

Introduction

I am pleased to be able to provide this Biennial Report 2018 – 2020 on behalf of North Ayrshire Adult Protection Committee.

This sixth Biennial Report reflects the work that has been undertaken in North Ayrshire, across agencies, and within the wider community, over the period April 2018 - March 2020.

I have been in the role of North Ayrshire Adult Protection Committee Independent Convenor since June 2012. The Senior Officer for Adult Support and Protection has been in post since December 2012. This continuity of Convenor and Senior Officer has provided a solid foundation for continuing to develop and improve the way we support and protect adults in North Ayrshire.

The North Ayrshire Adult Protection Committee (APC) meets quarterly and focuses on relevant local and national issues. During the period of Lockdown introduced due to the Covid-19 pandemic, key members of the APC met on a fortnightly basis, to ensure all relevant ASP issues were identified, reported on and mitigating action agreed as necessary.

As Independent Convenor, I submit a quarterly report to, and attend, the North Ayrshire Child and Public Protection Chief Officers Group (COG). During the Lockdown period, the COG was meeting monthly and I attended these meetings, to report on measures in relation to ASP which were being taken during the period of the pandemic.

The Convenors and Lead Officers of the North, East and South Ayrshire Adult Protection Committees meet quarterly to discuss and develop relevant Ayrshire wide Adult Support and Protection issues. Pan Ayrshire work is also supported by a permanent Ayrshire Subgroup; the Learning and Development Subgroup (Lead Authority - North Ayrshire) and a further Subgroup; the Policy and Procedures Subgroup (Lead Authority - East Ayrshire) is convened as and when required.

North Ayrshire Adult Protection Committee in consultation with the Child and Public Protection Committee volunteered the North Ayrshire to take part in the first Joint Thematic Inspection of Adult Support and Protection during 2017. Feedback from this exercise was provided in 2018 with the 6 Authority Inspection Report published in July 2018. North Ayrshire was rated by the Care Inspectorate and their Inspection partners, exactly as they had evaluated themselves in all areas. This provided the APC and COG with some assurance in relation to our self-evaluation and audit activity clearly facilitating the identification of areas of good practice, as well as areas for improvement. North Ayrshire ratings were as follows:

Outcomes:	Good
Key Processes:	Very Good
Governance and Leadership:	Very Good

North Ayrshire Adult Protection Committee feel themselves well placed to continue with their improvement agenda in ensuring a robust and dynamic Committee, which supports continuous improvement relating to Adult Support and Protection for all Partners across

our Adult Concern Reports include numbers of these Reports made by a large variety of agencies from across the sectors. As will be noted, Adult Concern Reports are increasing.

Table 2: Total Adult Concern Reports – over last 2 biennial periods

Total Adult Concern Reports during Biennial period April 2016 – March 2018 (Previous Reporting Period)	3,090
Total Adult Concern Reports during Biennial period April 2018 – March 2020 (This Reporting Period)	4,050

3.4 Local Benchmarking

ASP Referrals

Table 3: Total ASP Referrals received in all three areas across Ayrshire

Area	2018 – 2019 (Total No)	2019 – 2020 (Total No)	Average per Month	TOTAL
East Ayrshire	402	378	32.5	780
North Ayrshire	459	568	43	1,027
South Ayrshire	880	998	78	1,878

Adult Concern Reports

Table 4: Total Adult Concern Reports received in all three areas across Ayrshire

Area	2018 – 2019 (Total No)	2019 – 2020 (Total No)	Average per Month	TOTAL
East Ayrshire	2203	2258	186	4,461
North Ayrshire	1,715	2,335	169	4,050
South Ayrshire	1,077	1,265	98	2,342

3.4.1 North Ayrshire sits in the middle of the Ayrshire benchmarking figures for both ASP Referrals and Adult Concern Report submissions. As previously mentioned, in Ayrshire these 'lower level' Adult Concern Reports can be submitted from any referral agency. For some time, the apparent sizeable 'discrepancy' between the number of ASP referrals made and Adult Concern Reports submitted in South Ayrshire was debated by our Ayrshire ASP Learning and Development Subgroup and Police Scotland looked at their referral figures to determine if we could learn anything from these – as the Division covers all 3 Ayrshire areas. After some investigation internally by South Ayrshire HSCP, it transpired that the discrepancy is related to the way the receiving Team in South Ayrshire categorise referrals and this is currently under review.

3.5 Investigations

North Ayrshire routinely follows up all ASP Badged Referrals with an ASP Inquiry. Only a small percentage of these referrals progress under the legislation to formal ASP Investigation. For some of the referrals which do not progress to ASP Investigation, action is taken under signposting, care management or alternative legislation.

Table 5: Progression from Referral to Investigation over Last Two Biennial Periods

Total ASP Investigations 2016 – 2018	123
Percentage of total ASP Referrals progressing to ASP Investigation 2016 – 2018	11%
Total ASP Investigations 2018 – 2020	198
Percentage of total ASP Referrals progressing to ASP Investigation 2018 – 2020	19%

3.5.1 Around 11% of the total ASP referrals between 2016 – 2018 resulted in an ASP Investigation – there has been an increase to 19% of referrals progressing to Investigation between 2018 – 2020. Our local ASP training and the ASP Staff Briefing Notes accompanied by meetings with all Social Work Teams which we undertook in 2017/18 may have had an impact here, we were very clear that if an adult met the ASP 3 Point Test the assumption would always be that this would proceed directly to ASP Investigation, unless there was a very good reason why this should not be the case. Where the case was not to be progressed, there required to be very robust recording of the decision making in relation to this.

Table 6: Referral Organisations 2018 - 2020

Organisation	Number of Referrals 2018 - 2020	Percentage of Total Referrals
Police Scotland	217	21%
HSCP	199	19%
Care Homes	127	12%
NAC Housing	56	5%
NHS Acute	51	5%
SFRS	43	4%
Other	35	3%
Care at Home - Private	32	3%
Voluntary Organisation	31	3%
Housing Association	29	3%
DWP	24	2%
Family / Relative	17	1%
Ayrshire Out of Hours	17	1%
SAS	16	1%
GP Practice Staff	15	1%
Care at Home - NAC	13	1%
GP	10	1%
Other Local authority	9	<1%
Care Inspectorate	7	<1%
Member of the public	7	<1%
NHS24	7	<1%
Carer	5	<1%
Self	5	<1%
Anonymous	4	<1%
District Nurse	3	<1%
Education - Teaching Staff	3	<1%
Office of Public Guardian	3	<1%
Housing - Private	2	<1%
Staff of residential establishments	2	<1%
Financial Institute	2	<1%
Education - other	1	<1%
Neighbour	1	<1%
Prison	1	<1%
Health Improvement Scotland	1	<1%
College / University	1	<1%

3.7.1 As illustrated in the above table, 21% of the total ASP referrals in North Ayrshire came from Police Scotland over the Biennial period 2018–2020. This figure has been incrementally decreasing over the last four Biennial periods - from over 70% of all ASP referrals being from Police Scotland during the Biennial period 2012–2014, 53% for the Biennial period 2014–2016 and 32% for 2016-2018. Work done to increase the ASP referral base in North Ayrshire has impacted on this.

category was Mental Health - in the most recent biennial period, Mental Health was the third largest category.

3.12.2 The introduction of the two-tier referral process, which allows agencies to make 'lower level' Adult Concern Reports for those for whom staff have worries, but who do not meet the ASP Three Point Test, would account for some of the reduction of ASP referrals for those in the Mental Health category. In addition, referrers do appear to be becoming more sophisticated in relation to providing appropriate context and background information regarding their concerns about Adults at Risk of Harm, which subsequently assists staff in making better determinations concerning categories.

