



North Ayrshire
Adult Protection Committee

Biennial Report

2016 - 2018



Introduction

I am pleased to be able to provide this Biennial Report 2016– 2018 on behalf of North Ayrshire Adult Protection Committee.

This fifth Biennial Report reflects the work that has been undertaken in North Ayrshire, across agencies, and within the wider community, over the period April 2016 - March 2018.

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 meets quarterly and focuses on relevant local and national issues.

As Independent Convenor, I submit a quarterly report and attend the North Ayrshire Child and Public Protection Chief Officers Group. I also meet regularly with the three Chief Officers to discuss performance and identify areas for future work and development.

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.

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 in North Ayrshire.

John Paterson
Independent Convenor
North Ayrshire Adult Protection Committee

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1. Executive Summary

- 1.1 The stability afforded by the continuity of Convenor and the Senior Officer for Adult Support and Protection (ASP) has seen the work of the Adult Protection Committee (APC) in North Ayrshire continue to build on a secure foundation in relation to continued improvement concerning the protection of adults in North Ayrshire.
- 1.2 A SMART (Specific, Measurable, Achievable, Realistic & Timebound) Improvement Plan has been agreed for 2018–2020. This plan identifies 10 specific and measurable improvement actions – with Key Performance Indicators built in. This Improvement Plan was developed as a result of the issues highlighted across a very broad range of self-evaluation and audit activity undertaken by the APC during 2016–2018, including the improvement areas highlighted as a result of the Joint Thematic Inspection of ASP undertaken during 2017. The data from these activities and reports were collated, analysed and used to inform the 2018-2020 Continuous Improvement Framework – attached at *Appendix 1*.
- 1.3 Between January and March 2018 the North Ayrshire APC developed several documents to support its commitment to making further key improvements: -
- Continuous Improvement Framework 2018 – 2020 - including:
 - 2018–2020 APC Work Plan
 - Logic Model linking the APC Work Plan to local, regional and national priorities
 - Self-evaluation and Audit Strategy 2018-2020
 - Service Users and Carers Strategy 2018-2020
- 1.4 The North Ayrshire APC – ASP Improvement Subgroup continues to be very well supported on a multi-agency basis and meets regularly. This Subgroup has delegated responsibility to oversee the implementation of the APC Continuous Improvement Framework and underpinning strategies.
- 1.5 Between August 2015 and November 2016, the North Ayrshire APC undertook and reported on, its second multi-agency Case File Audit exercise. Ten Case Files, each of which included information gleaned from multi-agency systems including Health and Social Care, Police Scotland, NHS and Scottish Fire and Rescue, were audited. The results were analysed and reported in a wide variety of settings. The recommendations arising from this exercise (including a further piece of focussed audit work) were fed into the SMART Improvement Plan (contained within the attached Continuous Improvement Plan) and the Improvement Subgroup Work Plan.
- 1.6 In February 2018 the APC – ASP Improvement Subgroup undertook an audit of 49 cases which had not progressed beyond ASP Inquiry and considered the work undertaken to determine if the action taken was appropriate for the ASP

Inquiry stage and also at the decision making in relation to not progressing further. The resulting report was considered by the APC and improvement actions amalgamated into the Improvement Subgroup Work Plan.

1.7 A wide variety of additional self-evaluation and audit activity was undertaken during this Biennial period, including a multi-agency staff ASP survey and the APC self-evaluation exercise. All improvement actions arising from these activities is fed into the Improvement Subgroup Work Plan.

1.8 During Summer 2017, North Ayrshire put itself forward to be considered as part of the first ever Joint Thematic Inspection of ASP undertaken by the Care Inspectorate and their Partners. The APC was required to self-evaluate in relation to three key areas. The submitted self-evaluation ratings were as follows: -

- Outcomes (for Adults at Risk of Harm) - GOOD
- Key Processes (supporting ASP practice) - VERY GOOD
- Governance and Leadership (for ASP) - VERY GOOD

The ratings established by the Care Inspectorate as a result of their Inspection activity in North Ayrshire were identical to our self-evaluation ratings. The APC were therefore not only pleased that the ratings established were very positive, but this also provided assurance that the audit and self-evaluation activity undertaken in North Ayrshire has enabled us to accurately evaluate our own progress and performance, and identify the areas in which improvement activity is required.

1.9 As part of its commitment to ensuring that ASP Stakeholders voices are heard and impact on practice, the APC oversaw a wide ranging Stakeholder Evaluation exercise, undertaken by North Ayrshire Council Change and Improvement Team staff with support from the Senior Officer ASP. This work included interviews with Service Users and their Supporters. These interviews were undertaken by specifically trained and supported peer/volunteer evaluators who conducted the interviews either in person or by telephone, to suit the preference of the interviewee. The results of this work were presented to the APC and the APC – ASP Improvement Subgroup and as a result, several changes to practice were agreed and implemented. The resulting report was submitted to the Child and Public Protection Chief Officers Group. This report was also submitted to and subsequently published in the Journal of Adult Protection.

1.10 During this Biennial period there were two Elected Members ASP Briefing Sessions provided. The Head of Service for Health and Community Care, along with myself as Independent Convenor of the North Ayrshire Adult Protection Committee and the Senior Officer ASP provided an ASP presentation and case study to Elected Members from North Ayrshire. The sessions were well received and evaluated well. This continues to be an annual undertaking in North Ayrshire.

1.11 **Table 1: Specific Improvement Activity 2016–2018**

Improvement Activity	Comments
Incremental increase in ASP Referrals from Health Staff (GPs/Community/Acute)	There was a marked incremental increase from Health Staff during 2016 – 2018 – this was remarked upon in the North Ayrshire Thematic Inspection Report. There was an increase from 48 (2014–2016) to 99 (2016– 2018). This will continue to be a target for the 2018 – 2020 biennial period.
Establish ASP Forums for all H&SCP Staff	Three Forums were held during the biennial period – these were widened out to include staff and volunteers of all agencies across North Ayrshire – in response to requests for this
Increase ASP awareness within agencies and the general public	60 Awareness raising activities were undertaken across the biennial period.
Increase % of respondents to the People’s Panel survey who were aware of the ASP act and decrease the % of respondents who did not report their concerns to any organisation	This survey was delayed by North Ayrshire Council and will now be reported on during 2018 – 2019. The opportunity was taken, however on distribution of materials to those who had agreed to respond, to include a generic leaflet on Adult Support and Protection.
Increase in referrals from agencies across North Ayrshire (other than Police Scotland and H&SCP)	Our target was to achieve 47% of all ASP referrals from agencies other than Police and H&SCP – the figure achieved across the biennial period was 56% of all referrals from other agencies
Increase in compliance for utilising electronic AP3 (Protection Plans)	We achieved a 94% compliance rate across the biennial period – further analysis confirmed this rose to 100% when reports were run again 2 weeks later – to allow paperwork processes to catch up with the reporting period
Increase in responders to annual staff survey who report feeling confident in making ASP referrals	Our target was an increase to 48% of all respondents feeling confident – the figure achieved was 61%
Increase in % of adults represented at ASP Case Conference by themselves, supporters or advocates	We saw an increase in this area – however our target was not fully met and this improvement indicator will be carried forward to 2018 - 2020
Increase in staff who attend Case Conference or submit a report	We saw an increase in this area – however our target was not fully met and this improvement indicator will be carried forward to 2018 - 2020
Increase in adherence to ASP Process timescales	Analysis showed that practical supportive and protective action was taken in a timely manner, however due to particularly robust processes in North Ayrshire the paperwork closure process took time to complete. The timely manner in which interventions were carried out under ASP was commented on in North Ayrshire’s Thematic Inspection Report.

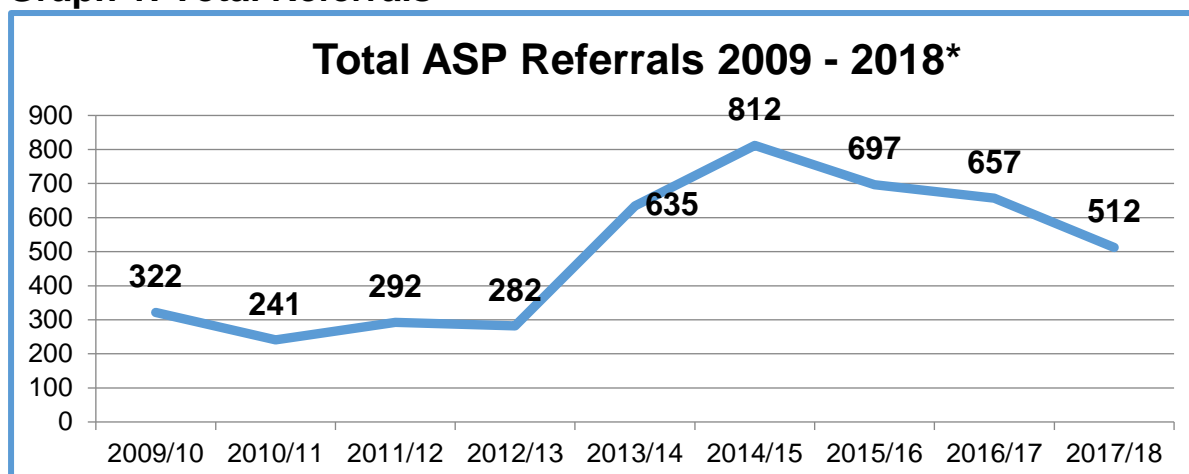
1.12 This fifth Biennial Report outlines our progress over the last two years, and identifies priorities for the coming two years. Our self-evaluation and audit programme for the next biennial period is attached at *Appendix 2*.

