

**Aberdeenshire Adult Protection Committee
Action Plan 2020 - 2022**

V1 - 01/10/2020

The Aberdeenshire Adult Protection Committee has responsibility for monitoring and advising on adult protection procedures, ensuring appropriate cooperation between agencies, and improving the skills and knowledge of those with a responsibility for the protection of adults at risk.

Responsibility for designing, refreshing, and monitoring this Action Plan rests with the Aberdeenshire Adult Protection Committee. The action plan sets out the priorities that have been agreed for the 2020 – 2022 reporting period. Priorities were developed through the completion of the APC Risk Register 20-22 and recommendations from the APC subgroups.

Progress of action plan will be presented at the Aberdeenshire Executive Group for Public Protection biannually by submission of an exception report.

Recommendation 1 - The APC will have robust methods for gathering feedback from adults, families, and carers subject to adult protection processes. The views of adults, families and carers will be listened to and used to inform adult protection strategic planning and activities.

SOURCE - SA 05 - 07, RR ASP01

ACTION OWNER - ANE Service Manager

No	Required	How	Evidence of improvement	Task Lead	Timescale	Progress
1.1	Service User and carer feedback is collated to inform service delivery.	Staff awareness raising about information required and how to record in a useful way – seek views from staff regarding how to do this.	Discussion held at Council Officer Forum.	SDO Public Protection	Nov 20	
		Develop and utilise a system to capture informal feedback for Adults, Carers and Families through the ASP Council Officers.	System are developed and implemented to collate informal feedback	SDO Public Protection	Jan 21	
		Formal feedback based on outcomes is robustly communicated to encourage participation.	Increase in formal feedback. PI monitored through APC and feedback reviewed by Data Subgroup.	APN Team Manager	Nov 20	
1.2	Service User and carers are fully informed of the ASP process and are encouraged to participate in /be involved in their ASP journey	Review information available to Adults, Carers and Families and it use and effectiveness. Confirm information is clear and fit for purpose.	Leaflets and website are updated and use of information is promoted at council officer forums.	SDO Public Protection	March 21	

		Use service users and carer are involved in the review of information.	Feedback on leaflets and website are gained from the SU reference group.	ANE Service Manager	Jan-21	
		SU and Carer involvement is monitored by the Data Subgroup.	% increase in SU and carers that report feeling fully informed about ASP processes % increase in SU and carers reporting they were involved in their ASP journey	Data Subgroup Chair	Ongoing	
1.3	Service user and carers have input into the communication strategy	Develop a service user and carer reference group to enable consultation on the communication strategy.	A reference group is developed, and the level of consultation is monitored and recorded.	ANE Service Manager	July 21	
1.4	Engage fully with the National Strategic Forum for Adult Support & Protection regarding their priority of involving people with lived experience in development of ASP services.	Monitor reports and finding. Participate in national activity as require. Communicate and Implement national recommendations regarding practice improvements.	Increased knowledge and understanding of service user and carer participation processes. People with lived experience are involved in the development of ASP services.	SDO Public Protection	ongoing	

Recommendation 2 - The APC will fully engage with all relevant stakeholders.						
SOURCE - SA08, SA10, SA23, SA31, RR ASP02						
ACTION OWNER - HSCP - SDO Public Protection						
No	Required	How	Evidence of improvement	Task Lead	Timescale	Progress
2.1	The work of the APC will be visible to all key stakeholders.	The APC will have a clear plan detailing who, how, what and when they need to communicate regarding ASP messaging.	Map all linked Groups and Committees and agreed process for information sharing.	SDO Public Protection	Dec-20	
			Development of APC Communication strategy and communication plan.	SDO Public Protection	Jan-20	
			Monitoring of actions on communication plan to evidence and evaluate communication with key stakeholders.	SDO Public Protection	March-21	
		The work of the APC will be experienced by members of the EGPP.	Chief Executives will be invited to attend APC on a rotational basis.	APC Convenor	Jan-21	
2.2	Communication with relevant stakeholders will be appropriately resourced, minimising both gaps and duplication.	Recommend the formation of a public protection communication subgroup of linked committees to allocate appropriate resources to support consistent communication.	Increased public protection messaging that has been jointly promoted between linked committees.	APC Convenor	Dec-20	
2.3	The APC has a robust membership where all	See Action 3.3	See Action 3.3	NHSG APP Lead	Dec-20	

	relevant services participate.	Evaluate attendance and participation at committee meetings. Reduce barriers to non-participation.	Improvement in APC self-evaluation	APC Convenor	Feb-21	
2.4	Improve engagement with third sector organisations, allowing them to engage with the committee and be fully aware and confident of their role in supporting adults at risk of harm.	Explore and evaluate tools for engaging with third sector organisations through AVA and the commissioning team.	Training and awareness survey completed by third sector organisations shows good awareness ASP and the work of the Committee.	SDO Public Protection	Sept-21	

Recommendation 3 - APC members will have the knowledge, skills and support to respond effectively to implement the improvement plan.