3.13 Self Evaluation and Audit

3.13.1 During late 2019 and early 2020, North Ayrshire APC oversaw their third multi-agency Case File Audit. This exercise was only one element of the numerous self-evaluation and audit activities undertaken during the 2018-2020 biennial period.

3.13.2 In relation to the multi-agency Case File Audit undertaken, cases were randomly selected from within two broad categories. In the morning five cases were audited from all those which had been referred in relation to Self-Neglect (including hoarding) and in the afternoon five cases were audited which had been referred in relation to Financial Harm. A multi-agency team of eighteen File Readers were trained and supported to carry out the exercise.

3.13.3 The findings of the Case File Audit were analysed and a full Case File Audit Report was developed. This Report was submitted to the Adult Protection Committee and the Child and Public Protection Chief Officers Group in North Ayrshire. The recommendations from the exercise were amalgamated into the APC 2020–2022 Business Plan.

3.13.4 A multi-agency ASP staff satisfaction survey was carried out in early 2018 and the findings from this exercise were fed into the APC – ASP Improvement Subgroup 2018–2020 Work Plan.

3.13.5 Recommendations arising from the APC Development Day which took place in 2019 were fed into the APC – ASP Improvement Subgroup Work Plan 2018–2020.

3.14 Performance towards 2018 – 2020 Work Plan objectives

5. Outcomes, Strengths and Challenges

5.1 Outcomes

- 5.1.1 The plethora of audit and self-evaluation methods employed in North Ayrshire has provided us with assurances that adults in North Ayrshire are being appropriately supported and protected. This was borne out when the ASP Inspection Report was published in July 2018, rating North Ayrshire as ‘Good’ in relation to Outcomes for Adults at Risk of Harm.
- 5.1.2 The multi-agency Case File Audit, undertaken in 2019 asked file readers (auditors) to rate the improvement in outcomes for adults who had been supported and protected in North Ayrshire under the ASP Act. In 88% of the cases audited the file readers rated the improvement in outcomes to be excellent or very good.
- 5.1.3 When compared with the last multi-agency Case File Audit – the recent audit saw an upward trend, with improved outcomes for adults noted in 2019 when compared to 2017.
- 5.1.4 The ASP Inspection Report published in July 2018 found that there had been ‘some positive adult protection outcome’ in 90% of the cases audited as part of the inspection and recorded the following in relation to outcomes for North Ayrshire:

*“**Outcomes for safety, protection and support** - The partnership carried out effective work to determine the outcomes that it delivered for adults at risk of harm. The partnership had undertaken purposeful work on outcomes measurement, audits of adult protection records and eliciting the lived experiences of adults at risk of harm and their unpaid carers. This contributed considerably to positive outcome delivery for individuals, highly effective adult protection processes and focused leadership for adult support and protection”*

5.2 Strengths

- 5.2.1 The ASP Team in North Ayrshire has enjoyed stability over recent years. This lack of turnover in staffing and Convenor, has facilitated the ability to continually build on previous knowledge and expertise.
- 5.2.2 As clearly outlined by the 2019 APC Self-evaluation exercise, the APC in North Ayrshire is considered by its members to be well organised, effective and a good use of time, with strong and effective leadership. Members agree it operates in a spirit of transparency, openness and trust. This feedback has reassured me, as Convenor - that the APC itself is considered to be a real strength in North Ayrshire.

- 5.2.3 As outlined during our Inspection period, not only is the APC in North Ayrshire a strong, vibrant and effective committee, but the Chief Officers' Group (COG) in North Ayrshire are very committed to supporting the work of the APC. The COG are interested and knowledgeable in relation to the work of the APC and welcome the robust reporting and discussion which is a feature of our COG meetings in North Ayrshire. Governance and Leadership were rated as 'Very Good' in the July 2018 Inspection Report stating:

“Strategic leaders within the partnership strove to engender good partnership working across the adult protection partnership. There was a pervasive embedded culture for adult support and protection. There was unequivocal evidence that self-evaluation activity had delivered significant improvement to adult protection practice on the ground. There was sound governance for adult support and protection exercised by senior leaders and the various forums in which they were involved”

- 5.2.4 The ASP Staff and APC Members in North Ayrshire has worked extremely hard to raise awareness of ASP right across the geographical area and encompassing the public, private and 3rd Sectors. The success of this, is evident in the very broad range of agencies who make Adult Support and Protection referral submissions in North Ayrshire. This work is supported by a robust awareness raising and learning and development programme, which itself, is continually evaluating, reviewing and improving.

- 5.2.5 Both myself and the Senior Officer for ASP in North Ayrshire took on National roles during the 2018 – 2020 biennial period. I, as Convenor for the National ASP Convenors' Group and the Senior Officer as Chair of the National Social Work Scotland ASP Practice Network. This has allowed us to ensure that North Ayrshire has robust processes in terms of National feedback and information flow both from and to the APC and COG.

- 5.2.6 A committed and knowledgeable workforce, supported by appropriate ASP learning and development has been a strength – as highlighted in the 2018 Inspection Report:

“Partnership staff carried out adult protection investigations in a highly competent, meticulous, and skilful manner and these investigations effectively determined the right course of action for the adult at risk of harm going forward”

5.3 Challenges

- 5.3.1 During 2018 – 2020 we piloted a new process for collating views from service users and carers, analysing this data and embedding good practice as a result of lessons learned, directly from those who have had experience of our ASP processes and practice in relation to supporting and protection adults. This model has proved difficult to embed, despite continually reviewing and revising the model. It is now time for us to make some fundamental changes to this model to ensure that it is as effective and valuable to us, as we believe it can be, going forward.

- 6.1 The biennial period 2018–2020 has been a busy time, implementing learning from the ASP Inspection and moving forward with our programme of learning and development and continuous improvement. The biennial period 2020–2022 will have some particular issues to address, with the advent of the Covid-19 pandemic and its aftermath, the full impact of which, is not yet fully understood at the time of writing (July 2020).
- 6.2 From the national roles undertaken by both myself and the Senior Officer – ASP, I am aware of the concerns raised by many areas in relation to ASP that there may be an upsurge in numbers of referrals or complexity of cases, coming to the attention of those who can support and protect, later than would normally be the case, due to lockdown measures. The APC will be vigilant in relation to gathering information and analysing this, so that trends and issues arising can be understood and responded to appropriately. It will also be important to be alert to the possibility of a second (or more) wave/s of the pandemic, for which we intend to use information gleaned during this time, to be prepared.
- 6.3 The APC – ASP Improvement Subgroup continues to support the work of the APC well and has delegated responsibility for ensuring that the Business Plan Actions are implemented, evaluated, reviewed and revised to ensure they are effective.
- 6.4 The APC Business Plan 2020–2022 outlines the areas it wishes to develop over the next two years, which includes the following high-level outcomes:
- ✓ **Thematic Learning** - Staff who feel well supported and knowledgeable in relation to ASP
 - ✓ **Improved Decision Making** - A reduction in levels of harm to adults through improved decision making
 - ✓ **Working with Partners** - Positive outcomes for adults at risk of harm facilitated by robust Partnership working
 - ✓ **Engagement** - Adults at risk of harm and their supporters feeling involved and engaged in ASP processes
 - ✓ **Robust Processes** - Timely and appropriate interventions leading to reduced levels of harm and better outcomes for adults at risk of harm
 - ✓ **National Work** - The robust links North Ayrshire APC has on a National basis, continue to ensure we are effective influencers and remain abreast of all relevant National developments relating to ASP
- 6.5 The actions taken (outlined in the Business Plan at *Appendix 1*) to achieve the high-level outcomes have been agreed by the APC and ensuring these will be implemented - will be the delegated responsibility of the APC – ASP Improvement Subgroup.
- 6.6 Ensuring we meet the targets we have set ourselves for the next two years will be important and to that end we have developed a Key Performance Indicator report, which will help to keep both the APC and the Chief Officers Group informed about performance towards our agreed targets.

