will be provided with data on a quarterly basis and analysis of scrutiny questions.

Further development of multi-agency analysis of data, focus on outcomes and inform development and delivery of services.

2. How well does Dundee Adult Support and Protection Committee meet the needs of our stakeholders?

This section is about the experience and feelings of adults in need of care and protection and their carers. It relates to the differences services are making to their lives and their life chances. It includes the impact of services in optimising the wellbeing of individual adults... It considers how vulnerable adults are helped through compassionate, supportive and empathic engagement with staff. It focuses on the extent to which individuals and families are helped to build resilience and meet their own needs.

To what extent can we demonstrate:

- Adults feel listened to and that their views are taken seriously when decisions are being made.
- Adults feel that staff have taken the time to get to know them, the impact of their previous experiences and understand their strengths and needs.
- Adults enjoy good relationships, built up over time, with consistent individuals who they trust enough to talk to when they need help.
- Adults feel that they are in the right place to experience the care and support that they need.
- Adult’s wellbeing is improving across the city and risk is effectively managed.

Evidence to support plan:

- Feedback from adults in all forms, including digital communication.
- Focus groups.
- Recording of adults views in case records.
- Contributions from Adult Support and Protection case conferences.
- Use of independent advocacy services.

Proposed Action(s): 2019-2020
Further develop role of stakeholder group in representing views of people and groups at risk.
Review of advocacy services for people and carers subject to adult support and protection activity.
Consistent recording of outcomes to be included in key ASP activities.
Coproduction of ASPC carers strategy alongside carers organisations.

3. How good is Dundee Adult Support and Protection Committee’s delivery of services for Adults at risk?

This section is about processes for service delivery. It considers the effectiveness recognition and initial response to adults at risk when there are concerns about their safety. It considers the quality of plans to reduce risk, meet needs and improve wellbeing. It takes account of the effectiveness of arrangements for reviewing progress, looks at timely and effective intervention and considers the extent to which adults, carers and families are informed, included and enabled to take part meaningfully in assessment, planning and intervention according to individual needs / life experience.

To what extent can we demonstrate:

- Systems are in place for receiving and recording information from anybody who is concerned about the safety or wellbeing of an adult (including outside office hours).
- Staff, including those who work with children, are alert to and recognise the signs that Adults at risk may need help or protection from harm. This includes patterns of concern over time and cumulative harm.
- If a concern is raised about an adult at risk which requires further exploration, staff have the skills to gather relevant information, know what the other sources of information are and how to get them.
- Staff confidently analyse the information gathered to reach an initial assessment.
- Appropriate consideration is always given to arranging initial referral discussions involving the minimum of police, health and social work.
- Initial referral discussions (IRDs) always take place in response to Adult Support and Protection concerns including when new concerns arise for people already receiving a service.
- A clear system for recording IRDs is used by partners and clearly outlines the rationale for decision making.
- Staff take appropriate action to ensure that no adult at risk is exposed to continued risk of harm.

Evidence to support plan:

- Feedback from adults at risk.
- Results of previous scrutiny.
- Relevant plans and policies.
- Information sharing guidance and protocols.
- Adult Support and Protection procedures.
- Public information.
- Relevant performance management data.
- Review of records for individual adults at risk.
- Audit of initial referral discussion minutes.
- Audit and review of medical examinations.

Proposed Action(s): 2019-2020

Audit activity to be undertaken to focus upon individuals who do not meet the three point test.

Evaluation of Early Screening Activity across the partnership.

Develop and apply mechanism by which learning from SCR's (out with Dundee) can be demonstrably considered and applied in a Dundee context.

4. How good is Dundee Adult Support and Protection Committee's operational management?

This section is about operational and strategic management of services for adults at risk. It considers the extent to which Adult Support and Protection and corporate parenting policies, procedures and the use of legal measures link to the vision, values and aims and support effective joint working. It looks at the effectiveness of Adult's services planning, the Adult Support and Protection committee, in improving outcomes for children and young people. It focuses on how well adults, carers, families and other stakeholders are involved in service planning and development. It gives attention to how well Adult's rights are promoted. It relates to the effectiveness of performance management and quality assurance to ensure high standards of service delivery. It takes account of how well self-evaluation is informing improvement and service development.