2. Activity & Performance

- 2.1 North Ayrshire APC achieved or exceeded all of the high level actions outlined in its 2016-2018 Work Plan.
- 2.2 In response to comments from Stakeholders that the production of both a Biennial Report and an Annual Report for an overlapping time period caused confusion, the APC took the strategic decision to provide key ASP information and statistics for the single financial year 2016 – 2017 in a concise 'Leaflet' format. Feedback from Stakeholders on the short Leaflet now disseminated instead of an Annual Report, has been very positive.
- 2.3 In addition to enhanced communication with Stakeholders via methods such as the dissemination of the ASP Leaflet during 2017, the inclusion of ASP staff on a range of Stakeholder forums and Committees has facilitated opportunities for Stakeholders to have an impact on the work of the APC and vice versa.
- 2.4 In order to ensure that the work of the Committee is informed by the experiences of Service Users and Carers, a Carer representative has again been a member of the APC over the last two years, and this has brought a valuable perspective to the work of the Committee.
- 2.5 Between April 2016 and March 2018, the North Ayrshire APC facilitated 60 events/activities/inputs to ensure that relevant parties had the information pertinent to them in relation to ASP. In the North Ayrshire Thematic Inspection Report, the Care Inspectorate and their partners had commented that "*The partnership had made strenuous efforts to engage with members of the public about adult support and protection*".

These figures do not include 'meetings' to discuss or represent ASP issues, specific ASP events or formal ASP Training. Included were: -

- 22 ASP Information Stands – at various partnership events and as individual ASP Stands including at supermarkets, shopping malls and local libraries;
 - 20 ASP Information giving presentations to large groups at various events;
 - 18 Media Campaigns (including social media, ASP Twitter account, GP screens, articles in newsletters, ASP adverts on North Ayrshire Council vans etc.).
- 2.5.1 ASP Events – there were numerous ASP events over the Biennial period:
 - APC Development Sessions x 2 and Child and Public Protection Chief Officers Group Away Day x 2
 - Council Officer Forum x 8 and Social Work Team Manager Forum x 3
 - Annual ASP Care Home Event x 2 and Annual ASP Care at Home Event x 2
 - Health & Social Care Partnership Forum x 2 and All Agencies in North Ayrshire Forum x 4
 - Learning from Case Reviews Event x 2
 - Hoarding Event x 1 and Self Neglect Event x 1
 - Pan Ayrshire Annual ASP Event x1

Graph 1: Total Referrals

*These figures relate to full financial years

2.6 As clearly outlined in the chart above, the number of ASP referrals in North Ayrshire has been incrementally declining, from the high of 812 referrals during 2014–2015. This has the reverse of the pattern observed in relation to Concern Reports – which have increased from 2,388 during the biennial period 2014–2016 to 3,090 during 2016–2018. There has been a 23% decrease in ASP Referrals between the two Biennial periods and a 29% increase in Adult Concern Reports between the two biennial periods (see tables 2 & 3 below).

Table 2: Total ASP Referrals – over last 2 biennial periods

Total ASP Referrals during Biennial period (April 2016–March 2018)	1,169
Total ASP Referrals during Biennial period (April 2014–March 2016)	1,509

2.6.2 The strategic decision was taken by all three Ayrshire Adult Protection Committees to ‘open up’ the ability to make two types of referral to all agencies and individuals in Ayrshire – an ASP Referral for those they knew or believed met the ASP 3 Point Test and a lower level Adult Concern Report for those they had concerns about, but did not think met the 3 Point Test. This new system, which brings all agencies and individuals in line with Police Scotland, Scottish Fire and Rescue and NHS 24 two tier referral systems, went live in April 2017. Therefore, for the second year of the Biennial period, Adult Concern Reports include numbers of these Reports made by all agencies and not just the three who have traditionally used the two tier referral system.

Table 3: Total Adult Concern Reports – over last 2 biennial periods

Total Adult Concern Reports during Biennial period (April 2016–March 2018)	3,090
Total Adult Concern Reports during Biennial period (April 2014–March 2016)	2,388

2.7 Investigations

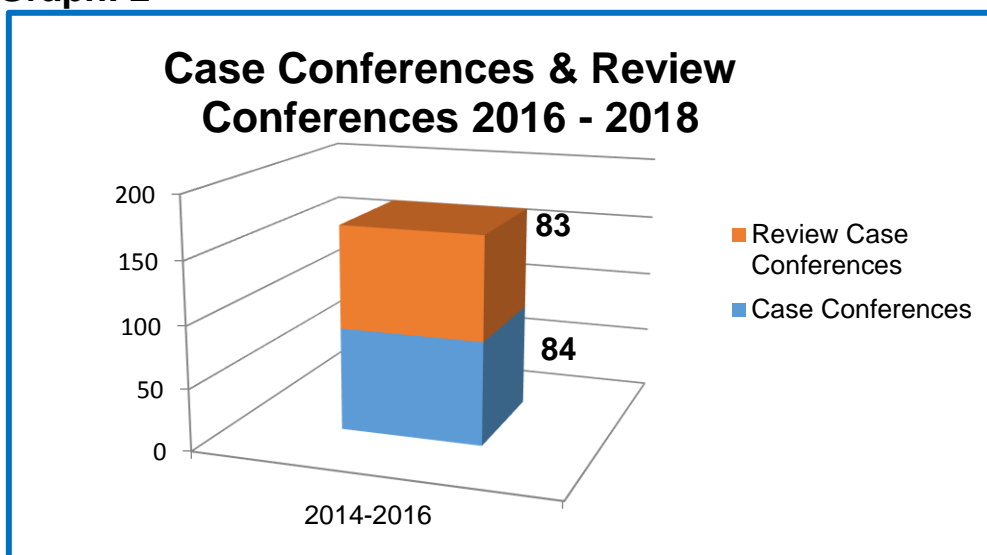
2.7.1 North Ayrshire routinely follows up all ASP Referrals with an ASP Inquiry. Only a small percentage of these referrals progress under the legislation to formal ASP Investigation. For many of the referrals either no action is required, or action is taken under signposting, care management or alternative legislation. Since November 2013 the North Ayrshire CareFirst system (information management system) has been able to clearly differentiate between ASP inquiries and Investigations in order to be able to accurately report separately on these two elements of the ASP process. For the first time, a direct comparison of the two Biennial periods in relation to this performance indicator is possible:

Table 4: 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 2014–2016	155
Percentage of total ASP Referrals progressing to ASP Investigation 2014-2016	10%

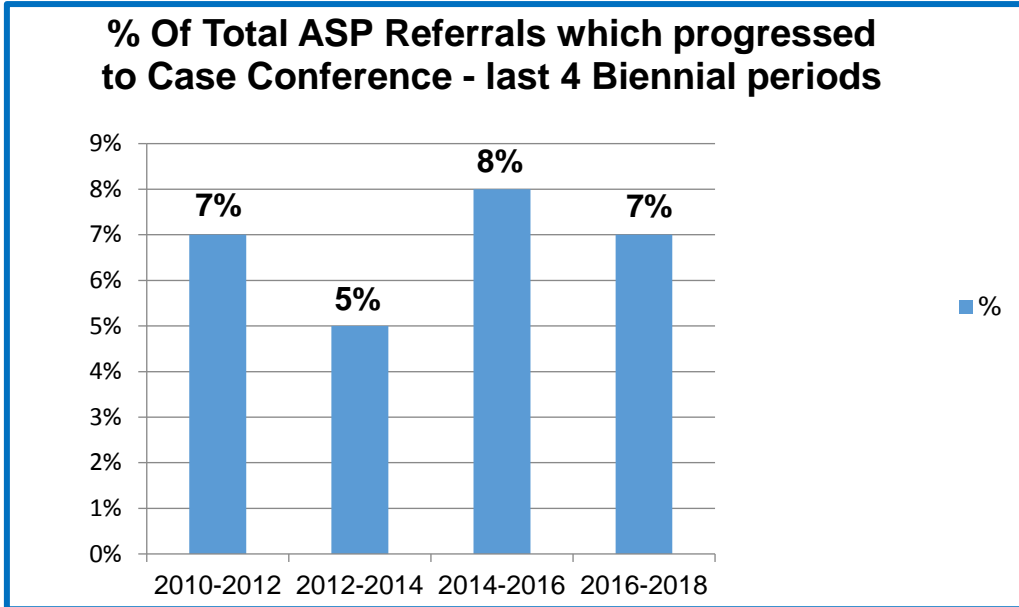
2.7.2 Around 10% of the total ASP referrals between 2014–2016 resulted in an ASP Investigation – there has been a slight increase to 11% of referrals progressing to Investigation between 2016–2018.