- 6.7 I would like to conclude by thanking all the staff and individuals across the many agencies involved with protecting adults from harm in North Ayrshire for their continued efforts and engagement over the past two years, and also acknowledge the strong strategic oversight, engagement and leadership we have had from the Chief Officers Group who have so clearly demonstrated their commitment to all aspects of public protection in North Ayrshire.

John Paterson
Independent Convenor



North Ayrshire
Adult Protection Committee

**Business Plan
2020 – 2022**



North Ayrshire Adult Protection Committee – Document Control Information	
Document Details:	
Document Name	Business Plan 2020 - 2022
Owner	North Ayrshire Adult Protection Committee
Prepared By	Senior Officer - Adult Support and Protection and the North Ayrshire APC – ASP Improvement Subgroup
Other Documents Referenced	Adult Support and Protection (Scotland) Act 2007 (National) 2018 – 2021 North Ayrshire Health and Social Care – Strategic Plan (North Ayrshire) 2019 – 2021 Ayrshire APC Joint Working Position Statement (Ayrshire) 2019 – 2024 North Ayrshire Council Plan (North Ayrshire)
Version History:	
Version Number	DRAFT – Final Version
Date Completed	Awaiting ratification by the North Ayrshire APC
Comments	None
Review Date	March 2021

OUTCOME 1/2			
Staff who work with those who display hoarding behaviours feel better informed and supported			
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Develop and Facilitate 'Supporting People who Hoard' face to face training	Led by North Ayrshire ASP – Learning & Development Adviser – supported by Psychological Services	1 st Hoarding Training session facilitated. Evaluations analysed to ensure the course is meeting the needs of participants	March 2021
IMPROVEMENT LINK			
Survey of staff across Ayrshire resulted in 410 individuals who requested face to face staff training in relation to supporting those who Hoard. Agreed by Ayrshire Hoarding Steering Group and ASP Learning & Development Subgroup.			
OUTCOME 1/3			
Council Officers feel well informed about current practice in relation to ASP Investigation			
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Facilitate new ASP Investigative Interview Refresher training	ASP Learning and Development Adviser	1 st Training session facilitated. Evaluations analysed to ensure the course is meeting the needs of participants	March 2021
IMPROVEMENT LINK			
Comments from participants - previously externally facilitated – desire to save money and have more control over content			
OUTCOME 1/4			
Lead Agency (ASP) Team Managers feel well informed in relation to ASP developments and Children and Families Teams and CP Senior Officers are well versed in ASP			
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Develop ASP Team Manager's Workshop and bespoke input for Children and Families Teams and Senior Officers (who Chair CP Case Conferences)	ASP Learning and Development Adviser	1 st Training session facilitated. Evaluations analysed to ensure the course is meeting the needs of participants	March 2021
IMPROVEMENT LINK			
Comments from participants – previous training facilitated to both Social Work and non Social Work Team Managers – agreed two different courses required to reflect training needs of both groups and levels of detail required in relation to ASP legislation and processes etc. In addition a			

	bespoke ASP Course developed and delivered for Children and Families Teams and CP Senior Officers		
OUTCOME 1/5	Staff and Volunteers across North Ayrshire feel better informed in relation to working with those who self-neglect		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Deliver Self-Neglect Training and Review	ASP Learning and Development Adviser	Several training sessions facilitated. Evaluations analysed and course reviewed to ensure the needs of participants are being met	March 2021
IMPROVEMENT LINK	Comments and discussions raised at training, forums and learning events to highlight this is a complex issue that staff and volunteers across North Ayrshire struggle with and would like support		
OUTCOME 1/6	North Ayrshire Health and Social Care Staff learn from the recent SCR in South Ayrshire		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Facilitate a second SCR (South Ayrshire) Learning Event	Senior Officer – ASP – NA with Senior Officer – ASP - SA	2 nd Event facilitated and evaluations reviewed	March 2021
IMPROVEMENT LINK	Review of evaluations following the first delivery of this Learning Event highlighted that participants felt that their colleagues should have the opportunity to attend this important event in order to learn from the experiences of South Ayrshire in relation to their SCR (S Greenop) and that a second event should be arranged.		
OUTCOME 1/7	Better responses to ASP referrals made by telephone		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Relevant staff within NA H&SCP receive training on identifying when ASP concerns are reported by telephone and are able to respond appropriately	Learning and Development Advisers – ASP and CP	All relevant staff have received training and checks have been put in place to ensure ASP/CP concerns made by phone are identified and dealt with appropriately	March 2021

IMPROVEMENT LINK	The first SA SCR Learning Event and an issue raised via the Adverse Events Review Group highlighted that training for those answering phones in North Ayrshire should receive training – this was discussed and agreed at the NA COG
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OUTCOME 1/8	Staff feel better informed in relation to dealing with Missing People		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Missing People Event Held	Independent Convenor – APC and Senior Officer – ASP and Lead Officer - CP	Missing People Event held and evaluated	September 2021
IMPROVEMENT LINK	The National Missing Person Framework Steering Group has identified that a Missing People Event in North Ayrshire would support learning around this important issue		

OUTCOME 1/9	Improved responses to Financial Harm		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
An audit of Financial Harm cases	The APC – ASP Improvement Subgroup	Audit and Improvement Activity undertaken and checked for impact	December 2021
IMPROVEMENT LINK	During 2018 and 2019 - 2 cases were highlighted where Police had made an early decision not to prosecute in Financial Harm cases. When respectfully challenged, Police looked again at these cases and these subsequently met required evidence levels and went to court. This was discussed at the COG (Chief Officer's Group) and Police were given training in relation to this issue. This exercise will allow us to measure the impact and consider whether all appropriate cases of Financial Harm are being prosecuted in North Ayrshire		

OUTCOME 1/10	Improved Support and Supervision for Lead Agency staff involved in ASP		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
A survey of staff in relation to satisfaction levels	The APC – ASP Improvement Subgroup	Survey Undertaken and Improvement Activity implemented – 2 nd survey to check for impact	March 2021
IMPROVEMENT LINK	The 2019/20 ASP Case File Audit highlighted that we were unable to report accurately as to whether staff felt well supported and supervised in relation to ASP		

OUTCOME 1/11	Improved Staff Skills and Knowledge		
OUTPUT	FACILITATOR/S	KPI	DEADLINE

A Suitable Case Learning Event – Case to be identified	The APC – ASP Improvement Subgroup	An appropriate case identified. Learning event facilitated and evaluated	March 2021	
IMPROVEMENT LINK	Previous Case Learning Event evaluations have highlighted how valuable these learning opportunities are to staff and volunteers			
North Ayrshire APC 2020 – 2022 Business Plan - Key Performance Indicators				
THEMATIC LEARNING				
Performance Indicator	Target/Info	Performance	Status	Notes
1/1 Supporting People Who Hoard Guidance	Info			Guidance Developed and Disseminated and used to support Training
1/2 Supporting People who Hoard Training	90%			Target: 90% or over of delegates attending the training report high levels of satisfaction
1/3 Investigative Interview Refresher Training	90%			Target: 90% or over of delegates attending the training report high levels of satisfaction
1/4 Team Manager’s Workshop & CF Teams and CP SOs Bespoke Training	90%			Target: 90% or over of delegates attending the Workshop report high levels of satisfaction
1/5 Self-neglect Training	90%			Target: 90% or over of delegates attending the training report high levels of satisfaction
1/6 SCR Learning Event	90%			Target: 90% or over of delegates attending the event report high levels of satisfaction
1/7 Telephone Response Training	90%			Target: 90% or over of delegates attending the training report high levels of satisfaction
1/8 Missing People Event	90%			Target: 90% or over of delegates attending the event report high levels of satisfaction
1/9 Financial Harm Audit	Info			Establish a baseline for subsequent measure

