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ADULT SUPPORT + PROTECTION

Shetland Adult Protection Committee

Biennial Report 2012 - 2014



Contents

	Page
1. Executive Summary	3
2. Introduction	4-5
3. Appropriate Adults	5
4. Business Plan	5-8
5. Outcomes	8
6. Training and Staff Development	8-9
7. Performance	9-11
8. Case review of Social Work Files	11-12
9. Public Information	12
10. Inter-Agency Screening Meeting	13
11. Community Safety, Co-operation, Partnership and Learning	13-14
12. Key Successes	14
13. Key Challenges	14-15
14. Conclusion	15
Appendices	16
Appendix 1 – Typical APC Agenda	
Appendix 2 – APC Business Plan 2012/13	
Appendix 3 – APC Business Plan 2013/14	
Appendix 4 – Users and Carers Information	
Appendix 5 – ASP Training Statistics – 01/04/2012 – 31/03/2013	
Appendix 6 – ASP Training Statistics – 01/04/2013 – 31/03/2014	
Appendix 7 – APC Referral Statistics – 01/04/2012 – 31/03/2013	
Appendix 8 – APC Referral Statistics – 01/04/2013 – 31/03/2014	
Appendix 9 – Publicity Plan 2013/14	

1. Executive Summary

1.1 This is the third report on the activities of the Shetland Adult Protection Committee.

There have been successes and improvements throughout the two year period this report covers. These successes and improvements are:

- Maintained interagency representation on all committees.
- Commitment from each agency.
- Commitment from the Director of Health and Social Care.
- Grassroots level communication – interagency group case review.
- Financial sector, carers and users contact (appendix 4)
- Training for third sector and service user groups.
- Inter-agency screening meeting.
- Assurance from July 2013 case review that Adult Protection referrals were being responded to safely and appropriately.
- NHS Shetland development of Nurse Adviser role for Adult Protection to support NHS staff and contribute to inter-agency work.

The Business Plan 2013/14 (Appendix 3) lists the areas we are working on in terms of development. The plan takes into account the Government's 5 National Priorities. The Plan is regularly updated and takes into account local and national initiatives and developments.

There will be an inspection of Older People's Services in early 2015, of which Adult Protection will be a key theme. Work has already started in preparation. We have had positive meetings with our Link Inspectors, who have provided useful information for us.

Undoubtedly, there will be recommendations from the inspection and these will be incorporated into the Business Plan.

This report has taken into account comments from all agencies, again showing the good inter-agency co-operation that exists.

Additionally, this time, the report will not only be presented to Shetland Islands Council Committee, the Board's of NHS Shetland and Voluntary Action Shetland, it will also be presented to Shetland Islands Council Corporate Management Team.

The Committee and I look forward to the future in a positive frame of mind.

2. Introduction

- 2.1 The Shetland Adult Protection Committee was established in 2009 serving the Local Authority area of the Shetland Islands, with a population of approximately 22,000. The Adult Protection Committee, since 2012, has met on 9 occasions, the Quality Assurance Sub Committee on 7 occasions and the Training Sub Group on 9 occasions.

I was nominated as Convenor at the Adult Protection Committee meeting in July 2012. This appointment was confirmed in August 2012 and I formally took over as Convenor. This is my second Biennial Report.

Membership of all groups is inter-agency and we currently have representation on Adult Protection Committee (including the Quality Assurance and Training Sub Groups) from; Police Scotland, Shetland Islands Council Chief Social Work Officer, Shetland Islands Council Training Manager, Shetland Islands Council Solicitor, Voluntary Action Shetland, Shetland Islands Council Executive Manager Mental Health, Shetland Islands Council Senior Housing Officer, Shetland Islands Council Executive Manager Criminal Justice Team, Shetland Island Council Director of Health and Community Care, NHS Shetland Director of Nursing, Midwifery and Allied Health Professionals and Nurse Advisor for Adult and Child Protection. A decision by the Care Inspectorate in 2012 effectively removed them from the Adult Protection Committee. However a recent decision to reverse this has been taken and I hope that they will again attend meetings. Currently the Executive Manager Mental Health post is vacant and the Interim Executive Manager for Community Care Services is attending both Adult Protection Committee and Quality Assurance Sub- Committee.