2.8 Case Conferences and Review Case Conferences Graph: 2



2.8.1 During the Biennial period 2016–2018 the conversion rate from total ASP referrals to those which progressed to ASP Case Conference was 7% - the trend over the last four Biennial periods in relation to this conversion rate is shown in the Table below.

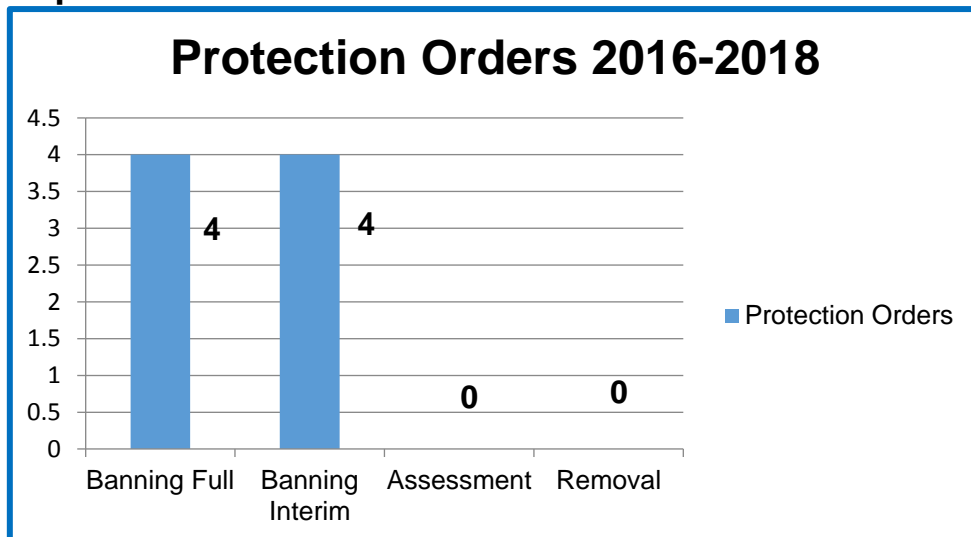
Table 4: Total Adult Concern Reports – over last 2 biennial periods



2.8.2 During the Biennial period 2016–2018 there has been a small decrease of 1% in the number of ASP referrals (relative to the total number of ASP referrals received during that period) which progressed to Case Conference - in comparison to the previous Biennial period.

2.9 Protection Orders 2016-2018

Graph: 3



2.9.1 Over the Biennial period 2016–2018, there were a total of eight Protection Orders granted in North Ayrshire. The 2016–2018 figures are a decrease of five Orders from the previous 2014–2016 Biennial period figure of 13 total ASP Protection Orders.

2.10 Source of Referral

Graph: 4 – Top 5 Referrers

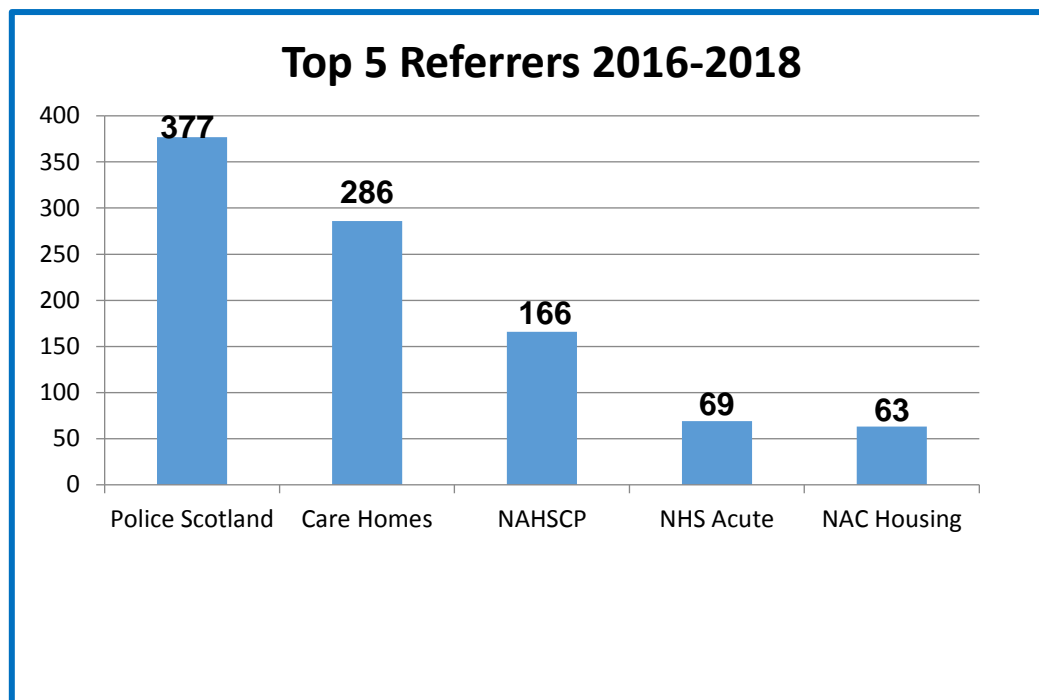


Table 5: - Referral Organisations

	Organisation	Number of Referrals 2016-2018	Percentage of total referrals
1.	Police Scotland	377	32%
2.	Care Home	286	24%
3.	NA H&SC Partnership	166	14%
4.	NHS Acute	69	6%
5.	NAC Housing	63	5%
6.	Referrer Uncategorised	48	4%
7.	Scottish Fire & Rescue Service	40	3%
8.	Individuals	37	3%
9.	Voluntary Organisations	22	2%
10.	NHS 24	16	1%
11.	Care Inspectorate	11	1%
12.	GP	8	<1%
13.	Education	7	<1%
14.	Private Care at Home Provider	6	<1%
15.	Housing Association	6	<1%
16.	Department for Work & Pensions	5	<1%
17.	Scottish Ambulance Service	2	<1%

2.10.1 As illustrated in the above table, 32% of the total ASP referrals in North Ayrshire came from Police Scotland over the Biennial period 2016–2018. This figure has been incrementally decreasing over the last three Biennial periods - from over 70% of all ASP referrals being from Police Scotland during the Biennial period 2012–2014 and 53% for the Biennial period 2014–2016. As discussed above this is in large part the result of the option for Police Scotland to submit adult welfare concerns where previously many of these would have been made as ASP referrals.

2.10.2 It was a stated aim of the North Ayrshire APC during 2014–2016 to increase the referrer base of ASP referrals coming from agencies other than Police Scotland and the Social Services element of the Health and Social Care Partnership. The total number of separate referral agencies has increased again during the Biennial period 2016–2018 to 56% of all ASP referrals being from agencies other than Police Scotland or Social Work teams. This reflects the emphasis given by the APC to broadening the knowledge of ASP across a wide range of agencies.