1/10 Staff Survey	80%			Target: 80% of staff surveyed are satisfied with their support in relation to Supervision concerning ASP
1/11 Case Learning Event	90%			Target: 90% or over of delegates attending the event report high levels of satisfaction

IMPROVEMENT LINK	ASP developments invariably impact on this training and it requires to be updated regularly		
OUTCOME 2/3	Lead Agency Teams better informed in relation to ASP developments		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
ASP Input to Lead Agency Teams	Senior Officer – ASP	All relevant Teams have received ASP input	March 2021
IMPROVEMENT LINK	Issues raised in relation to ASP thresholds and practice can be addressed		
OUTCOME 2/4	Improved Chronologies which support robust decision making		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
A Chronology Quality Audit and resulting improvement activity	The APC – ASP Improvement Subgroup	Audit and Improvement Activity undertaken and checked for impact – lessons fed into Good Recording and Defensible Decision Making Training where appropriate	December 2021
IMPROVEMENT LINK	The 2019/20 Multi-agency Case File Audit highlighted that while most case files held a Lead Agency Chronology – the quality of these was variable		
OUTCOME 2/5	Improved skills and knowledge of APC leading to better Decision Making		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
APC Learning Event (1)	Independent Convenor – APC and Senior Officer – ASP	Learning Event held and evaluated	March 2021
IMPROVEMENT LINK	The ASP Act requires APCs to improve the skills and knowledge of its Members		
OUTCOME 2/6	Updated BP - including lessons learned from 1st year activity supports Decision Making		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Review APC Business Plan and KPI Report for 2021 - 2022	Independent Convenor – APC and Senior Officer – ASP with APC Members and relevant others	Refreshed BP and KPI Report finalised and disseminated	March 2021

IMPROVEMENT LINK	Continuous Improvement		
OUTCOME 2/7	Improved skills and knowledge of APC leading to better Decision Making		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Manager's ASP Guidance	Independent Convenor – APC and Senior Officer – ASP	Following Visit to Teams, Guidance developed and disseminated	December 2021
IMPROVEMENT LINK	Request by new Team Manager		
OUTCOME 2/8	Improved skills and knowledge of APC leading to better Decision Making		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
APC Learning Event (2)	Independent Convenor – APC and Senior Officer – ASP	Learning Event held and evaluated	March 2022
IMPROVEMENT LINK	The ASP Act requires APCs to improve the skills and knowledge of its Members		

North Ayrshire APC 2020 – 2022 Business Plan - Key Performance Indicators				
IMPROVED DECISION MAKING				
Performance Indicator	Target/Info	Performance	Status	Notes
2/1 Biennial Report	Info			
2/2 Revise Good Recording & Defensible Decision Making Training	90%			Target: 90% or over of delegates attending the training report high levels of satisfaction
2/3 Input to Lead Agency Teams	90%			Target: 90% or over of delegates attending the workshop report high levels of satisfaction
2/4 Chronology Quality Audit	85%			Target: 85% or over of cases audited have good or very good single agency Chronologies
2/5 APC Learning Event	90%			Target: 90% or over of delegates attending the event report high levels of satisfaction
2/6 Review of BP & KPI Report	Info			
2/7 SP Manager's Guidance	Info			
2/8 APC Learning Event (2)	90%			Target: 90% or over of delegates attending the event report high levels of satisfaction

OUTCOME 3/3	Measure improvements following training/briefings to Police Personnel re Financial Harm		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Police – Financial Harm Cases Audit	APC – ASP Improvement Subgroup	Compare Cases from before and after input to Police Personnel to identify if practice has improved – Report to APC	March 2021
IMPROVEMENT LINK	Discussions at APC and COG (Chief Officer’s Group)		
OUTCOME 3/4	Partner exchange of information - better informed local staff		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Care Home - ASP Event	APC Chair/SO – ASP/ASP L&D ADVISER	Event evaluation submitted to the APC	December 2021
IMPROVEMENT LINK	Annual Event for North Ayrshire – past evaluations show the event is valued		
OUTCOME 3/5	Partner exchange of information - better informed local staff		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Care at Home - ASP Event	APC Chair/SO – ASP/ASP L&D ADVISER	Event evaluation submitted to the APC	December 2021
IMPROVEMENT LINK	Annual Event for North Ayrshire – past evaluations show the event is valued		
OUTCOME 3/6	Partner exercise with good practice highlighted and improvement activity re ASP for all		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Multi-agency Case File Audit	APC – ASP Improvement Subgroup	Audit Report submitted to APC	December 2021
IMPROVEMENT LINK	Biennial Audit Exercise – previous exercises have been valued by partner agencies and APC		
OUTCOME 3/7	Improved knowledge across Partners on a pan Ayrshire basis		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Host Annual Ayrshire APC Event	Ayrshire ASP Chairs & Leads Group and North Ayrshire APC	Event Evaluation submitted to APC	March 2022
IMPROVEMENT LINK	Agreement by Chairs and Leads Group that each area will host an annual event in turn		

OUTCOME 3/8	Improved Partner communication supporting better Service User outcomes		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Extension of ASP information to NHS Partners Ayrshire wide	East Ayrshire SO & South Ayrshire SO – with support from North Ayrshire SO and Sen Nurse - MH	The model has been implemented and piloted for 3 months	March 2022
IMPROVEMENT LINK	The 3 Ayrshire APC Convenors requested that the system operational currently in North Ayrshire be extended to cover South and East Ayrshire		
OUTCOME 3/9	Good practice highlighted and improvement areas identified		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Annual Staff Survey 2021 and 2022	ASP Learning and Development Adviser	Staff who require training identified and training delivery planned – improvements required - fed into APC – ASP Work Plan. Evaluation of Staff Surveys submitted to APC	March 2022
IMPROVEMENT LINK	Annual Event - carried over from 2018 – 2020 APC Work Plan		
OUTCOME 3/10	Good practice re Committee highlighted and improvement areas identified		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Annual APC Survey 2021 and 2022	SO – ASP and APC Members	Report submitted to the APC	March 2022
IMPROVEMENT LINK	Annual Event – carried over from 2018 – 2020 APC Work Plan		
OUTCOME 3/11	Emergency Department Process for identifying Adults at Risk of Harm under Legislation		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
New ED alert process to highlight Adults under the auspices of ASP	ASP Officer – NHS Acute Services	Report submitted to the APC	March 2022
IMPROVEMENT LINK	Annual Event – carried over from 2018 – 2020 APC Work Plan		

North Ayrshire APC 2020 – 2022 Business Plan - Key Performance Indicators

WORKING WITH PARTNERS

Performance Indicator	Target/Info	Performance	Status	Notes
3/1 Audit of SFRS Referrals	90%			Target: 90% or over of referrals are appropriate and properly completed
3/2 Attendance/Reports to ASP Case Conferences	80%			Target: 80% or over of those invited to attend an ASP Case Conference do attend or send a report
3/3 Audit of Financial Harm Cases	85%			Target: 85% of cases involving Police Scotland have been appropriately assessed and progressed
3/4 Care Home Event	90%			Target: 90% or over of delegates attending the event report high levels of satisfaction
3/5 Care at Home Event	90%			Target: 90% or over of delegates attending the event report high levels of satisfaction
3/6 Multi-agency Case File Audit	Info			Outcomes reviewed and fed into next Business Plan
3/7 Annual Ayrshire APC Event	Info			Focus is agreed by Ayrshire Chairs & Leads Group
3/8 Extension of ASP Information Project – Ayrshire wide	Info			Already established in North Ayrshire – assisting to role out to East and South – will require to go at their pace
3/9 Annual Staff Survey	70%			70% or more of the staff surveyed respond to say they are confident about making an ASP referral
3/10 APC Annual Survey	90%			90% or more of the APC membership report high levels of satisfaction with the Committee and how it runs
3/11 ED Alert for ASP	Info			Established process for alerting Emergency Department staff when an adult is under the auspices of ASP