SOURCE - SA18, SA21, SA22, SA28, RRASP03

ACTION OWNER - NHSG APP Lead

No	Required	How	Evidence of improvement	Task Lead	Timescale	Progress
3.1	Members of the APC will be supported to understand and undertake their responsibilities.	Training will be planned in response to the above.	Feedback has been collated and assessed.	SDO Public Protection	Dec-20	
		Undertake scoping of what resources are available to deliver improvement activity e.g. training.	Scoping exercise completed and acted upon.	L&D Subgroup Chair	March-21	
		Training will be planned in response to the above.	Training is updated to reflected survey results.	L&D Subgroup Chair	Ongoing	
3.2	The improvement agenda will be promoted	APC members have processes in place to communicate Adult Protection activity to their services/ staff and report back to APC.	Process in place reporting from agencies to APC. Improved communication and engagement between services and APC.	NHSG APP Lead	March 21	
		Communication between APC and service/staff will be included in the communication strategy.	Improved communication and engagement between services/ staff and APC.	SDO Public Protection	Dec 20	

3.3	Induction pack for new APC Committee members.	Induction pack to be reviewed and updated accordingly. Process to be implemented for periodical review and update.	APC members have the required knowledge and skills to be effective members.	NHSG APP Lead	Jan-21	
		Review and update APC Terms of Reference.	Terms of Reference reflects changes.	SDO Public Protection	Dec-20	

Recommendation 4 - The APC will have robust methods for collating and analysing relevant data and learning from case reviews. This multi-agency information will be used in strategic planning and delivery of services to adults at risk of harm.

SOURCE - SA20 , RRASP04

ACTION OWNER - APN Team Manager

No	Required	How	Evidence of improvement	Task Lead	Timescale	Progress
4.1	ASP partners will provide and analysis data at APC meetings.	APC members receive training on how to use data effectively	Training session will be delivered.	SDO Public Protection	Feb-21	
		APC members will have appropriate systems for integrating relevant service specific data	Data analysis will be a standing APC agenda item.	APC Chair	Feb-21	
4.2	Identify required resources to gather and analysis of data.	Develop APC Subgroup –	Data subgroup Terms of reference	Data Subgroup Chair	Dec-20	
		Data Analysis to develop the systems for data collection and analysis, linking in with other data systems for committees.	Data systems agreed and implemented	TBC	July-21	
4.3	Evidence through data analysis will be included in processes for taking forward APC actions on practice improvements.	Data Subgroup will be involved when ASP practice improvements are being considered, developed, implemented, and reviewed.	Data analysis becomes an integral part of practice improvement. Data subgroup terms of reference.	Data Subgroup Chair	Dec-20	
4.4	Agree and collate the data which will enable the Committee to look at future demand.	The data subgroup will evaluate current datasets and identify gaps.	Other APC workstreams will be informed and enhanced by the provision of robust data.	Data Subgroup Chair	Jul-21	

		Recommendation will be made to the Committee about gaps in data collection and how data can be used in the planning and development of services.				
4.5	Data gathered from case reviews is appropriate analysed to enable practice improvement and development of services.	Create strong links between Data Subgroup and Operational Practice Group	Case Review recommendations will be informed by the data.	Case Review Co-ordinator	Dec-20	

Recommendation 5 - The APC will undertake mitigating actions to reduce to impact of Covid-19 implications on adults at risk of harm.

SOURCE - RR ASP05

ACTION OWNER - APC Convenor

No	Required	How	Evidence of improvement	Task Lead	Timescale	Progress
5.1	Manage the potential increase in safeguarding risks identified and reported as the lockdown eases	Workload will be monitored and any need to prioritise or increase resources will be supported through collating evidence, enabling mutli-agency discussion and escalating concerns, where necessary.	Use of data to monitor staff capacity and resilience. APN prioritisation tool to be used if required. Discussion evidenced through APC minutes.	APC Convenor	ongoing	
5.2	Processes for effectively engaging with stakeholders' services users, carers and families will adhere to Covid19 guidance.	Necessary home visits will occur following Covid-19 guidance. Some non-virtual meeting to occur when safe to resume.	Feedback from service users and carers.	HSCP Lead SW	Ongoing	
5.3	Develop tools to enable case reviews to be undertaken virtually.	See Action 9.2				
5.4	ASP training will be redeveloped to enable effective training to be delivered virtually.	See Action 7.5				

Recommendation 6 - The Adult Protection partnership will undertake actions to prevent, reduce and minimise impact of financial harm to vulnerable people in Aberdeenshire.