2.11 Type of Harm

Graph 5: Type of Harm

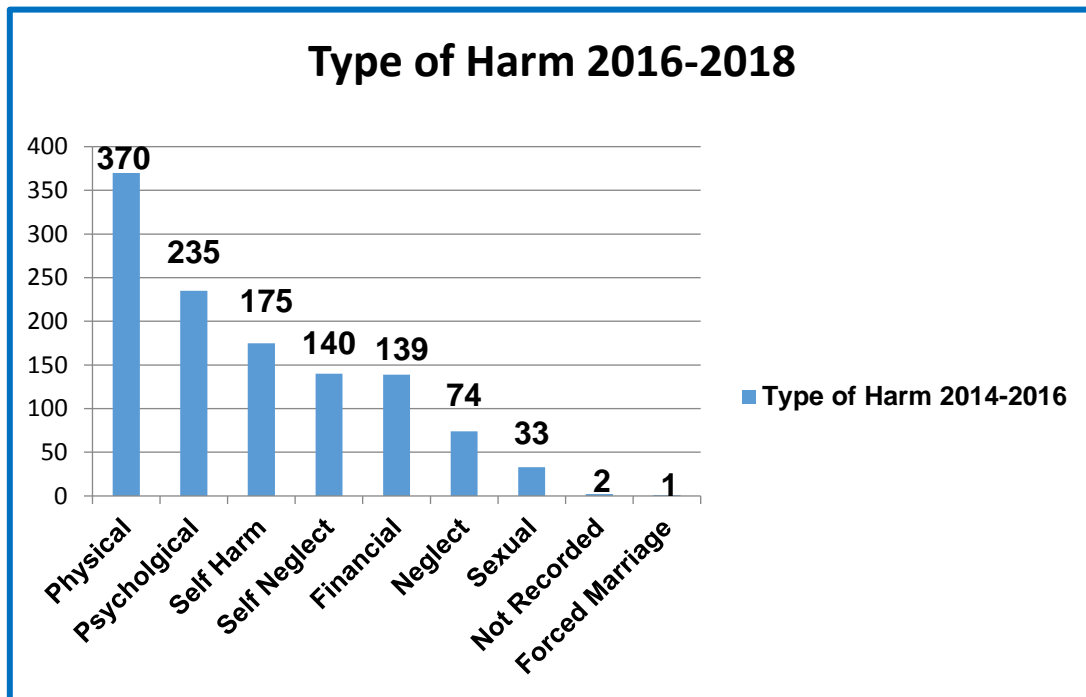
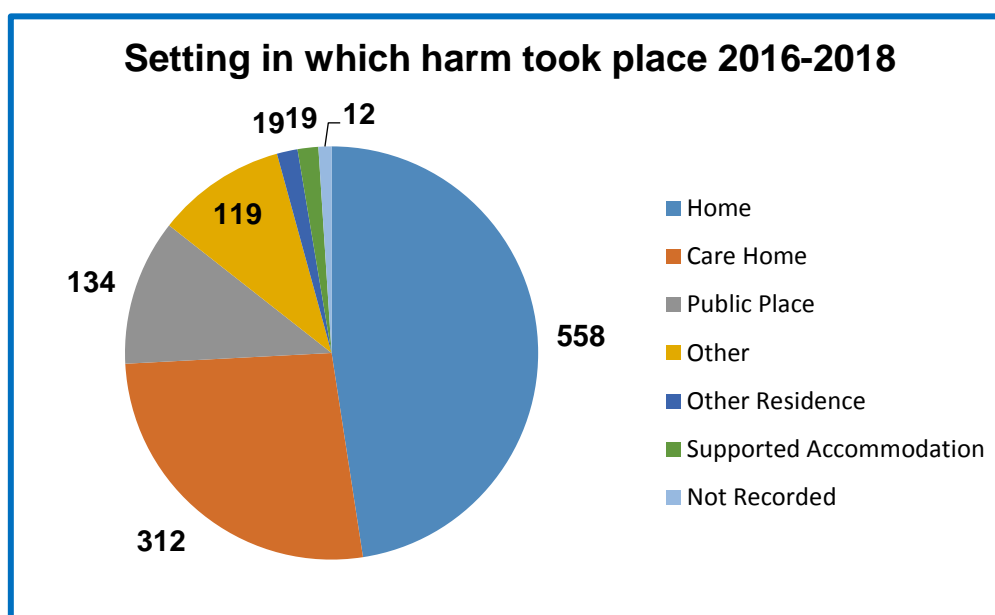


Table 6: Type of Harm

Type of Harm	Number of Referrals	% of total referrals
Physical	370	32%
Psychological	235	20%
Self Harm	175	15%
Self-Neglect	140	12%
Financial	139	12%
Neglect	74	6%
Sexual	33	3%
Not Recorded	2	1%
Forced Marriage	1	0.5%
TOTAL	1,169	

2.11.1 There are no significant changes to the referral category numbers in comparison to the previous Biennial period, apart from the referrals for sexual harm – which have reduced by 45% from 60 referrals in 2014–2016 to 33 referrals in 2016–2018.

2.12 Graph 6: Setting in which harm took place



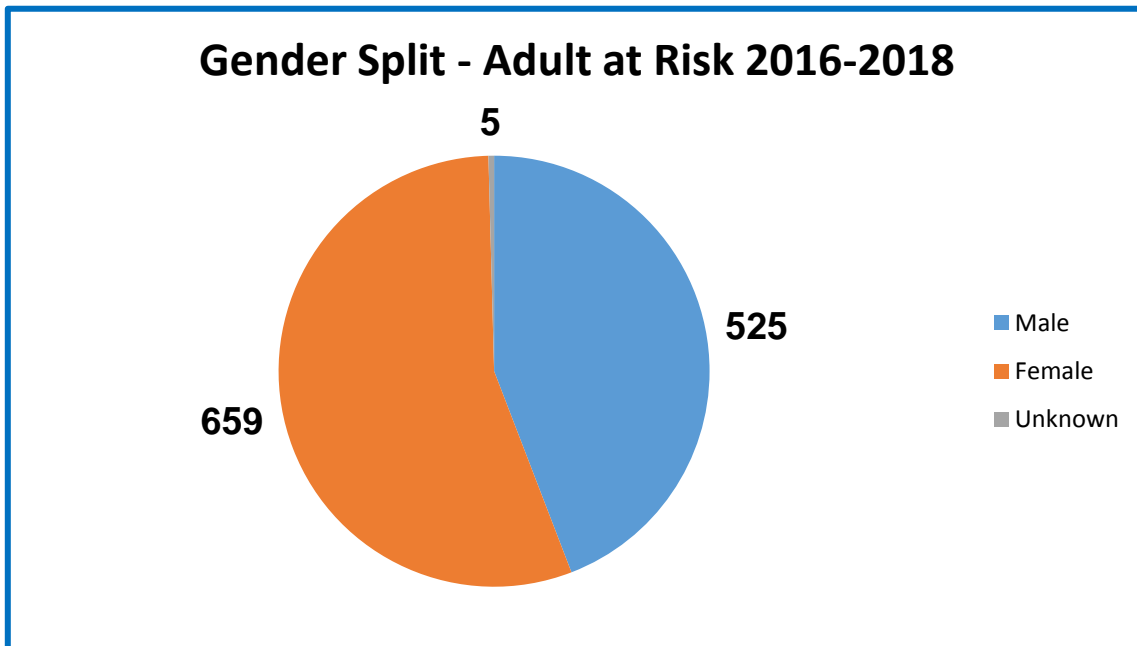
2.12.1 As with the previous three Biennial periods, the 2016–2018 statistics confirm that the adult's own home is the place where harm is most likely to take place. In total, 48% of all harm reported occurred within the adult's own home. This rises to 74% when referrals from Care Homes are added (these are ASP referrals for residents of Care Homes – from any source), signalling that harm is much more likely to occur within a 'homely setting' than anywhere else.

2.12.2 The number of incidents of harm in a care home setting rose from 110 in 2012-2014 to 329 in 2014-2016 - this amounted to a threefold increase. Between these two periods there was a doubling of the incidence of harm in a care home from 11% of all referrals to 22%. This increase was the focus of attention during the latter half of 2016 with a multi-agency event taking place to look at the issues of harm in care settings. There was detailed analysis undertaken of the figures relating to harm in a care home setting, with the clear conclusion being that the overwhelming majority of incidents did not relate to harm from staff members. Rather, they related to incidents between care home residents. Many of these were at the low end of severity. This in turn highlighted differing thresholds in place for reporting incidents of potential harm. Care home providers feel that there is a strong expectation from the Care Inspectorate that they report all incidents, even those of a very 'minor' nature, whereas Councils would not have the same expectations of reporting of such incidents between residents as requiring urgent support and protection under ASP legislation.

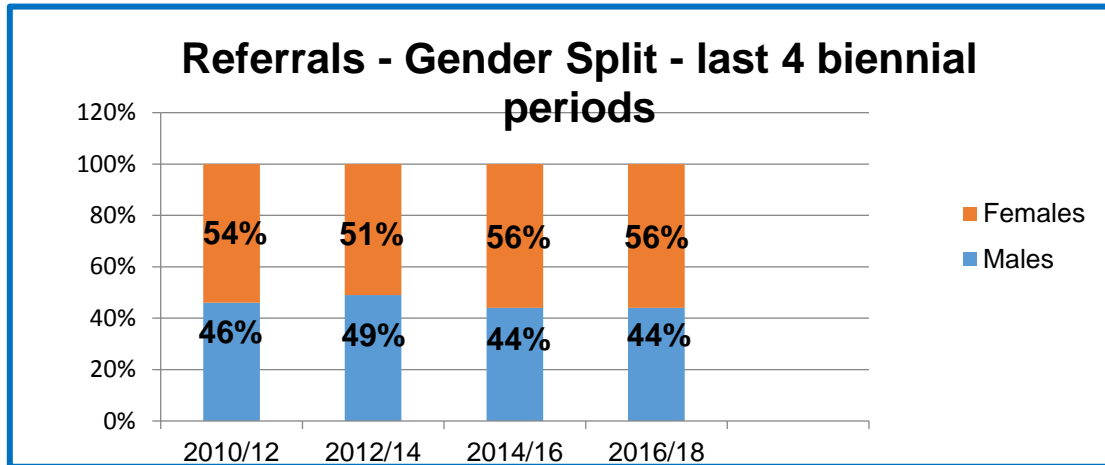
2.12.5 Work subsequently undertaken in relation to Care Homes during 2016-2017, including discussions and events with Care Homes and the Care Inspectorate and the opening up of the referral process to allow agencies (including Care Homes) to make 'lower level' Adult Concern Reports, in addition to full ASP referrals, has led to lower levels of ASP referrals from Care Homes. Between 2016-2017 and 2017-2018 there was a reduction of 73% in ASP referrals from Care Homes.