Robust attendance at Case Conference by Service Users/Supporters	APC – ASP Improvement Subgroup with 2 SO Chairs	Improvement in attendance	March 2022
IMPROVEMENT LINK	ASP Inspection 2017/18		
OUTCOME 4/4	Lived experience identifying good practice and areas for improvement		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Direct experience of Service Users and Supporters at Case Conference collated	APC – ASP Improvement Subgroup	Increase in numbers of experiences collated	March 2022
IMPROVEMENT LINK	ASP Inspection 2017/18		

North Ayrshire APC 2020 – 2022 Business Plan - Key Performance Indicators

ENGAGEMENT

4/1 Service User/Carer Representation & Involvement with the APC	Info			Appropriate measures adopted and reported to APC and COG
4/2 Advocacy Involvement Considered at ASP Investigation stage	100%			Advocacy considered in every case which proceeds to ASP Investigation
4/3 Attendance at ASP Case Conference by Service User/Supporter	Info			Although very good reasons often why they do not attend – we would want to establish a baseline and try to increase from this – consider setting a target for 2 nd year
4/4 Experiences of Service Users/Supporters	Info			Although very good reasons often why service users/supporters attending ASP Case Conferences opt out of speaking about their experiences – we would want to establish a baseline and try to increase from this – consider setting a target for 2 nd year

New system agreed and in place	SO, Admin & Team Managers & Performance Team	System piloted and evaluated	March 2021
IMPROVEMENT LINK	issues with reporting highlighted during enhanced reporting period during Covid-19 pandemic		
OUTCOME 5/4	Protection Plans in place for all those who require these		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Live Protection Plan in place for all those adults who require this	APC – ASP Improvement Subgroup	Regular audit to ensure that 100% of PPs required are in place	March 2021
IMPROVEMENT LINK	Reporting requirement for Scottish Government during Covid-19 pandemic		
OUTCOME 5/5	ASP processes and practice are conducted in a timely manner		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Agreed Timescale Targets for ASP Paperwork processes met	APC – ASP Improvement Subgroup	Agreed (Improvement Team and APC) percentage targets met	March 2021
IMPROVEMENT LINK	National Inspection of ASP – adhering to appropriate timescales		
OUTCOME 5/6	All ASP referrals receive an ASP Inquiry		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Following input to all relevant Teams - audit of Recording in relation to ASP	APC – ASP Improvement Subgroup	Audit completed and report submitted to APC and COG	December 2021
IMPROVEMENT LINK	Issue identified as a result of the 2019/20 multi-agency Case File Audit		
OUTCOME 5/7	All ASP referrals receive an ASP Inquiry		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Ensure 3 Reports Trigger required meeting with Team Manager	SO	100% of times the trigger is reached the required meeting is held	December 2021
IMPROVEMENT LINK	Issue identified as a result of audit work undertaken in 2019/20		

OUTCOME 5/8	All ASP referrals receive an ASP Inquiry		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Ensuring all ASP Referrals are appropriately actioned	SO	100% of ASP Referrals submitted receive an ASP Inquiry - ongoing	March 2022
IMPROVEMENT LINK	Issue identified as a result of abandoned AP1s on the CareFirst system		
OUTCOME 5/9	Audit of how quickly ASP practice processes are completed		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Ensuring all ASP Referrals are appropriately actioned in a timely manner	SO	Agree future benchmarking data	March 2022
IMPROVEMENT LINK	National Inspection of ASP – adhering to appropriate timescales		
North Ayrshire APC 2020 – 2022 Business Plan - Key Performance Indicators			
ROBUST PROCESSES			
5/1 ASP Process timescales agreed	Info		Will inform subsequent targeted work
5/2 Consider Complex Case Escalation	Info		If agreed – work and who takes this forward to be ascertained
5/3 Adult Concern Report Process	Info		Better recording and reporting of ACR referrals
5/4 Protection Plans in Place	100%		All those who require a Protection Plan under ASP have this
5/5 ASP Paperwork Completion Timescales Met A. From Referral to Start of Inquiry - 2 days B. From Start to End of Inquiry - 20 days C. From Start to End of Investigation-30 days	A 85% B 75% C 70%		Agreed ASP Timescale targets for paperwork consistently met
5/6 Recording of ASP Processes and outcomes	90%		Case File Readers assess that ASP recording is good or better in 90% of cases audited
5/7 3 Reports Triggers Meeting	100%		Some work will be required to get us to 100%
5/8 ASP Referrals receive ASP Inquiry	100%		All ASP Referrals received proceed to ASP Inquiry
5/9 Audit of how quickly ASP practice processes are completed	Info		First audit will provide information and inform future benchmarking

6. NATIONAL WORK

6. **National Work** – Both the North Ayrshire Adult Protection Committee Independent Convenor and the Senior Officer – ASP currently have National roles in relation to Adult Support and Protection. The Independent Convenor is also the Chair of the National ASP Convenors Group and the Senior Officer is the Chair of the National Social Work Scotland ASP Practice Network. These National roles require the Chairs to provide representation on several other Scottish Government National Forums and Committees. The impact of this National work has been mutually beneficial, ensuring that North Ayrshire is able to positively and effectively influence the work of various National Groups and to ensure that North Ayrshire benefits from being at the forefront in relation to knowledge of National developments concerning ASP. The Ayrshire ASP Officer for NHS Acute Health is also the Chair of the National NHS ASP

OUTCOME 6/1	North Ayrshire appropriately influence and are influenced by National Developments via our APC Chair		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
North Ayrshire APC Chair – Convenes National ASP Convenors Group	APC Chair	Regular reports to and from the North Ayrshire APC and COG to the National Convenors Group, in relation to pertinent local and national issues	March 2022
IMPROVEMENT LINK	Has been highlighted by APC and COG as valuable work		
OUTCOME 6/2	North Ayrshire appropriately influence and are influenced by National Developments via our Senior Officer		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
North Ayrshire APC Senior Officer – Convenes National Social Work Scotland ASP Practice Network	APC Senior Officer (SO)	Regular reports to and from the North Ayrshire APC and COG to the SWS – ASP Practice Network, in relation to pertinent local and national issues	March 2022
IMPROVEMENT LINK	Has been highlighted by APC and COG as valuable work		

OUTCOME 6/3	North Ayrshire appropriately influence and are influenced by National Learning via our APC Chair, Senior Officer and relevant others		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Attendance by APC Chair and SO and other appropriate personnel at relevant National Events/Training	APC Chair/SO/Others	Regular reports to and from the North Ayrshire APC and COG in relation to relevant National Agendas and Events	March 2022
IMPROVEMENT LINK	Has been highlighted by APC and COG as valuable work		
OUTCOME 6/4	North Ayrshire appropriately influence and are influenced by National Learning via our ASP NHS Acute Health Officer		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Attendance by ASP NHS Acute Health Officer and other appropriate personnel at relevant National Events/Training	NHS Acute Health ASP Officer/Others	Reports to and from the North Ayrshire APC in relation to relevant National Agendas and Events	March 2022
IMPROVEMENT LINK	Highlighted by the NHS Acute Health ASP Officer – as Chair of the NHS national ASP Network		
OUTCOME 6/5	Increased Links between the National SWS Practice Network and NHS National Group		
OUTPUT	FACILITATOR/S	KPI	DEADLINE
Improved understanding of the work of both groups by their respective members and identification of links	NHS Acute Health ASP Officer/SO	Reports to and from the North Ayrshire APC in relation to relevant National Agendas and Events	March 2022
IMPROVEMENT LINK	Discussed in a meeting between the Chairs of the 2 Groups and the National ASP Coordinator		
North Ayrshire APC 2020 – 2022 Business Plan - Key Performance Indicators			
NATIONAL WORK			
6/1 APC Chair – Chairs National ASP Convenor's Group	Info		Reports to and from APC and COG
6/2 Senior Officer – Chairs National SWS – ASP Practice Network	Info		Reports to and from APC and COG
6/3 National Events/Training	Info		Reports on National events/training attended to APC
6/4 National Events/Training - NHS	Info		Reports on National events/training attended to APC
6/5 Improved Links between National Groups	Info		Reports to APC (SO Report and NHS Partner Report)

In Conclusion

As in previous years, any Work Plan or Business Plan must retain a certain degree of flexibility, so that it might respond to issues which arise during its lifetime. In the past, this has meant substantially adding to the work we initially planned as new areas for involvement or improvement identified themselves.