Additionally the Adult Protection Committee's work is supported by the following inter-agency Sub-Committees:-

- A Training Sub-Committee that is a joint Committee with the Child Protection Committee (further information about training and the work of this Sub-Committee is at section 6)
- Protection in the Community Sub-Committee which has members from the Third Sector including Shetland Arts, Shetland Recreational Trust, Shetland Amenity Trust and Voluntary Action Shetland.
- Mobile Phone and Internet Safety Sub-Committee. This committee focuses on the online safety of children and young people, but support is also offered to staff working with adults with a learning disability and training has been offered to social care staff working with this group of people.
- The Adult Protection Committee has support from the Lead Officer for Adult and Child Protection and Business Support Assistant. The Convenor of the Adult Protection Committee reports quarterly to the Chief Officers Group. This is made up of Chief Executives of Shetland Islands Council, NHS Shetland and the Chief Inspector of Shetland Division representing Police Scotland.

- A typical agenda includes standing items and current work being undertaken by the Adult Protection Committee is attached at **Appendix 1**.

2.2 This report is presented under Section 46 of the Adult Support and Protection (Scotland) Act 2007.

3.0 Appropriate Adults

3.1 Under the guidance for Appropriate Adults it is expected that there will be a Management Committee to oversee the Appropriate Adult scheme. In 2009 it was agreed that rather than have a separate management committee for the small service required in Shetland it would be overseen by the Adult Protection Committee. The Appropriate Adult scheme is a standing agenda item on the Adult Protection Committee agenda, the Executive Manager, Criminal Justice is responsible for bringing items to the table.

3.2 In 2013 work was undertaken by the Executive Manager Criminal Justice and Business Support for Adult Protection to better collect statistics about the use of Appropriate Adults and to provide support and advice to staff acting as Appropriate Adults. New forms were drafted and agreed with Police Scotland and this has helped in gathering better management information. Additionally 2 meetings with those staff who act as Appropriate Adults were held in 2013 to offer support and advice and further training has been organised for 22nd September 2014.

3.3 Appropriate Adult Statistics

	2012/13	2013/14
Issue		
Mental Health	3	3
Learning Disability	4	2
Dementia	0	0
Acquired Brain Injury	0	0
Unknown	3	0
Other	0	6
Number of call outs	10	11

4 Business Plan

The Scottish Government five priorities were embedded into the 2012/13 business plan (Appendix 2) and continued into the 2014/15 business plan (Appendix 3)

- Adult Protection in Care Home settings
There is a very low level of referrals from residential centres in Shetland (2 referrals in 12 months). In discussion with the local representative of the Care Inspectorate in Shetland and with Managers of the Older People's Services there are no significant concerns about

this in Shetland. However, it is a topic that we will continue to monitor and link with the Care Inspectorate.

- Accident and Emergency
The Lead Officer for Adult Protection met with the Senior Charge Nurse to adapt the monitoring and information system in Accident and Emergency (A&E) and to add appropriate trigger questions to ask when treating patients. Additionally, an update training session for A&E staff was given in August 2013. The Nurse Advisor for Adult and Child Protection is in close contact with A&E staff and they seek advice and support from her as necessary. This is a recently established and helpful process and has allowed A&E staff to raise concerns about adults through the Nurse Advisor so that they can be discussed at the inter-agency screening meeting. (See 9.3 below)
- Data Collection
A data sheet was developed in 2013 to assist in better collection of data and this meets all the requirements of the Scottish Government draft data collection that will take place in August 2014.
- Users and Carers
Considerable work to involve Users and Carers in Adult Protection has been undertaken since my last report. Shetland's Lead Officer has met with 18 User and Carer groups throughout Shetland. (See Appendix 4)

There has been considerable discussion about the most effective way of involving carers and users. Initially the Adult Protection Committee had discussed the idea of having a carer and user sub-group, but it was felt that this may not be the best way to involve carers and users and ran the risk of being tokenistic. Discussions with the National Lead Officer for Adult Protection, who was leading the national work stream on the involvement of carers and users, highlighted that it was not easy to achieve this in a meaningful way and carers and users may well be different groups of people with different issues and perspectives and did not necessarily sit easily together.

It was agreed to bring together a short life working group of different carer and user groups to discuss this and formulate a way forward. The group met three times from February to May 2014 and decided that the focus would be on awareness raising and information sharing and developing information that was useful for adults with learning disabilities. The group decided that developing a couple of practical projects would be a good starting point.