2.13 Gender Split

Graph 7: Gender Split



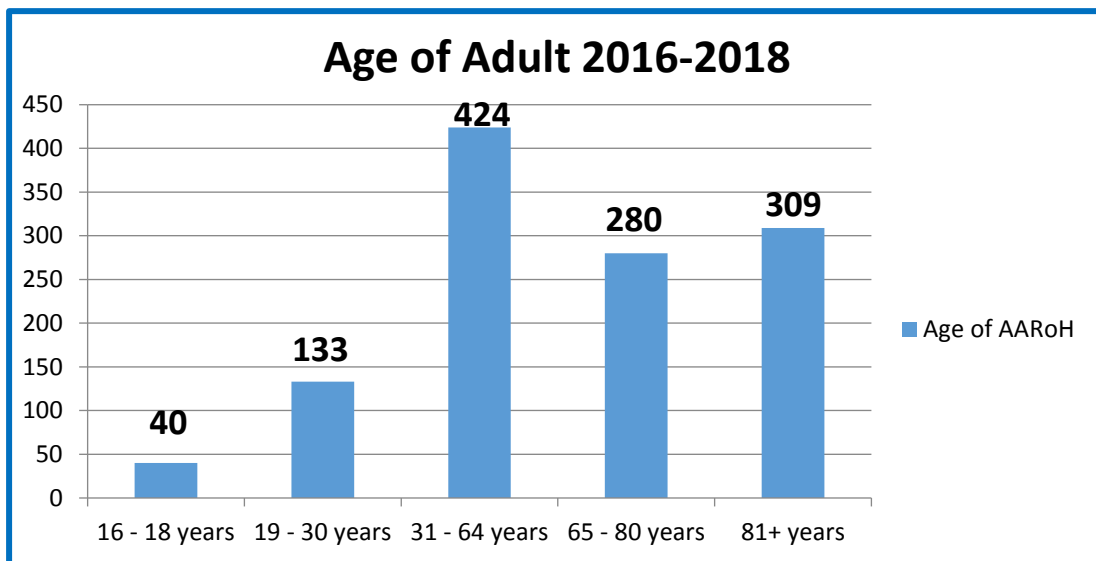
Graph 8: Gender Split – over Four Biennial Periods



2.13.1 The gender split has not differed significantly over the last 4 biennial periods – with slightly more females than males being the subject of ASP referrals. The gap appears to widening slightly in the two most recent biennial periods – however the percentage difference has remained exactly the same between the last two periods.

2.14 Age of Adult at Risk of Harm

Graph 9: Age of Adult



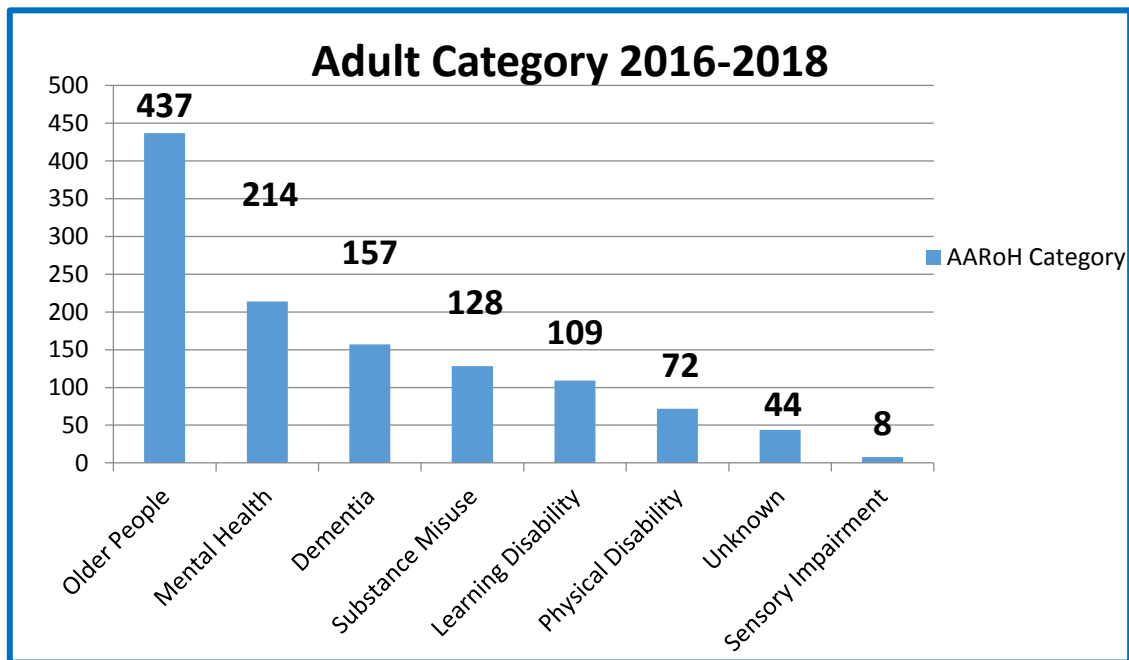
2.14.1 Figures for 2016–2018 relating to age brackets have largely remained very similar in terms of percentages of total ASP referrals for the period.

2.14.2 The percentage of referrals from those who fall into the 16–18 years bracket has reduced by 1% to 3% of total referrals from the previous biennial period.

2.14.3 The percentage of referrals for those in the 65–80 year bracket compared to total ASP referrals between the last two biennial periods has remained stable at 36% of total referrals.

2.15 Category of Adult at Risk of Harm

Graph 10



2.15.1 The percentage of ASP referrals in North Ayrshire which are categorised within the Adult Category as ‘unknown’ has continued to decrease. This figure is now 44 – just 4% of all referrals. We will continue to work to ensure this ‘unknown’ category remains low.

2.15.2 Mental Health was the largest referral category in 2014–2016 accounting for 28% of the total referrals. In this current 2016–2018 Biennial period the largest referral category is Older People – accounting for 37% of all referrals. There was a decrease of over 200 ASP referrals for those falling into the Mental Health category and an increase of 34 referrals for those who fell into the Older People category between the last two Biennial periods. The introduction of the new 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 3 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.

2.16 Self Evaluation and Audit

2.16.1 From August to November 2017, North Ayrshire APC oversaw their second multi-agency Case File Audit. This exercise was only one element of the numerous self-evaluation and audit activities undertaken during the 2016–2018 Biennial period.

- 2.16.2 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 sexual harm and in the afternoon five cases were audited from those who had progressed from ASP Inquiry to formal ASP Investigation – but not progressed on to ASP Case Conference. A multi-agency team of File Readers were trained and supported to carry out the exercise.
- 2.16.3 The findings of the Case File Audit (including information about experiences and reflections on the cases from multi-agency staff members involved in the cases) 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. In addition, the Report and the resulting recommendations were discussed at several meetings and forums.
- 2.16.4 The recommendations from the Case File Audit exercise were fed into the APC – ASP Improvement Subgroup Work Plan and these involved a further detailed piece of audit work based on the findings from the Case File Audit – which raised further questions about cases relating to sexual harm.
- 2.16.5 A multi-agency ASP staff satisfaction survey was carried out and the findings from this exercise were fed into the APC 2016–2018 Work Plan and Improvement Plan, as were the results of the APC self-evaluation exercise undertaken in early 2017 and early 2018.
- 2.16.6 Recommendations arising from the APC – ASP Improvement Subgroup Work and Planning Day were factored into the Improvement Plan.
- 2.16.7 Recommendations arising from the APC Development Days which took place in 2016 and 2017 (involving a wider audience than just APC members) were fed into the APC 2016–2018 Work Plan and Improvement Work Plan.
- 2.16.8 Recommendations from the Report resulting from the audit of 49 Cases which did not progress beyond Inquiry were fed into the Improvement Work Plan.