Despite the challenges brought about by the Coronavirus pandemic, North Ayrshire Adult Protection Committee feel themselves well placed to continue with their improvement agenda in ensuring a robust and dynamic Committee, which supports continuous improvement relating to Adult Support and Protection for all Partners across North Ayrshire, and are committed to enabling the timely and effective support and protection of Adults at Risk of Harm.

This Business Plan will enable the Committee to ensure that we have clear priorities identified and SMART (Specific, Measureable, Achieveable, Realistic and Timebound) Key Performance Indicators in place, to ensure that we can measure how well we are meeting the targets we have set ourselves.

End of North Ayrshire APC Business Plan



NORTH AYRSHIRE ADULT PROTECTION COMMITTEE

TERMS OF REFERENCE AND GOVERNANCE ARRANGEMENTS

Reviewed – August 2019

Next Review Scheduled 2022

Statement of Aims

North Ayrshire Adult Protection Committee takes a leadership role in working with all involved agencies to ensure the continuous improvement of adult support and protection services in North Ayrshire. The Committee will provide clear links with wider adult support services and will reinforce and develop, through joint multi-agency practice, the integration of adult support and protection services in North Ayrshire.

In working with adults at risk of harm, the North Ayrshire Adult Protection Committee aims to: -

- Protect the rights and promote the interests of adults at risk of harm.
- Protect the rights and promote the interests of carers where required.
- Promote independence of thought and action whilst seeking to protect those at risk from danger or harm.
- Uphold public trust and confidence in North Ayrshire Adult Protection Committee and in the adult support and protection process in North Ayrshire.
- Respect the rights of adults at risk whilst seeking to ensure that their behaviour does not harm themselves or other people.
- Be accountable for the quality of our work and take responsibility for maintaining and improving our knowledge and skills.
- Meet its obligations in terms of the Adult Support & Protection (Scotland) Act 2007.
- Uphold the spirit of partnership working encapsulated within the Ayrshire APC Joint Working Position Statement 2019 – 2021.

1 Introduction

1.1 The Adult Support & Protection (Scotland) Act 2007 defines the functions of local Adult Protection Committees in each Local Authority area as: -

- To keep under review procedures and practices of local agencies in respect of safeguarding adults at risk.

- To give information and advice or make proposals to any public body on the exercise of adult support and protection functions.
- To make, or assist in making, arrangements for improving the skills and knowledge of officers of local agencies with responsibilities for adult support and protection.
- Any other function in respect of adult support and protection which may be specified by order of Scottish Ministers.

1.2 Roles and Responsibilities – Building on those legal functions, the roles and responsibilities of the North Ayrshire Adult Protection Committee are to: -

- To promote actively a culture of joint working amongst all organisations and individuals involved in adult support and protection work.
- To promote actively the value and importance of necessary and authorised information sharing among all public, private and voluntary organisations involved in adult support and protection work.
- To promote the continuous improvement of adult support and protection work through the development, publishing and dissemination of policies, procedures and protocols (within and across agencies); the development of management information systems (including acting on the implications of reports); development, implementation and review of inter-agency quality assurance mechanisms; promotion of good practice; training and staff development (single agency and inter-agency).
- To prepare annual statistics on the work of the Adult Protection Committee for the consideration of the Child & Public Protection Chief Officers' Group within North Ayrshire Council and thereafter, the constituent organisations represented on the Adult Protection Committee.

- To promote continuous improvement of adult support and protection work through the implementation of the ASP Self-evaluation and Audit Strategy.
- To ensure appropriate mechanisms are in place to involve service users in developing adult support and protection services.
- To consider relevant reports from a range of sources, including local agencies with involvement in adult support and protection.
- To develop and implement an awareness raising strategy for local agencies that will promote the need to take action when an adult is at risk of harm.
- To share best practice and learning with other Adult Protection Committees and to manage any cross-boundary issues e.g. ensuring information is transferred appropriately when adults at risk move between areas.
- Have regard to any guidance issued by Scottish Ministers about its functions.

2 Key Principles

2.1 North Ayrshire Adult Protection Committee will operate within the framework of the following principles: -

- A person-centred approach in which the best interests of the individual are paramount.
- Joint working based on mutual respect and a shared understanding of each member's roles and responsibilities.
- A proactive approach to all support and protection work.
- A focus on improved outcomes for adults at risk.
- Participation and responsiveness at a local level.

3 Members of the Committee

- 3.1 The membership of the Committee will be agreed, taking account of legislative requirements. Representation will come from the key agencies (referred to as member agencies which are detailed in Appendix 1) with direct responsibilities for, or interest in, matters of adult support and protection across North Ayrshire.
- 3.2 Member agencies will where possible ensure that their representation is at a senior management / executive level and that representatives are accorded sufficient delegated authority to make decisions on behalf of their agency in the course of the work of the Committee.
- 3.3 In the event of a member being unable to attend an Adult Protection Committee meeting a substitute may attend, providing that they have the authority of the member they are representing.
- 3.4 Core membership of the Committee MUST include an Independent Chairperson, North Ayrshire Council, Police Scotland and NHS Ayrshire and Arran, however locally we have agreed our Committee will comprise of: -
 - Independent Chairperson
 - Head of Service Health & Community Care, North Ayrshire Health & Social Care Partnership
 - Associate Nurse Director / IJB Lead Nurse, North Ayrshire Health & Social Care Partnership
 - Chief Social Work Officer, North Ayrshire Health and Social Care Partnership
 - Group Manager, Head of Prevention and Protection, Scottish Fire and Rescue Services
 - Superintendent, Police Scotland
 - Senior Manager Education & Youth Employment, North Ayrshire Council
 - Head of Service Children, Families & Justice Services, North Ayrshire Health & Social Care Partnership
 - Senior Officer Adult Support & Protection, North Ayrshire Health & Social Care Partnership
 - Care Inspectorate* (may not attend – but always receives minute)

- Lead Officer Child Protection Committee (two year rotating with Senior Officer Adult Support & Protection on Child Protection Committee)
- Director of Nursing (Acute), NHS Ayrshire & Arran
- Other members as may be determined by the Committee who have the skills and knowledge relevant to the functions of the Committee and who may include: -
 - Representation from North Ayrshire Council Legal Services
 - Representation from Third Sector organisations
 - Representation from carers / service user groups as may from time to time be identified

Other affiliated members of the Adult Protection Committee are: -

- The Mental Welfare Commission
- The Office of the Public Guardian
- The Procurator Fiscal's Office
- A representative of any other public body or office holder as may be specified by Scottish Ministers

- 3.5 The Adult Protection Committee Independent Chairperson will be in attendance at all Adult Protection Committee meetings.
- 3.6 In exceptional circumstances, where the Chairperson cannot be in attendance, a Vice Chairperson will be elected from those present with decisions being approved at the next Committee attended by the Chairperson.
- 3.7 Arrangements will be put in place to ensure matters considered and decisions taken by the Adult Protection Committee are communicated to other relevant services within the agencies listed above to ensure appropriate dissemination of information.