To what extent can we demonstrate:

- Policies and procedures are consistent with the strategic vision.
- Policies and procedures carefully consider and reflect local partnership arrangements to ensure cohesion across structural boundaries.
- Policies and procedures are equality impact assessed, effectively implemented and regularly evaluated and reviewed.
- A cohesive suite of policies are in place to ensure we have no significant gaps.
- Policies and procedures reflect a focus on outcomes.
- Effective communication and management systems are in place to ensure that employees understand and implement policies and procedures.
- Single and multi-agency policies and procedures fit well together and enhance partnership working.
- Best practice is promoted through the development of new policies and procedures.
- Legal measures are always appropriately considered when making decisions about the care of adults at risk.

Evidence to support plan:

- Strategic and operational plans.
- Committee reports and board papers.
- Procedure manuals.
- Guidance for employees.
- Guidance or handbooks for carers.
- Employee newsletters, bulletins and other communications.
- Individual records of adults at risk subject to legal measures.
- Minutes of case conferences, reviews and other decision-making meetings for adults at risk.
- Equality impact assessments.
- Disability equality duty policy.
- Other equality policies.

Proposed Action(s): 2019-2020

Ensure that single and multi-agency self-evaluation activity informs the review and development of policies, procedures, instructions and guidance. Develop regular seven minute briefings relating to development activity

5. How good is Dundee Adult Support and Protection Committee's leadership?

This section is about the commitment and effectiveness of leaders in striving for excellence in the quality of services to keep children safe and achieve sustained improvements in the lives of adults at risk in need of care and protection. It focuses on collaborative leadership to plan and direct the delivery of services for adults at risk linked to the shared vision, values and aims. It also examines how well leaders are driving forward improvement and change. It takes account of how well leaders are adapting to new environments and negotiating complex partnerships.

To what extent can we demonstrate:

- Partners place improving outcomes for people using services at the heart of their vision.
- There is a shared vision for protecting adults at risk which is ambitious and challenging.
- There is collective ownership of the ambitions and aspirations of the partnership.
- Partners understand and demonstrate their commitment to equality and diversity.
- Partnerships include all the right people to meet the identified objectives of protecting children and meeting corporate parenting responsibilities.
- Working in partnership with others is actively considered where this could add value to existing or planned services.
- Leaders have a clear understanding of the local and national priorities that drive Adult Support and Protection and corporate parenting services.
- Leaders take a long-term view in setting the strategic direction.
- There has been wide enough consultation about future options and risks and the best way forward for Adult Support and Protection and corporate parenting services.
- Plans contain a proper analysis of needs and gaps and what needs to change.
- There is purposeful leadership of strategy and commissioning with sound implementation and monitoring arrangements.
- There is clarity about the resource contribution that each partner makes to the partnership and about governance.

Evidence to support plan:

- Plans including the local outcome improvement plan, Adult’s services plan, corporate parenting plan, Tayside Plan / Tayside Regional Improvement Collaborative (TRIC).
- Senior managers’ communication with the workforce about professional standards.
- Examples of how senior managers have communicated their vision for children and young people in need of care and protection.
- Employee surveys that demonstrate employees understand the vision.
- Communication from adults demonstrating that they have been involved in developing the vision, values and aims.
- Feedback from engagement with adults at risk, families, staff and community members.

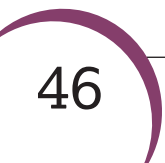
Proposed Action(s): 2019-2020

Dundee ASP adopts a shared vision.

Further develop actions identified from Improvement Service Activity.

Further develop Corporate Risk Register for Protecting People.

Further progress Transforming Public Protection



What I
need!
from you!

Adult Support and Protection Committee Dundee

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