Work is therefore underway to support a group of users of the local resource centre for adults with a learning disability, Eric Gray Resource Centre, to produce a short animated film aimed at keeping safe. Additionally the Lead Officer gave a presentation at the "Conference on the Pier", an event for local carers that preceded the annual "Carers

Cruise” of Yell Sound. This was aimed at raising awareness of Adult Protection issues and the important role of carers in protecting those that they care for. A Carers and Users Conference is being planned for 6 December 2014.

Adult Protection Committee’s aim would be to review progress once these events have taken place and then build on the experience for 2015/16.

Self evaluation and Quality Assurance work will be undertaken over the next few months in preparation for the forthcoming inspection in early 2015. Part of this process will be to contact users and carers to gain information on how they found the issues they raised were dealt with. A multi agency case review is also to be undertaken and the information gained will be used to improve services. (See section 8 below)

- Financial Abuse

During 2013/14 considerable work was undertaken by the Lead Officer to improve awareness and understanding of financial abuse. A workshop for an interagency group of staff run by Trading Standards and the Lead Officer took place in January 2013 and was repeated as a part of the Adult Protection Committee conference held in March 2013. Trading Standards in Shetland have set up a “Scam Alert” e-mail newsletter that is distributed widely to care services and the third sector as a way of sharing information about what scams are currently common in Shetland. Additionally the Public Health Nurse took information from the workshop and a useful DVD and shared that widely with nursing staff in the community.

The Lead Officer held individual meetings with all the local bank managers and a report was submitted to Adult Protection Committee in October 2013. The report was also shared with the national group focussing on financial abuse. What was concerning was that although banks had a very good awareness of financial abuse and good systems in place to protect and support their customers, none of them had recognised that financial abuse could be linked with other forms of harm and that in some circumstances referring to social work and using the local interagency adult protection procedures may be appropriate. Banks, understandably, have concerns about breaching confidentiality and this may be an issue that needs to be addressed at a national level. Meetings were followed up with copies of the local interagency adult protection procedures being given to banks and it is planned to continue contact with the local banks and discuss what further links can be made or training offered.

All other comments undertaken through business planning have been incorporated into the body of the report. Additionally, Shetland Adult

Protection Committee will develop further local actions once the outcome of the national work streams have been finalised.

5 Outcomes

- 5.1 We have not sought the views of adults involved in adult protection processes on a routine basis and we acknowledge this is a gap in practice and quality assurance.
- 5.2 However, the review of 10 adult protection cases undertaken by the Lead Officer in July 2013 demonstrated that care was taken in communicating with adults at risk of harm, their views sought and also how they felt the process had benefitted them. In one situation an elderly man whose son had been made subject to a banning order was able to reflect that the process had not been easy, but it had brought him peace from a difficult situation.
- 5.3 It is intended to build into the forthcoming case review opportunities to seek views from people subject to adult protection processes.

6 Training and Staff Development

- 6.1 The Training Sub-Committee agreed a new training strategy for both adult and child protection in February 2014. Chief Officers have taken a close interest in training and ensuring that all staff had access to training at the right level. From August 2013 e-learning modules in adult protection were available for NHS Shetland staff and Shetland Islands Council staff. Unfortunately due to high costs it has not proved possible to make the e-learning available to third sector staff. However the e-learning module was converted into a work book with a written assessment and this is being used by third sector organisations locally. A blended learning approach has been developed – Level 1 training is completing the e-learning module as standalone training and Level 2 is the e-learning module combined with a half days training that focus on interactive activities and opportunities for discussion. An interagency training team was recruited in September 2013 and in October they worked together to develop the half day training. A calendar of training was agreed and by October 2014 228 places will have been offered. (See Appendix 5 and 6)
- 6.2 Council Officers have received update training, interview training and professional development with an external trainer which included work on risk assessment and protection plans.
- 6.3 The Lead Officer has developed a short introduction to adult protection “Keeping Adults Safe” specifically for third sector and user groups. This was delivered in January 2013 to a customer group that uses Mental Health Services and a group from the Eric Gray Resource Centre for adults with learning disabilities. Three sessions were also offered to a variety of third sector organisations through Voluntary Action Shetland - two in March 2013 and one in September 2013. In January 2014 a joint training session for

Shetland Arts and Amenity Trust staff took place that raised awareness of both adult and child protection. Shetland Recreational Trust has for many years delivered in house to all staff a short "Keeping Children Safe" session and with agreement from the Training Sub-Committee and Adult Protection Committee the trainer adapted the short "Keeping Adults Safe" training for the third sector and by January 2014 all Shetland Recreational Trust staff had attended training on adult protection. Initial discussions have taken place with the Lead Officer and colleagues about the development of joint "Keeping People Safe" training for the third sector.