4 Quorum

- 4.1 The Committee will be quorate for business when there are present at any of its meetings the Chairperson together with three or more of the Core

Members or their authorised substitutes, one of whom must be a core member from the Council.

5 Chairperson of the Adult Protection Committee

5.1 The Chairperson has been appointed by North Ayrshire Council to serve for two years, subject to extension - following review. The Chairperson may not be drawn from within the member agencies represented on the Committee, being independent of all agencies.

5.2 The role and responsibilities of the Chairperson are to: -

- Ensure meetings are run competently and that the Adult Protection Committee fulfils its functions.
- Ensure appropriate monitoring, reporting and communication mechanisms are in place.
- Ensure discussion and decision making is democratic and representatives of all agencies can participate fully in meetings.
- Prepare agendas for the meeting (in consultation with the other Committee members).
- Ensure relevant matters are discussed and appropriate decisions made and implemented.
- Ensure the development of North Ayrshire's adult support and protection strategy, auditing process, the Committee's business plan and training plan.
- Report to the North Ayrshire Child & Public Protection Chief Officers' Group.
- Ensure that the Biennial Report is submitted timeously to Scottish Government and disseminated to all relevant agencies, as well as made available on the North Ayrshire Council public website.

6 Responsibilities of Member Agencies / Members

- 6.1 Member agencies will ensure that inter-agency strategies and plans agreed by the Committee are implemented within their services, and report on such implementation to the Committee as appropriate. Agencies will also implement the North Ayrshire Multi-Agency Adult Support and Protection Procedures and Guidance document in all parts of their services, and monitor and report on progress to the Committee.
- 6.2 Agencies will work together to facilitate audit processes, and to act on agreed recommendations. They will commit to maintaining high quality inter-agency standards of practice, and be committed to appropriate information sharing to assist in the delivery of high quality services.
- 6.3 Member agencies will actively support and commit to the North Ayrshire Adult Protection Committee strategic inter-agency training programme and will ensure that staff training needs in adult support and protection work are identified within their service and measures are put in place to provide opportunities to meet those needs.
- 6.4 The role of service representatives from member agencies attending the Committee is to: -
- Promote excellent partnership working in order to provide high quality adult support and protection services.
 - Reflect the commitment to, and accountability of, their agency for promoting the safety and welfare of individuals at risk.
 - Have the appropriate delegated authority to make strategic and operational decisions on behalf of their agency in relation to adult support and protection work.
 - Collate the views of agency staff / officers on particular issues as necessary and ensure that these are made available to the Committee.
 - Fully participate in the business life of the Committee and its subgroups between meetings, including participation in training.

- Ensure that the decision of the Committee and the implications of such decisions are communicated to, and understood by, staff / officers at all levels of their respective agency.
- Be aware of current issues concerning adult support and protection work and their relevance to the work / deliberations of the Committee and raise awareness of such issues in their service / agency.
- Arrange for an appropriate and appropriately authorised substitute to attend meetings of the Committee when the representative is unable to attend.
- Arrange for minutes of the Committee meeting to be circulated as appropriate to relevant agency staff and other working groups.
- Ensure the relevant tasks from the work of the Committee are appropriately actioned.

7 Meetings of the Committee

- 7.1 Meetings of the Committee will be convened quarterly. Additional meetings can be convened as necessary to address the business needs of the Committee.
- 7.2 Minutes will be taken at all meetings of the Committee. Arrangements for taking and distributing minutes will be the responsibility of the Chairperson in conjunction with the Senior Officer Adult Support & Protection and responsible administration officer.

8 Protocol for Meetings

- 8.1 The Protocol shall apply to all meetings of the North Ayrshire Adult Protection Committee and is designed to support the effective operation of the Committee.
- Notice of the time and place of the Committee meeting, a copy of the agenda, papers and supporting documents will be delivered to each member of the Committee at least seven days prior to the meeting by email, unless another means of delivery is requested.

- The agenda will be prepared by the Independent Chairperson with the assistance of the Senior Officer Adult Support & Protection.
- All members are asked to come prepared to participate and having prepared for the discussions indicated by the agenda.
- Meetings will start punctually and all members are expected to arrive on time.
- All members are asked to abstain from using devices e.g. mobile phones, PDAs and laptops unless for the purpose of the meeting.
- Attendance for the entire meeting is expected.
- All actions agreed should be completed by the agreed date. Each member is responsible for their own actions.

9 Subcommittees of the Adult Protection Committee

- 9.1 The Committee may, at any stage, establish subcommittees to progress its work on any issue on its behalf. Membership of such subcommittees will be by agreement of the Committee and may include individuals drawn from outwith the Committee itself. The Committee will stipulate the timescale to which subcommittees will operate (short-life or permanent). All subcommittees are accountable to the Committee and operate under its auspices.

10 Links to Other Partnerships in Relation to Protecting People

- 10.1 The Committee will strive to ensure that it maintains strong links with all other appropriate partnerships.
- 10.2 The Adult Protection Committee Chairperson will provide progress reports on the work of the Committee to the North Ayrshire Child & Public Protection Chief Officers' Group (CPPCOG) and together with the Senior Officer Adult Support & Protection, will attend the CPPCOG meetings.

- 10.3 The Senior Officer Adult Support & Protection will sit as a member of the North Ayrshire Child Protection Committee for a period of two years. Thereafter the Lead Officer Child Protection Committee will sit on the North Ayrshire Adult Protection Committee for a period of two years, alternating every two years going forward.
- 10.4 Links will be maintained with all other appropriate partnerships, including the Safer North Ayrshire Partnership (SNAP), the Alcohol & Drugs Partnership (ADP), Multi Agency Public Protection Arrangements (MAPPAs), the Violence Against Women Partnership (VAWP), and Community Justice Ayrshire (CJA).

11 Ayrshire Adult Protection Committees – Joint Working

- 11.1 The Ayrshire Chairs and Leads Group operates in line with the Adult Protection Committee statutory function detailed in Section 42 (1) (a) of the Adult Support and Protection (Scotland) Act 2007 which relates to the involvement and co-operation between the Council and other public bodies or office holders to which this law applies.
- 11.2 The three Ayrshire Adult Protection Committees (APCs) believe in Boundaries not Barriers and as such have a vision:
- To work in partnership to build the capacity of individuals, families and communities to prevent harm happening. This is based on the shared values that we all have a right to live our lives free from harm, neglect and exploitation and we are committed to the principle of zero tolerance of these in our society. We recognise that harm happens and when it does our aim is that the people who may be unable to safeguard their own interests will be respected and included in a way that they are encouraged and enabled to fully participate in decisions that affect their lives.
- 11.3 The three Ayrshire APCs and related subgroups will ensure that the experiences of those affected by any form of harm including physical, psychological, sexual, financial and: self-harm, and neglect or deficiencies in care are included and influence plans through these working arrangements.