2.17 Case Reviews

- 2.17.1 During the Biennial reporting period, North Ayrshire APC did not undertake any Initial Case Reviews (ICR). One request for consideration of an ICR was received, however the circumstances involved would not have met the criteria for Significant Case Review (there were no concerns about the way Partners had worked together to support the adult). Police Scotland had felt that perhaps there were single agency lessons to be learned for them and had referred the case to their own internal Police review process, however the decision taken in relation to this, was that the case would not be progressed by them. On balance, as Convenor of the North Ayrshire APC, I felt that there might still be multi-agency learning to be gained from examining the details of this case and although the Case was called a 'Case Learning Review' the full ICR process (contained within the Pan Ayrshire Guidance for Conducting a Significant Case Review) was invoked.

2.17.2 A full multi-agency integrated chronology was developed – going back eighteen months prior to the adult’s death. A Case Learning Review meeting invited all partner agencies involved in the care and protection of the adult to meet to discuss the chronology and any resulting learning points. Learning was extracted from the discussion and actioned thereafter.

2.18 ASP Staffing

2.19.1 North Ayrshire Council employs a full time ASP Senior Officer and an ASP Learning and Development Adviser. They are supported by a full time Senior Clerical Assistant. The Senior Officer supports the APC and along with the Learning and Development Adviser ensures the strategic direction and improvement activity agreed by the APC are taken forward. These staff provide all the ASP awareness raising and learning and development activity in relation to the APC.

2.19.2 In order to promote generic thresholds, good recording and defensible decision making, two full time independent Chairs (independent of the Social Work teams), provide the chairing of all ASP and Adults with Incapacity Case Conferences in North Ayrshire.

2.20 Key Outcomes and Capacity for improvement

2.20.1 North Ayrshire APC achieved all of its intended high level outcomes in relation to its 2016–2018 Work Plan.

There were also several additional items added over the period to enhance the Work Plan and to ensure that any improvement activity arising from audit and evaluation work undertaken was properly taken forward. A Pentana (previously named Covalent - web hosted performance management tool) Work Plan update and Key Performance Indicator Report is provided quarterly to the APC and the Child and Public Protection Chief Officers Group. This allows for precise monitoring of progress towards Work Plan targets and involves a RAG (red, amber, green) system to provide an early alert to any area which is not progressing towards its target as expected. Council staff (including the Health and Social Care Partnership) and NHS Health staff all have access to the web based Pentana Work Plan.

2.20.2 It was reassuring to the North Ayrshire APC and Child and Public Protection Chief Officers Group that the findings from the first Joint Thematic Inspection of ASP rated the North Ayrshire Partnership highly and that the findings of the Inspectors were identical to the self-evaluation ratings the APC had submitted prior to the Inspection taking place. There were many areas in which the North Ayrshire Inspection Report was highly complementary and there were four areas where there was felt to be room for further improvement. The actions resulting from the identified improvement areas, have been amalgamated into the North Ayrshire Continuous Improvement Framework and its Work Plan.

3. Learning and Development

- 3.1 A wide range of ASP courses and levels have been developed to meet the growing training needs of the Health and Social Care Partnership staff, wider Local Authority staff, NHS staff and staff and volunteers from the Third, Independent and Community sectors. These include the 'core' ASP training as well as more specialised training to address role-specific ASP training needs.
- 3.2 The pan Ayrshire ASP Learning and Development Subgroup, continues to meet quarterly and is hosted and led by North Ayrshire APC. This group has recently developed an ASP Learning and Development Framework and an ASP Learning and Development Strategy, which has assisted all three Ayrshire areas in determining what course and level of training is appropriate for which staff and what recommended refresher timescales are. There has also been a real determination to ensure that where possible policy and training is provided on a pan Ayrshire basis, which maximises the use of resources and is particularly helpful and convenient for our colleagues, such as Police Scotland and Health Staff who work across all three areas.
- 3.3 Additional training has been identified through the various forums organised by the Adult Protection Committee, where attendees are encouraged to feedback on knowledge gaps of staff at all levels. This has resulted in ASP training being delivered to staff of the private, public and voluntary sectors.
- 3.4 Continuing from work from the previous biennial period, all case studies within the training are redacted 'real life' cases. This remains the greatest source of learning for those in attendance, and this has been increased with the inclusion of Case Learning Exercises from Significant Case Reviews, within the Council Officer Training.
- 3.5 This Biennial period saw an increased demand for the ASP Level 2 course, with those with 'intensive' service user contact making up the larger number of delegates closely followed by those in line manager roles.
- 3.6 The demand for ASP Level 1 course has decreased during the latter part of this reporting period. Saturation levels are possible, due to the large number of courses available over the last three years. These courses are predominately attended by voluntary sector staff and those working within administrative roles within the Partnership and wider Council.
- 3.7 A total of 2,117 individual delegates received face to face training in some aspect of Adult Support and Protection over 2016–2018. Details of the sectors involved and the levels of training provided can be found at *Appendix 3*.

3.8 Training and related activity by other statutory APC partners

3.8.1 **NHS Acute Services** - NHS Ayrshire and Arran introduced the temporary post of full time ASP Link Officer – Acute Services in 2017. This post has recently been made permanent. The NHS ASP Link Officer – Acute Services oversaw the development of two Adult Support and Protection e-learning modules, one containing basic information for all staff and the other advanced information for those with intensive contact with possible adults at risk of harm. The ASP Training Calendar and Course Directory are now available within the NHS AthenA system (NHS Intranet system), as well as additional ASP reference materials.

Date	Venue	Numbers
18/04/2017	Senior Charge Nurses University Hospital Ayr	30
19/04/2017	Combines Assessment Unit Ayr	12
20/04/2017	Professional Education Team	5
24/04/2017	Grand Rounds – CP at University Hospital Crosshouse	15
27/04/2017	Combined Assessment Unit Ayr	3
04/05/2017	Ground Rounds with Child Protection University Hospital Ayr	65
26/05/2017	Renal study day	10
06/06/2017	Day Surgery Unit University Hospital Crosshouse	50
06/06/2017	Professional Education Facilitator	8
30/06/2017	Student Nurses	96
05/07/2017	AHP Governance Group	10
05/07/2017	4C Study Day University Hospital Crosshouse	15
05/07/2017	Redburn Ward Ayrshire Central Hospital	5
12/07/2017	Douglas Grant Rehab Ayrshire Central Hospital	12
19/07/2017	Station 2	14
20/07/2017	Podiatrists	20
21/07/2017	Station 2	5
27/07/2017	Dieticians University Hospital Ayr	30
08/08/2017	Station 3 University Hospital Ayr	3
08/08/2017	Orthodontists University Hospital Crosshouse	12
10/08/2017	Physiotherapists Biggart	8
11/08/2017	Liaison nurses University Hospital Crosshouse	6
20/09/2017	Elderly Mental health Liaison	8
20/09/2017	Renal Study Day	8
16/01/2018	HDU/ICU Ayr	8
25/01/2018	HDU/ICU Ayr	8
29/01/2018	Pre op Ayr and XH	15
20/02/2018	Senior Nurse meeting Ayr	18
20/02/2018	HDU/ICU Ayr	8
21/02/2018	lunchtime learning Ayr	4
15/03/2018	ANP students UWS	124
TOTAL		635

3.8.2 The ASP Link Officer – Acute Service attends all three Ayrshire Adult Protection Committees.

3.8.3 **Police Scotland**

- Every officer up to and including the rank of Inspector, expected to complete electronic training on ASP;
- Local Police Inspector Chairs the North Ayrshire led, Pan Ayrshire – ASP Learning and Development Subgroup;
- Plans are in place to provide further face to face ASP training to Police personnel throughout North Ayrshire – supported by a Locality Police Inspector and to be facilitated by the North Ayrshire ASP Learning and Development Adviser and the ASP Case Conference Chair;
- Meetings with Police are ongoing in relation to addressing minor improvement issues highlighted in the recent Joint Thematic Inspection of ASP.

3.8.4 **Scottish Ambulance Service**

- The Scottish Ambulance Service in North Ayrshire adopted a Champions Module, similar to that used by Police Scotland in the previous Biennial period. ASP awareness delivered to three Paramedics and one Team Leader, who then disseminate information to 25 staff based in North Ayrshire;
- The Scottish Ambulance Service are members and regular attenders at the APC – ASP Improvement Subgroup – meeting with this multi-agency group eight-weekly to take forward the local ASP improvement agenda.

4. Cooperation and Partnerships

4. 2014–2016 saw the consolidation of the contribution made to developing an understanding of Adult Support and Protection, and a sharing of information and agendas across a wide range of other client based and thematic groups in North Ayrshire and beyond. These are outlined below.

