



Argyll and Bute Adult Protection Committee Annual Report April 2012 March 2013

FOREWORD



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The Argyll & Bute Adult Protection Committee

'Each Council must establish a committee' S42 (1) ASP(S)A 2007

The Members of the Argyll & Bute Adult Protection Committee are:

Independent Convenor

Bill Brackenridge

Member

Actions taken:

Council officers will now ask adults who are the subject of an adult protection investigation if their contact details can be passed on to LAAS so that feedback can be gained from those who have declined advocacy itself. It is hoped that this will increase the numbers participating and so ensure that considerably more feedback is gained and can feed into the evaluation of work done in adult support and protection.

Management information

Data collected between 1 April 2012 and 31 March 2013 showed that following rises in the numbers of adult protection referrals over the previous year, the numbers this year appear to have steadied:

Total AP Referrals	
2009-10	124
2010-11	274
2011-12	447
2012-13	446

The referral rates continue to show wide differences between the areas of Argyll and Bute

Area	Number of Referrals	%
B&C	166	37.2%
H&L	129	28.9%
MAKI	76	17.0%
OLI	75	16.8%
Sum:	446	

As in previous years more women than men were referred:

Gender	Number of Referrals
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to be at risk. From 1 April 2013, therefore, new data collection mechanisms were put in place to provide further details on work done as a result of the referrals received. More detailed reports are now being produced for the APC on a quarterly basis and specific issues are being identified as a result. These reports are still being refined but are proving a useful starting point in assisting a greater understanding of the adult protection work being undertaken across Argyll and Bute.

Serious Case Reviews:

As stated in the Biennial Report, a Serious Case Review Procedure was agreed by the APC in July 2011, but to date no serious case reviews have taken place. This continues to be the case.

The process for examining serious failings in a registered service, the Multi-Agency Liaison Protocol, has been used a number of times to maintain an overview of ongoing issues in residential and nursing homes. This has been supported by the updated review process for adults resident in these services mentioned in the Biennial Report.

Actions:

The pilot of the new review process has thrown up issues for staff in both health and social work and it is recognised that it requires re-consideration before it can be rolled out successfully in all areas. Work is taking place to make adjustments that will make it a more user-friendly and effective process.

It is also recognised that there continue to be regular concerns about registered services in all areas. Whilst the Multi-Agency Liaison Protocol allows for effective joint work to identify issues within services and support the provider to make improvements, there is also the need for a Large Scale Investigation procedure for the occasions where there are serious adult protection concerns relating to a whole service. The West of Scotland Councils are in the process of looking at the development of guidance that can be agreed throughout these council areas and it is hoped that Argyll and Bute will be able to adopt this when available.

Public Information

Following the submission of the Biennial Report, the Chair and Area Manager Adult Protection took the broad messages from the report to the Council and the four Area Committees. Press releases were also provided and published across the area when the
ues.

However, during 2012 it was recognised that the previous campaigns, and supply of leaflets and posters in publically accessed buildings, was failing to ensure that information about harm to adults reached the general public. A Citizens Panel questionnaire conducted in the Autumn found that only 27% of respondents knew adults had the right to be protected and only 30% remembered seeing the adult protection advert on STV.

Actions:

Responsibility for public awareness was given to the Policy and Training sub group of the APC and new publicity materials and a campaign to launch them were developed. The success of these will be monitored by returning to the Citizens Panel in early 2014.

Management of Services and Staff

As described in the Biennial Report, funding for adult support and protection remains a priority for Argyll and Bute Council and has been maintained at its original level.

Responding to adult protection referrals remains the responsibility of operational staff within the social work teams, and new procedures were introduced to streamline the way that these were received directly by those staff responsible for dealing with them. This change of process has worked well, with increased local ownership of the work.

The original appointment of four social work staff in the different areas to provide local expertise and training for all agencies has been succeeded by the recognition that adult protection is the business of all social work staff. The four staff remain in social work roles but without the specific ASP brief.

Adult protection work continues to be overseen by the Area Manager Adu

out, with 85 staff attending. The need to ensure that social work staff were updated meant that there was no opportunity to present multi-agency training during this period, although a number of advocates attended the sessions.

Following feedback from the self-evaluation day held in November 2012, it was recognised that effective chairing of adult protection case conferences is crucial to the identification of risk and the development of plans to remove or minimise these. A training day was therefore held for all case conference chairs in February 2013.

Action:

A full training programme was developed for the rest of 2013 and details distributed widely. Some issues were identified with the way that places were booked, reminders sent and records of attendees collated, and ownership of these activities transferred to ASP administration so that detailed records are held. The intention is that when fuller information on attendees is available, the agencies who fail to take up training opportunities will be identified and targeted for specific sessions.

It is hoped that by the start of 2014 a full training programme covering all levels of ASP training will be published on the Argyll and

issues such as the difficulty in gaining the consent of the adult for an examination of their records, the wide variety of records held and the time-consuming nature of such an audit, make this a complex process. Learning points for the agencies involved were noted but the small number of cases examined made it difficult to draw valid conclusions.

Action:

A second multi-agency case file audit was planned for 2013 and took place in August.

The drawbacks of the multi-agency audit process had been noted and a second audit, internal to social work and examining cases where a decision had been made that the adult was not at risk, was also undertaken. Learning from both pieces of work will be considered when planning future audit activity.

Final Comments

As can be seen from the above information, considerable amounts of work continue to be undertaken by all the agencies involved in adult support and protection across Argyll and Bute. At present the APC is involved in developing its new improvement plan and this, based on evidence from case file audits and the self-evaluation exercises done, will shape the work that is done over the next year.