- 6.4 Additionally an improved "Protection" section in the compulsory induction and refresher days that all NHS staff attend has been agreed and is being rolled out from April 2014. This will ensure that all NHS staff has some baseline knowledge about adult protection.
- 6.5 All training is evaluated and evaluations are shared at the Training Sub - committee. There has been overwhelmingly positive feedback about the new half-day course. Evaluations will continue to be monitored and used to improve and develop adult protection training in Shetland.
- 6.6 The Adult Protection Committee hosted its first Adult Protection conference on the 18th March 2013. The event was well attended by 56 people from a range of organisations. At the event 5 workshops were held covering the following topics:- domestic abuse, safe use of the internet, the legislative framework for protecting adults including information about The Adult Support and Protection Act, The Mental Health Act and The Adults With Incapacity Act, advocacy for adults at risk and financial abuse. We received 42 evaluation forms on the event and the feedback from colleagues was very positive. The event provided a very good opportunity for staff to network and improve knowledge and skills.

7 Performance

- 7.1 Quarterly statistics are presented to each Adult Protection Committee meeting. These statistics are in a local format that not only gives numbers and source of referrals, but also gives some qualitative information about the action taken in response to each referral. Work has been undertaken to provide the statistics in the format currently being developed through the Data Collection Project.
- 7.2 It will be noted from the statistical information that very few referrals meet the 3 point test. Team Leaders in the Community Care Team who assess and respond to referrals ensure that appropriate responses are put into place. Consideration is always given as to whether action under the Mental Health Act or Adults with Incapacity Act may be necessary to improve outcomes for adults.
- 7.3 Detailed statistics for 2012/13 and 2013/14 are to be found in Appendix 7 and 8. It is important to note that Adult Protection Committee wanted some

feedback and reassurance that referrals that did not meet the three point test appropriate action was taken to provide support or action was taken under other legislation.

- 7.4 Statistics are analysed, but there has to be some caution given the small numbers and risk of over interpreting trends. However, of note, in line with the national picture, the vast majority of referrals come from the police with very few coming from NHS staff. Recent discussion with Police Scotland should help to refine the referrals that are made.
- 7.5 A case study was presented to Adult Protection Committee by the Senior Social Workers from the Community Care Team. It demonstrated the assessment process and work undertaken by Social Workers to support the Client. It was interesting as the first 2 referrals for this person did not meet the 3 point test. Additionally the Senior Social workers were able to identify that the person causing the harm to the adult at risk also had significant needs and required social work support. As there were repeat referrals a decision was taken to proceed to an Adult Protection Case Conference. This has helped all members of the Adult Protection Committee to understand more fully the complex work that Council Officers undertake under the legislation.

Management of Services and Staff

- 7.6 The Adult Protection Committee continues to be supported by a Lead Officer shared with the Child Protection Committee and a Business Support Assistant and a part time Administrative Officer who is employed by NHS Shetland.
- 7.7 Each agency has ensured that their staff have suitable management arrangements in place and although some managerial posts in some agencies have been deleted, due to reorganisation, support to staff has continued. Chief Officers have improved their scrutiny of and support to both, Adult and Child Protection Committees and there is a good line of communication and exception reporting to Chief Officers.
- 7.8 NHS Shetland and Shetland Islands Council are moving forward with plans for integration using a locality based model. In 2013 a new post holder took up post as Director of Health and Social Care and following a meeting in July 2013 adult protection and attendance at the Adult Protection Committee has been better prioritised. Indeed, Adult Protection is now a standing item on the Community Care and Health Management Team meeting agenda.