4.1 Representation

Table 8: Local Meetings:

Group/Meeting	Purpose
North Ayrshire Adult Protection Committee	Quarterly meeting
CPP Chief Officers Group	Quarterly meeting regarding Public Protection issues in North Ayrshire
Safer North Ayrshire Partnership	CPP sub group – relating to community safety – currently under Review
NA Violence Against Women Partnership	NA Multi Agency Partnership – gender based violence
Pan Ayrshire – APC Chairs and Lead Officers Meeting	Quarterly meeting of the 3 Ayrshire Independent Convenors and 3 Lead Officers to discuss pan Ayrshire ASP issues
Pan Ayrshire – ASP Learning and Development Sub Group	Quarterly meetings - North Ayrshire Lead on this Pan Ayrshire ASP Sub Group
North Ayrshire – Choose Life Partnership Group (Suicide Prevention)	Multi Agency – suicide prevention strategy Group – meet quarterly
Ayrshire ASP Lead Officers	3 ASP Lead Officers and Lead for NHS Acute Services from Across Ayrshire meet to discuss relevant pan Ayrshire issues and explore crosscutting themes and reduce duplication where appropriate
ASP Issues – Providers	ASP staff, Contracts (procurement) Staff, SW staff and Finance staff meet to discuss any relevant issues relating to Care Providers (including Care Homes) in North Ayrshire – meet twice a year
APC – ASP Improvement Subgroup	Multi-agency Group meets every 8 weeks to oversee the ASP Improvement Agenda
APC – Case File Audit Planning Subgroup	Multi-agency Group meets monthly when appropriate to plan CFA
Hoarding Short Life Working Group	North Ayrshire Charing multi-agency Pan Ayrshire Short Life Working Group to explore Hoarding issues and solutions

Table 9: West of Scotland or National Meetings:

Group/Meeting	Purpose
ASP West of Scotland Co-ordinators Group	Quarterly meetings relating to ASP issues in the West of Scotland
ASP West of Scotland Learning and Development Group	Quarterly meetings relating to ASP Learning and Development issues in the West of Scotland
ASP National Learning and Development Group	Quarterly meetings relating to National ASP Learning and Development issues
SWS – ASP Network	Social Work Scotland - Sub Group relating to all National ASP issues

National – Scottish Government - Short Life Working Groups

- National Guidance on Significant Case Reviews – Rep: Senior Officer
- National Work in relation to GPs – Reps: APC Chair and Senior Officer

5. Conclusion, Recommendations and Future Plans

- 5.1 The Biennial period 2016–2018 has been an exceptionally busy and productive period for North Ayrshire Adult Protection Committee and its member agencies. The APC – ASP Improvement Subgroup is working well and is continuing to implement, review and refine the Continuous Improvement Framework and SMART Improvement plan. In particular the APC intends to: -
1. Increase referrals from Health staff
 2. Increase knowledge of ASP across North Ayrshire agencies
 3. Increase opinions Canvassed in relation to Service User and Carer experiences of ASP
 4. Increase in staff across agencies who feel confident in making an ASP referral
 5. Increase in percentage of Service Users who are offered advocacy support
 6. Decrease in the percentage of staff who are invited to attend an ASP Case Conference and who do not attend or send a report instead
 7. Measure the number of times the ‘three times in three months’ trigger is reached and results in a formal, recorded meeting with a Team Manager
 8. Monitor the number of ASP Case Conference minutes sent to Police
 9. Measure the number of Police personnel in attendance at Case Conferences
 10. Conduct three pieces of audit work
- 5.2 The Committee achieved its goal of broadening out its referrer base to include referrals being submitted from new services, agencies and sectors - referrals from agencies outwith Police or Social Work accounted for more than half (56%) of all ASP referrals in North Ayrshire between 2016–2018. The APC plans to consolidate knowledge relating to ASP referral thresholds and multi-agency support and protection provision with all ASP referral agencies, going forward.

Local Priorities

- 5.3 Based on the work of the APC over the past two years, and drawing on the outcomes and recommendations of self-evaluation and audit activity and the findings of the Joint Thematic Inspection of ASP, the 2018-2020 North Ayrshire Adult Protection Committee Work Plan identifies the following high level priorities: -
- An increased awareness of ASP across agencies and within the wider community;
 - Continuous improvement in practice, and learning from practice within and across agencies;
 - Effective and proportionate performance reporting, monitoring and audit systems;

- Effective involvement of Service Users and Carers in the work of protecting adults at risk of harm in North Ayrshire;
- Staff that are skilled and knowledgeable in Adult Support and Protection;
- Greater consistency of approach across agencies and Councils, and reduction in duplication of effort in relation to the Public Protection agenda;
- The Adult Protection Committee has the skills and knowledge to fulfil its' functions.

5.4 These link to the Improvement Plan which identifies 10 different improvement actions with SMART Key Performance Indicators for each, for improvement over the forthcoming Biennial period. The Improvement Plan will be reviewed in March 2019 and any amendments or additions made to the plan, as required.

5.6 National and other issues

5.6.1 In the Biennial Report for 2014-2016 I wrote that it was hard not to feel that the importance accorded to Adult Support and Protection within the Scottish Government was diminishing.

5.6.2 Representations were made from SOLACE to Scottish Government highlighting concerns at this state of affairs, and meetings with the then Minister and Civil Servants and representatives of the National APC Convenors' Group failed to elicit any positive responses.

5.6.3 The work around the Child Protection Improvement programme highlighted the need for work to ensure sound governance particularly at Chief Officer level. Attempts to highlight the obvious links that this has to governance arrangements for Adult Protection - which is overseen by the same Chief Officers at a local level as Child Protection - appear not to have been seen as meriting consideration.

5.6.4 Any overarching strategic interest with the Thematic Inspection of Adult Support and Protection had not been apparent from Scottish Government, and attempts to highlight the considerable work being done at a local level through Chief Officer groups to ensure linkage across all aspects of public protection had elicited no appetite to see the benefits of some attempt at a similar approach at a national level.

5.6.5 Even though outwith the timescale for this Biennial Report, it is therefore important to highlight that at the meeting of National Adult Protection Committee Convenors in August 2018, which was attended by Civil Servants from the Scottish Government, they intimated that they were aware that Adult Support and Protection had not had the focus that perhaps it should have had within Scottish Government over the recent past. There was an open discussion and the tone of comment from the Scottish Government was heartening. Specifically it was intimated that the new Minister was taking a clear interest in ASP, and that the resource was available to allow for the appointment of a professional advisor on ASP within the Mental Health and Wellbeing division. I hope that this positive approach will continue and will benefit our work in protecting adults at risk across Scotland.

- 5.6.6 A Thematic Inspection of Adult Support and Protection, was undertaken in late 2017 across six partnership areas, and the final report was published by the Care Inspectorate in July 2018. This is the first such inspection since the Adult Support and Protection (Scotland) Act was implemented in 2008.
- 5.6.7 The report provides an overview of key themes identified by inspectors across the six areas, and also includes detail of the findings, gradings and recommendations for improvement for the six individual areas.
- 5.6.8 In the accompanying press release it was heartening that the Care Inspectorate say that over the past decade considerable progress has been made in ensuring that adults who are at risk of harm are safer and better supported, that awareness of adult protection has grown, alongside the creation and training of an adult protection workforce, and that effective leadership has been put in place to support organisations to work together.
- 5.6.9 I am particularly pleased that North Ayrshire received the most positive gradings of all the partnership areas inspected, with gradings of very good for our processes and leadership, and good for outcomes for adults at risk of harm. This is a testament to the hard work and commitment of people across the many agencies involved in adult protection across North Ayrshire.
- 5.6.10 There were, of course, some areas identified where we can continue to improve, and actions on the recommendations made by the Care Inspectorate have been incorporated into the Adult Protection Committee's work plan for the next two years.
- 5.6.11 I would therefore 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

**Work Plan and Key Performance Indicators
2018–2020**

North Ayrshire Adult Protection Committee – Work Plan: April 2018 - March 2020

Outcome	Action	Timescale
An increased awareness of Adult Support & Protection issues in North Ayrshire across agencies and within the wider community	Ensure representation on key local and national forums/groups/committees	April 2018 – March 2020
	Submit Biennial Report 2016 – 2018 to Scottish Government	October 2018
	Disseminate Biennial Report locally	October – December 2018
	Produce Annual Key Reporting Leaflet 2018 – 2019	August 2019
	Disseminate Annual Key Reporting Leaflet 2018 - 2019	September – November 2019
	Implement a new embedded model for the gathering, analysing and feeding into practice of Service User and Carers views	April 2018 – March 2019
Continuous improvement in practice, and learning from practice, within and across agencies - clear, effective and well understood referral and access systems in relation to Adult Protection	Implement the ASP Continuous Improvement Framework 2018 – 2020 – reviewed regularly and progress reported against KPIs.	April 2018 – March 2020
	Host four All Agencies ASP Forums: Two Events Two Events	2018 – 2019 2019 – 2020
	Host four All Agencies Learning Events: Two Events Two Events	2018 – 2019 2019 - 2020
Effective and proportionate performance reporting, monitoring and audit systems	Implement the Self-evaluation and Audit Strategy 2018 - 2020	April 2018 – March 2020