- 11.4 The Ayrshire APC Chairs and Leads Group is a forum where the Chairs and Leads of each APC meet quarterly to identify common areas of interest, to share learning and to maximise resources. The intention is also to promote a consistent response to adult support and protection for all partners and where possible action is taken to progress joint initiatives prior to submitting to their respective APC for approval.
- 11.5 The Ayrshire Adult Protection Committee subgroup structure will be agreed by Chairs and Lead Officers to meet the needs of the structure in any biennial period. This demonstrates there is a connection between the strategic function of the Committee and the operational delivery of local services which is crucial to progress action and coordinate effort. The subgroup structure will ultimately be approved and endorsed by each individual APC and then collectively at the Ayrshire Chairs & Leads Group.
- 11.6 The Chairs & Leads Group and any associated subgroup shall report back to their Committees and APC in a manner approved by the Committees.
- 11.7 Joint subcommittees or short life working groups, will have a defined membership, aims and objectives, as well as explicit lines of communication and accountability to the Ayrshire Chairs & Leads Group. The Chair of each subgroup will be appointed following nomination and agreement at an Ayrshire Chairs & Leads meeting.
- 11.8 The subgroup / short life working groups will be expected to provide a quarterly report to the Adult Protection Chairs & Leads Group using a standard agreed template which can be tabled at the relevant APC for information, endorsement or approval as appropriate to the individual APCs.
- 11.9 Core members of subgroups will consist of a Chair from one of the APC member organisations, an Adult Support & Protection Lead Officer as Vice Chair and representatives of Police Scotland, Scottish Fire & Rescue and NHS Ayrshire & Arran, as appropriate. Consideration will be given to other relevant members i.e. service user/carer, Care Inspectorate, third sector. Each representative will be required to:-

- Positively promote and deliver on agreed work plans of the group.
- Ensure information about the work of the group is communicated back to their organisation.
- Identify and commit individuals/resources to take forward activity e.g. short life work groups.

Prior to the submission of the Chairs Biennial Report a meeting will be prioritised with the Ayrshire Chairs & Leads to set common priorities and agree how these priorities will be delivered. These priorities will, as a minimum, include Learning and Development activity as well as Ayrshire policies and procedures development. Inclusive consultation will take place to negotiate and establish joint working activity and how these will be remitted to the relevant sub group(s) or short life working group(s). The agreement in place is that each APC annually takes the lead to plan, organise and host an Ayrshire development/learning event. The focus for each annual event will be approved by the Chairs & Leads Group. This will be resourced jointly by all three Local Authority areas.

12 Support for the Committee

12.1 Whilst it is accepted that adult support and protection work must be given a high priority by all agencies working with adults at risk, support to the Adult Protection Committee will be provided by the Senior Officer Adult Support & Protection, who will report to the Chairperson or his / her delegate, focussing on these roles: -

- The Senior Officer Adult Support & Protection will work with the Adult Protection Committee in the delivery of core functions, with the Chairperson to ensure the effective operation of the Committee and with agencies to coordinate cross-service initiatives and programmes.
- The Senior Officer Adult Support & Protection will also take forward the training and quality assurance agendas of the Committee. He / she will be responsible for developing and assuring the quality and delivery of inter-agency adult support and protection training on behalf of the Committee.

He / she will also ensure that quality assurance mechanisms are established and developed on behalf of the Committee.

- 12.2 The Senior Officer Adult Support & Protection will be employed by North Ayrshire Council as part of the Health & Social Care Partnership and will be subject to the Council's standard terms and conditions of employment. Their personal development will be managed by North Ayrshire Council.

13 Mechanisms for Raising Issues and Reviewing Arrangements

- 13.1 Agency representatives on the Adult Protection Committee can raise issues on behalf of their agency or any member of their agency by either placing the item on the agenda for the Committee meeting, or as items for information for less substantive items, or by raising issues as an item of "any other business" during a Committee meeting. Representatives placing substantive items on the agenda will speak to the issue being raised.
- 13.2 Agenda items must be passed to the Senior Officer Adult Support & Protection at least ten working days before the Committee meeting.
- 13.3 The governance arrangements of the Committee will be subject to regular scrutiny to ensure that they remain fit for purpose. Any agency involved can raise issues with regard to the working procedures and practices and suggest alterations, subject to remaining consistent with any relevant legislative requirements. As a minimum, the governance arrangements will be subject to formal review every three years, or earlier as agreed by the Adult Protection Committee.

14 Complaints

- 14.1 The Adult Protection Committee does not consider complaints made by service users or their families about individual cases or agencies. Complaints in relation to service and procedures should be made to the relevant agency, using their internal complaints procedure. Complaints in relation to the operation of the Adult Protection Committee will be referred to the

Child & Public Protection Chief Officers' Group for further consideration and final resolution.

15 Dispute Resolution

- 15.1 Should any substantive issue arise where individual partners disagree in relation to the best way forward and this cannot be resolved at the APC through the Independent Chair, the matter will be referred to the Child and Public Protection Chief Officers' Group for consideration.

APPENDIX 1

Member Agencies of North Ayrshire Adult Protection Committee

- North Ayrshire Council
- North Ayrshire Health & Social Care Partnership
- NHS Ayrshire & Arran
- The Care Inspectorate
- Police Scotland
- Scottish Fire & Rescue Service
- Representation from Third Sector Agency / Agencies as may from time to time be identified
- Representation from carers and service users groups as may from time to time be identified
- Any other appropriate partner – as identified and agreed by the Committee

ASP Training Course Statistics – North Ayrshire

	2018 / 2019							2019 / 2020							Biennial total
	Public Sector	Public Sector %	Private Sector	Private Sector %	Voluntary Sector	Voluntary Sector %	TOTAL	Public Sector	Public Sector %	Private Sector	Private Sector %	Voluntary Sector	Voluntary Sector %	TOTAL	
ASP Level 1	32	33%	11	11%	55	56%	98	10	13%	32	42%	35	45%	77	175
ASP Level 2	138	77%	23	13%	19	10%	180	98	65%	26	17%	27	18%	151	331
CO Training	14	100%	0	0%	0	0%	14	12	100%	0	0%	0	0%	12	26
CO Call Back Session	0	0%	0	0%	0	0%	0	12	100%	0	0%	0	0%	12	12
CO Refresher	14	100%	0	0%	0	0%	14	11	100%	0	0%	0	0%	11	25
ASP Awareness	2	40%	0	0%	3	60%	5	0	0%	0	0%	0	0%	0	5
Protecting Adults	0	0%	0	0%	48	100%	48	0	0%	0	0%	20	100%	20	68
Protecting People	18	67%	0	0%	9	33%	27	34	30%	68	61%	10	9%	112	139
Crossing the Acts	9	100%	0	0%	0	0%	9	14	100%	0	0%	0	0%	14	23
Council Officer Forum	8	100%	0	0%	0	0%	8	42	100%	0	0%	0	0%	42	50
Train the Trainer	0	0%	12	100%	0	0%	12	0	0%	0	0%	0	0%	0	12
Self-Neglect Awareness	32	97%	1	3%	0	0%	33	40	69%	3	5%	15	26%	58	91
Investigative Interview Refresher	0	0%	0	0%	0	0%	0	10	100%	0	0%	0	0%	10	10
Financial Harm Awareness	4	100%	0	0%	0	0%	4	22	58%	14	37%	2	5%	38	42
Financial Harm for Practitioners	11	100%	0	0%	0	0%	11	9	100%	0	0%	0	0%	9	20
Role of the 2 nd Worker	6	100%	0	0%	0	0%	6	26	100%	0	0%	0	0%	26	32
GRDDM	9	100%	0	0%	0	0%	9	11	100%	0	0%	0	0%	11	20
ASP for Team Managers	15	100%	0	0%	0	0%	15	19	100%	0	0%	0	0%	19	34
Initial Decision Making in ASP	23	100%	0	0%	0	0%	23	0	0%	0	0%	0	0%	0	23
Case Conference	33	100%	0	0%	0	0%	33	0	0%	0	0%	0	0%	0	33
Understanding Domestic Abuse	17	100%	0	0%	0	0%	17	62	99%	1	1%	0	0%	63	80
Toolbox Talk	0	0%	0	0%	0	0%	0	36	100%	0	0%	0	0%	36	36
Totals	385	68%	47	8%	134	24%	566	468	65%	144	20%	109	15%	721	1287