Significant Case Reviews

- 7.9 In May 2010 draft procedures for conducting significant case reviews were drawn up, however they were never agreed at Adult Protection Committee. We are now working on an updated version using the Edinburgh City Serious Case Review protocol as a template. To date we have not conducted any significant case reviews, however, colleagues in NHS Shetland have conducted critical incident reviews using an NHS pro-forma that have included

discussions about adult support and protection when that was appropriate. There are plans to ensure that learning from critical incident reviews are disseminated more widely. One of the actions being progressed along with the recommendations from the Healthcare Improvement Scotland inspection of Older Peoples Services in March 2014 is the development of a training programme to support practitioners to assess capacity in line with the Adults with Incapacity (Scotland) Act 2000. The Chief Social Work Officer is leading on this on behalf of partner organisations.

- 7.10 In February 2014 the Chief Social Work Officer asked the Lead Officer and Local Authority Solicitor to review the Shetland Islands Council files of an elderly man who had been subject to two adult protection referrals and had recently died. This was conducted as an Initial Case Review. There were no serious concerns about practice and the adult protection referrals had been dealt with appropriately. There was no recommendation to proceed to a full Significant Case Review. There is learning to be shared from this work and a report will be presented to the Quality Assurance Sub - Committee in September 2014 and disseminated from there.
- 7.11 Senior Managers in Shetland Islands Council Adult Community Care Services have ensured that reports prepared by the Mental Welfare Commission are included on agendas for discussion and any specific learning for Shetland has been shared.

8 Case Review of Social Work Files

- 8.1 In July 2013 the Lead Officer reviewed the Social Work files of ten adults who had been subject to adult protection procedures in the last two years. This included the files of four adults who at that time were subject to protection plans.

The findings of the Case Review were:

- Good safe practice by Community Care Social Work and Senior Social Workers.
- Good practice in investigating concerns that included empathetic and careful communication with the adult at risk.
- Files up to date.
- Minutes of Initial, Review conferences and Core Groups were, in the main, good and clear.
- Evidence of good communication between Social Care Services and Social Workers.
- Evidence of good communication with other agencies.
- Risk assessments were comprehensive, but would benefit from less narrative and more analysis.
- Protection plans tended to be “to do” lists and would benefit from being more outcome focused.
- Initial and Review Case Conferences and Core Group meetings would benefit from a set agenda.

- Most of the adults were well supported, either directly or through a family member or trusted staff member, to contribute to Case Conferences and Core Groups. In some cases, from reading minutes it was not clear why the adult was not present and how their views would be presented and heard.
- There were delays in completed Case Conference minutes and protection plans being distributed – outside the ten days in the procedures.

8.2 The detailed findings were shared with the Social Work Management Team and the Quality Assurance Sub-Committee and an Action Plan agreed. Adult Protection Committee was reassured about the good standard of practice amongst Social Workers and staff in other agencies. The Action Plan is almost completed and the Lead Officer will ensure that any outstanding actions are dealt with.

9 Public Information

9.1 A publicity plan for the Child and Adult Protection Committees is in place. See appendix 9. Posters and publicity are still being distributed and displayed in Health Centres, Dental Surgeries, Social Work Offices, Care Centres, Public Buildings, third sector premises and Police Stations. This includes easy read versions. The online Shetland News website has run advertisements for both adult and child protection committees twice during 2013 and it is planned to continue this. On three occasions in late 2012 a public survey was completed which involved seeking the views of 157 members of the public and asking them if they knew what to do if they were concerned about an adult being at risk of harm. Of the people surveyed 130 stated that they would know what to do if an adult was at risk of harm and 27 stated that they would not know what to do.

9.2 Safer Shetland Website

Since the last Biennial report agreement was reached with Shetland Child Protection Committee to have an overarching website for protection within Shetland. A local firm was engaged to design a website that included Child and Adult Protection.

The website www.safersheland.com went live on 10/10/13 and was launched publicly on 14/10/13.

In addition it is anticipated that Shetland will be involved in the National TV Advertising Campaign currently under discussion alongside local publicity.

10 Inter-Agency Screening Meeting

- 10.1 Following agreement and the drawing up of a protocol with all local agencies a fortnightly adult protection screening meeting started in May 2014. This meeting is Chaired by the Senior Social Workers from the Community Care Team and hosted by Police Scotland. It has proved to be a very useful way of sharing information, for social work to decide on the three point test taking information from all agencies into account and deciding if any further action under Adult Protection Procedures or other legislation (Mental Health Care and Treatment (Scotland) Act 2003 or the Adults with Incapacity (Scotland) Act 2000) is indicated.