Outcome	Action	Timescale
Effective involvement of service users and carers in the work of protecting adults at risk of harm in North Ayrshire	Implement the Service Users and Carers Strategy 2018 - 2020 Implement processes for making practice improvements arising from new embedded feedback model	April 2018 – March 2020 April 2018 – March 2019
Staff that are skilled and knowledgeable in adult protection	Deliver a comprehensive and creative multi agency ASP Training Programme Provide bespoke training for Groups where appropriate	April 2018 – March 2020 April 2018 – March 2020
Greater consistency of approach across agencies and councils, and reduction in duplication of effort in relation to the public protection agenda	Lead the pan Ayrshire Learning and Development Sub Group Assist in the organisation of a CPP COG Development Session Assist in the organisation of a CPP COG Development Session	April 2018 – March 2020 2018 2019
The Adult Protection Committee has the skills and knowledge to fulfil its functions	Review the APC Terms of Reference Document Undertake an APC Evaluation Exercise Deliver an APC Development Session Deliver an APC Development Session	January 2019 January 2019 May 2018 May 2019

End of APC Work Plan: 2018–2020

Improvement Area Identified	Evidence	Logic Model Output Link	APC Workplan Link	Other Links	KPI Targets: 2018 - 2020	Timeline
1. Increase ASP referrals from health staff	<p>Low % of previous NHS and GP Referrals – raised at Chief Officer’s Group</p> <p>2017 – 2018: GPs 2 Health (H&SCP) 16 Health (all other) 34</p>	Improvement Plan and Joint Thematic Inspection of ASP	Staff that are skilled and knowledgeable in ASP	<p>National Health and Wellbeing Outcomes</p> <p>NA – H&SC Partnership Strategic Plan</p> <p>North Ayrshire - SOA</p>	<p>Incremental increase in health referrals:</p> <p>GPs from 2 – 6 in 2018</p> <p>GPs from 6 – 12 in 2019</p> <p>Health (H&SCP) from 16 – 30 in 2018</p> <p>Health (H&SCP) from 30 – 50 in 2019</p> <p>Health (all other) from – 34 – 60 in 2018</p> <p>Health (all other) from 60 – 80 in 2019 (100%)</p>	2018 - 2020
2. Raise awareness of ASP across all North Ayrshire Agencies	APC Development Day Recommendation and Agency requests	Improvement Plan	Staff that are skilled and knowledgeable in ASP	<p>National Health and Wellbeing Outcomes</p> <p>NAH&SC Partnership Strategic Plan</p>	<p>Host 2 All Agency ASP Forums</p> <p>Host 2 All Agency ASP Forums</p>	<p>2 Forums: 2018</p> <p>2 Forums 2019</p>

<p>3. Increase opinions Canvassed in relation to Service User and Carer experiences of ASP</p>	<p>Improvement Subgroup</p>	<p>Service Users and Carers Engagement Strategy</p>	<p>Effective involvement of Service Users and Carers</p>	<p>National Health and Wellbeing Outcomes NA – H&SC Partnership Strategic Plan</p>	<p>Increase service users and carers from 12 to 18 people canvassed for their views on their experiences of ASP 2018</p> <p>Increase service users and carers from 18 to 25 people canvassed for their views on their experiences of ASP 2019</p> <p>Clear links to practice improvement processes are established</p>	<p>2017 – 2019</p> <p>2019 - 2020</p> <p>2018 - 2020</p>
<p>4. Increase in staff across agencies who feel confident in making an ASP referral</p>	<p>Staff Satisfaction Survey</p>	<p>Improvement Plan</p>	<p>Continuous improvement in ASP practice</p>	<p>National Health and Wellbeing Outcomes</p> <p>NA – H&SC Partnership Strategic Plan</p>	<p>Increase of respondents who strongly agreed with the statement they were confident in following the process to make an ASP referral from 61% in 2017/18</p> <p>to 65% 2018 – 2019</p> <p>to 71% 2019 – 2020</p>	<p>2018 - 2020</p>

5. Increase in the % of adults who were offered Advocacy Support	Joint Thematic Inspection	Service Users and Carers Engagement Strategy	Effective involvement of Service Users and Carers	National Health and Wellbeing Outcomes NA – H&SC Partnership Strategic Plan	Establish baseline information for 2017 – 2018 5% Increase on 2017 – 2018 compliance figures 10% increase on 2017 –2018 compliance figures	July 2018 2018 - 2019 2019 - 2020
6. Decrease the % of staff who are invited to attend a Case Conference and who do not attend or send a report instead	Issues raised by ASP Chairs and Central Admin staff	Improvement Plan	Continuous improvement in ASP Practice	NA – H&SC Partnership Strategic Plan	Establish baseline information for 2017 – 2018 5% decrease on 2017 – 2018 compliance figures 15% decrease on 2017 – 2018 compliance figures	July 2018 2018 - 2019 2018 - 2020
7. Measure the number of times the '3 Reports in 3 Months' trigger is reached and results in a formal interview with a Team Manager	Lack of information in relation to how often trigger (3 reports – ASP and/or concerns received within 3 rolling months) is being reached and responded to	Improvement Plan	Continuous improvement in ASP Practice	NA – H&SC Partnership Strategic Plan	Information on statistics Establish a method for measuring when this should take place and plot actual figures against this	2018 – 2019 2020 - 2020

8. Monitor the number of ASP Minutes being sent to the Police Hub and used to support Adults at Risk of Harm	Joint Thematic Inspection of ASP	Improvement Plan	Continuous Improvement in Practice	NA – H&SC Partnership Strategic Plan	Provide information stats in relation to this KPI and ensure a robust process is in place to facilitate minutes being used appropriately	2018 - 2020
9. Measure the number of Police Personnel in attendance at ASP Case Conference	Joint Thematic Inspection of ASP	Improvement Plan	Continuous Improvement in Practice	NA – H&SC Partnership Strategic Plan	Give stats for information and to inform any improvement activity	2018 - 2019
10. Conduct 3 pieces of audit work in relation to areas for monitoring and improvement from the APC – ASP Improvement Subgroup Work Plan	Multi-Agency Case File Audit 2017 ASP Improvement Subgroup	Improvement Plan	Continuous improvement in ASP Practice	NA – H&SC Partnership Strategic Plan	3 pieces of audit work completed 2018 - 2019	2018 - 2019

End of ASP – Key Performance Indicators

ASP Training Course Statistics – North Ayrshire

	2016 / 2017							2017 / 2018							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	259	73%	62	17%	35	10%	356	238	71%	56	17%	40	12%	334	690
ASP Level 2	90	56%	50	31%	20	13%	160	209	74%	41	15%	32	11%	282	442
ASP Level 3	23	100%	0	0%	0	0%	24	0	0%	0	0%	0	0%	0	24
CO* Training (Pilot)	0	0%	0	0%	0	0%	0	12	100%	0	0%	0	0%	13	13
CO Call Back Session	0	0%	0	0%	0	0%	0	5	100%	0	0%	0	0%	6	6
ASP Awareness	0	0%	0	0%	0	0%	0	272	100%	0	0%	0	0%	273	273
Protecting Adults	0	0%	0	0%	21	100%	21	0	0%	0	0%	20	100%	20	41
Protecting People	17	68%	2	8%	6	24%	25	27	12%	188	83%	11	5%	226	251
Crossing the Acts**	16	100%	0	0%	0	0%	16	58	100%	0	0%	0	0%	58	74
Council Officer Forum	39	100%	0	0%	0	0%	39	46	100%	0	0%	0	0%	46	85
Train the trainer	0	0%	0	0%	0	0%	0	0	0%	14	93%	1	7%	15	15
RARM***	16	100%	0	0%	0	0%	16	14	100%	0	0%	0	0%	14	30
Investigative Interview	22	100%	0	0%	0	0%	22	28	100%	0	0%	0	0%	28	50
Financial Harm	2	100%	0	0%	0	0%	2	24	100%	0	0%	0	0%	24	26
GRDDM****	29	100%	0	0%	0	0%	29	28	100%	0	0%	0	0%	28	57
Role of the 2 nd Person*****	9	100%	0	0%	0	0%	9	7	100%	0	0%	0	0%	7	16
FGM***** *Awareness	0	0%	0	0%	0	0%	0	24	100%	0	0%	0	0%	24	24
Totals	522		114		82		719	992		299		104		1398	2117

*CO = Council Officer (Specially trained Social Worker who takes forward ASP processes under the legislation to support & protect adults)

**Crossing the Acts = 3 Acts – Mental Health Care and Treatment Act, Adults with Incapacity Act and Adult Support and Protection Act

***RARM = Risk Assessment and Risk Management - ASP

****GRDDM = Good Recording and Defensible Decision Making – Training

*****Role of the 2nd Person = Person who takes on the role of supporting the Council Officer and taking notes as part of a formal ASP Investigative Interview

*****FGM = Female Genital Mutilation