SOURCE - Data, most prevalent cause of harm

ACTION OWNER - FHG Chair

No	Required	How	Evidence of improvement	Task Lead	Timescale	Progress
6.1	Increase awareness among individuals of the threats of financial harm and practical steps that can be taken to mitigate risks.	Develop a communication strategy to enable consistent multi-agency messaging over the reporting period.	Multi-agency communication plan developed. Regular messaging regarding risk and prevention. Data shows increase in awareness and referral to key partners.	SDO	Jan-21	
6.2	Build on good practice from other areas of Scotland and nationally.	Link to national work being undertaken. Share resources with other areas where possible. Review information from inspections and case reviews for good financial harm practice.	Regular communication through SWS ASP subgroups.	APN TM	Ongoing	
6.3	Reduce financial harm by focussing on prevention, including reducing social isolation and reoffending	Closer links with Community Safety, ADP, Criminal Justice. Look at systems for identifying repeat offender. Scope work that is undertaken with perpetrators where financial harm was a factor.	Increase in FH activity being reported to police/trading standards where harm has not occurred. Communities engaged in supporting neighbours and reporting suspicious activities. Increase in perpetrators that are charged with financial crime.	FH Chair	Mar-22	

6.4	FH group will fully engage with relevant stakeholders	FH group attendance by relevant organisations. Increase links to relevant 3rd sector organisations Joint working with Community Safety regarding Safeguarding Communities Priority	Monitor attendance % improvement in participation at FH Subgroup Increase visibility of FH group, contacted by non-member to address strategic issues.	FH Chair	Mar-21	

Recommendation 7 - The partnership will ensure that staff are appropriately trained, supported and confident in carrying out adult protection work.

SOURCE - APC Statutory responsibility

ACTION OWNER – Learning and Development Chair

No	Required	How	Evidence of improvement	Task Lead	Timescale	Progress
7.1	ASP training will be available and fit for purpose.	Core Training and bespoke training options will continue to be delivered and evaluated regularly.	Positive feedback though evaluations of training. Increased confidence – staff survey.	L&D Chair	March-21	
7.2	Where needs are identified training will be amended or developed.	Development of Case Review training, GP level 3 training. Implementation of Financial Harm training	Training statistics that all training is being undertaken. Positive feedback though evaluations of training. Increased confidence – staff survey	L&D Chair	March-21	
7.3	Self-evaluation of staff regarding skills, knowledge and confidence in carrying out ASP duties.	All ASP partnership staff to be asked to complete a survey to assess knowledge, confidence, and gaps in current training.	Training and Confidence survey 2021 - Results will be compared the baseline results from the 2018 self-assessment results.	HSCP - SDO	Sept-21	
7.4	Peer support for council officers to develop skills and knowledge.	Council Officer Forums will continue with some sessions being opened to multi-agency staff. Forums will be evaluated. Participation in the Microsoft team space will be encouraged	Training and Confidence survey 2021 – Increased participation in CO forums and Team Space	APN - Team Manager	ongoing	

7.5	In response to Covid 19, where possible training will be adapted to be deliver safely i.e virtual, social distanced groups.	All ASP training will be assessed and where possible virtual training options developed. Where training is not suitable for virtual delivery alternative safety measures will be explored.	Assessment report submitted to APC.	Aberdeenshire Council L&D Team	Dec-20	

Recommendation 9 - The Aberdeenshire Operational Practice Group will facilitate continuous practice improvement through sharing of learning and good practice and development of protocols and guidance, where required.

SOURCE - APC Statutory responsibility

ACTION OWNER - Chair OPG

No	Required	How	Evidence of improvement	Task Lead	Timescale	Progress
9.1	IRD process to be fit for purpose, with consistent participation from key stakeholders.	Review of current IRD process.	IRD process amended. Increased participation from health representation.	TM APN	Jan-21	
9.2	Case Review process will be reviewed in line with National Guidance and the impact of Covid-19 restrictions.	Review current case review protocol.	Case review process is amended and approved at APC	Case Review Co-ordinator	March-21	
9.2	Learning from Case Reviews and research will be shared with staff to encourage and embed practice improvement and good practice.	Position statement and action plans for case reviews are completed including information of how learning will be shared.	Position statement and action plans monitored at APC.	Case Review Co-ordinator	Ongoing	