11 Community Safety, Co-operation, Partnership and Learning

- 11.1 The Convener of the Adult Protection Committee reports quarterly to Chief Officers who take an active role in supporting the work of the Committee at strategic level and keep an overview of adult protection practice. The Chief Officers Group includes the Executive Manger for Criminal Justice who has a lead role in and reports back on Multi-Agency Public Protection Arrangements. The Executive Manger is a key member of Adult Protection Committee.
- 11.2 From December 2014 the Chair of the Domestic Abuse Partnership and the Multi Agency Risk Assessment Conference Lead has been invited to attend the Chief Officers meeting to report back and improve links with other public protection work.
- 11.3 The Protection in the Community Sub - Group has continued to play a role in raising awareness of adult protection through the third sector and wider community. Update documentation for local third sector organisations to ensure that they had adult protection policies and processes in place was put out through the community section of the www.safershetland.com website. Plans to include information at road show events throughout Shetland have not happened due to fundamental changes in the Shetland Islands Council Community Development Department but it is anticipated that this will happen later this year.
- 11.4 There is as yet no formal link with the Community Safety Board – however the Lead officer has supplied updates on work undertaken by Adult Protection Committee to the Board meetings when requested. It would be appropriate to develop a more robust link.
- 11.5 The Adult Protection Committee is well supported by its members and there are no particular barriers to interagency working at either a strategic or operational level. There are undoubted pressures on people's time and reduced management structures have led to increasing workloads and this has an effect on how work is completed. Most managers in Shetland have to

span both strategic and operational work and at times strategic work is delayed when complex and high risk situations need to be prioritised.

12 Key Successes

- Maintained interagency representation on all committees.
- Commitment from each agency.
- Commitment from the Director of Health and Social Care.
- Grassroots level communication – interagency group case review.
- Financial sector, carers and users contact (appendix 4)
- Training for third sector and service user groups.
- Inter-agency screening meeting.
- Assurance from July 2013 case review that Adult Protection referrals were being responded to safely and appropriately.
- NHS Shetland development of Nurse Adviser role for Adult Protection to support NHS staff and contribute to inter-agency work.

13 Key Challenges

Shetland Islands Council is still facing financial constraints and having to make significant savings, and this has necessitated some reorganisation and loss of staff through voluntary redundancy and natural wastage. There are continuing financial challenges for all other agencies that make up the Shetland Adult Protection Committee. Although some areas of Adult Protection have been affected, e.g. capacity of senior management to carry out quality assurance work, the actual task of protecting individuals when necessary has not been affected.

I have raised my concerns over senior management capacity with the Chief Executive of Shetland Islands Council, the Director of Health and Social Care and the Chief Officers Group. The Director of Health and Social Care has recognised this as a problem in the short term, but hopes that after full integration the pressure will be released and time for Quality Assurance work will be made. In addition he has placed Adult Protection on the Community Health and Social Care agenda as a standing item. He also attends the Adult Protection Committee.

The Police have also undergone their reorganisation. Although there have been changes in personnel, appointments have been made from locally based staff. This has made the transition smoother than was anticipated and local knowledge has not been lost.

The Adult Protection Committee will continue to monitor the situation and I will raise concerns with the necessary staff if required.

The forthcoming inspection in early 2015 will be a key challenge for the Adult Protection Committee and Community Care Services. We have had positive

meetings with our link inspectors, who have made several useful suggestions. The Lead Officer and I had already recognised a need to review and re-write the current procedures. It will be our intention to embed, self evaluation and quality assurance into the new procedures. We will also be taking into account any recommendations from the inspection and the revised Code of Practice.

14 Conclusion

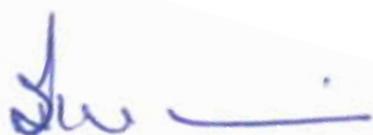
14.1 Considerable progress has been made since my last report. Adult Protection remains a high priority, both operationally and strategically. It is also on a firmer footing.

I would like to take the opportunity to thank the Lead Officer and Business Support Staff for their efforts. I would also like to thank Committee Members for their attendance at meetings and the support and interest of Chief Officers.

14.2 The Committee and Staff are now preparing for the inspection of Older Peoples Services in 2015. Meetings with Link Inspectors have been positive and helpful and given guidance on what work needs to be completed to ensure compliance with the Quality Indicators.

14.3 Our future plans will be dictated by several factors. These are:

- Recommendations from the inspection.
- The revised Code of Practice.
- Recommendations from the reports the Government's National Priorities projects.
- Financial and resource capacity.



Maxwell Barnett
Independent Convenor
Shetland Adult Protection Committee
30 September 2014

Biennial Report 2012 - 2014 – Appendices

Appendix 1 – Typical Agenda



Shetland Adult Protection Committee

AGENDA

APC Meeting on Wednesday 15 January 2014, 10am – 1pm

1. Welcome and apologies
 2. Minutes of the meeting held on 30 October 2013 (attached)
 3. Matters Arising from Minutes of the meeting of 19 October 2013
 4. Adult & Child Protection Lead Officer's Report (with 3 appendices)
 5. Updated APC Business Plan 2013-14 (attached)
 6. APC statistics July- September 2013(sent by GSX e mail separately)
 7. Data collection by Scottish Government and preparation for Biennial Report 2012-2014
 8. Report from Quality Assurance Sub-Committee
 9. Report from Joint Adult/Child Protection Training Sub-Committee (Standing item – Gail)
 10. Draft Training strategy (attached)
 11. Report from Protection in the Community Sub-Committee (Standing item – Kate Gabb)
 12. Appropriate Adults (Standing item – Stephen Morgan)
 13. ADSW Sub Group(Standing Item)
 14. A.O.C.B.
 15. Dates of future meetings:
 - Friday 18th April 10-1pm,
 - Friday 13 June 10-1pm
 - Friday 31 October 10-1pm.
 - Friday 23 January 2015 10-1pm
- All meetings in the Meeting Room at Hayfield House

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Business Plan for the Adult Support and Protection Committee 2012-2013

1 – Reviewing Procedures

Objective

1.1 – To disseminate ASP procedures

Outcome	Required Action	By Whom Required Action	Timescale	Progress	Evaluation	QI	
To ensure that all staff have knowledge of and access to the interagency ASP Procedures	Hard copies to be produced	CSWO	To be completed by end April 2012	Lead Officer completed visits to SIC managers Meetings with key NHS and OTs planned	Lead officer to discuss during familiarisation visits May/June/ July 2012	4.1 4.3	Green
	Weblink shared		Done March 2012	Additional hard copies distributed and extra ones available if required	Completed		

2 Reviewing Practice- self evaluation and Preparation for Inspection

Objectives

2.1 – Case Reviews

2.2 – Inspection

2.3 – Involvement of service users/carers

2.4 – Work of QASC in sharing evaluation reports and management information

Outcome	Required Action	By Whom	Timescale	Progress	Evaluation	QI	
2.1 To review practice in adult protection work in order to build on strengths and identify any required improvements	To develop the current framework for self-assessment	Lead officer and QASC	Initial scoping to be done by September 2012	Draft Self-Evaluation plan discussed at QASC and also APC. Issue of consent to be resolved before case review can happen.	Learning from self-evaluation disseminated and in place	5.2 5.5	Red
2.2 To have a clear framework against the standards that will assist with Self Evaluation and continuous improvement	To seek information from national groups	Independent convenor and Lead Office		Agreed to choose QIs from the framework and to plan case review. National Lead Officer for AP has shared QA work done by other areas, which will assist. Paper to QASC in September 2012	Positive outcome from future inspection in respect of improvement through self-evaluation	5.5	Red
2.3 The views of carers and service users are sought and listened to. Their views feed into training and business planning	Scoping work about the best way to build meaningful involvement	Lead officer and QASC	By September 2012	Aim would be to establish enduring links with some so that information can be fed into APC. Carer and user sub group scoping work completed Meetings planned Jan-March 2013	Creation of carer and users subgroup and feedback from them – some groups that have had awareness raising sessions have expressed an interest to become involved – Shetland Community Bike Project	6.1	Green

	To raise awareness of adult protection issues at the Carers Link Group and NHS Public Partnership Forum	Lead officer Anne Robertson and Kathleen Carolans	To set dates –by October 2012 – this is ongoing throughout 2013	NHS group and Annsbrae group – 22/1/13 to be the first ones to attend Jan 2013 – Complete Westside carers group – 07/02/13 and Heritage Association 7/2/13 - Complete Programme for further visits has been established	Feedback from those attending Carers Forum and NHS meeting Good feedback captured Good feedback captured		Amber
	Information from feedback re WYFY	Sally Shaw Lead Officer linking with Susan Hinton CAB		WYFY to be updated – better links with AP now in place	Feedback through WYFY on a regular basis	2.4	Amber
2.4 As part of effective leadership of change and improvement, agencies gather and share relevant management information to assist with quality assurance	QASC May 2012 to identify single agency management information that may be useful to report in to QASC	QASC	May 2012	September QASC to consider self-evaluation proposals for APC. Lead Officer to map Self-evaluation work currently happening	On going	5.5	Amber

3 - Information, Advice and proposals

Objectives

3.1 To develop quarterly digest of research and useful publications for wide dissemination

3.2 Through training strategy to develop workshop events to share information

3.3 To research and cost the development of an Adult Protection website

Outcome	Required Action	By Whom	Timescale	Progress	Evaluation	QI	
3.1 To improve knowledge and practice	Lead Officer and Business Support person to plan	Lead Officer	September 2012	Likely to be delay in achieving this due to other work being prioritised. Mental Welfare Commission Report circulated	Feedback re usefulness from ASPC members by March 2013 Research re financial abuse distributed Jan 2013	5.5	Red
3.2 The training strategy ensures that professional staff are trained and competent to practice to protect adults at risk	Lead Officer and Training Sub-Committee			Workshop organised for 15 th Jan 2013 re financial abuse to be run using national training materials and local trading standards information	To run at least one workshop ½ day by December 2013 Feedback to be collated	3.1 3.3	Green
3.3 To provide more accessible information by developing an APC Website	Lead Officer and Business Support		To bring information to ASPC in September 2012	Agreement given by CPC to update CPC website and include APC information-Business Support to work with NB communications re design	Monthly statistics on website usage will be provided to the QASC AP Have a costing for the project and work is ongoing with design and content	1.1	Green Amber

4 Improving Skills and Knowledge

Objectives

4.1 – To assess need for training/information sharing re power of attorney in the light of recent Mental Welfare Commission report and local experience

4.2 – In planning training, to consider the need for training around the adults with Incapacity Act, e.g. for GPs operating under the Act.

4.3 – Developing capacity to deliver basic awareness AP training locally

Outcome	Required Action	By Whom	Timescale	Progress	Evaluation	QI	
4.1 To improve understanding of power of attorney	Review of recent report and case experience to identify issues for practice in Shetland. Review of WYFY documentation – are we asking about POA? Review training materials	Executive Manager Adult Services and Lead officer and other staff as required	June 2012	Mental Welfare report circulated SIC Legal Services training offered in Oct and Nov	To include in evaluation of training sessions Completed	3.4	Green
4.2 To improve understanding of the adults with Incapacity Act	Lead Officer to discuss further with NHS and social work staff.	Lead Officer NHS and social work staff	September 2012	Some training for GPs to be organised by end of 2012 (In 2013 due to other training commitments – 13 th Feb 2013)	Completed 13/02/13	3.3 3.4	Green

<p>4.3 To develop training for voluntary groups, and e-learning for all staff</p>	<p>As per Training strategy</p>	<p>Training Sub Committee</p>	<p>By July 2012 to have completed initial work. Finalisation of training materials and planning to September Training Sub-Committee Trainers identified and trained by December 2012 and pilot completed to inform roll out in 2013</p>	<p>Plan agreed at Training Sub-committee in September 2012.</p> <p>Process of developing learning materials and E learning underway</p>	<p>Evaluation of pilot and plan to roll out 2013</p> <p>Two training sessions for the Voluntary Sector has been carried out 02/03/2013 and on the 14/03/2013</p> <p>Evaluations to be collated</p> <p>E-learning for the NHS and SIC staff now well underway. E-learning for the voluntary sector will need to be investigated re IT capacity</p>	<p>3.1 3.2</p>	<p>Amber</p>
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5 – Other APC Work

Objectives

5.1 To improve information sharing with banks and financial institutions

Outcome	Required Action	By Whom	Timescale	Progress	Evaluation	QI	
Improve understanding of issues about financial abuse	Scoping work undertaken by Business Support	Sarah	Nov 2012	A list of all banks in Shetland has been established	Completion of meetings with local banks and building societies	5.3	Green
	Lead Officer to meet with legal services re standard letter and legal framework	Kate	Nov 2012	Meeting with SIC legal completed and standard letter will be ready by 1/12	Letter completed 1/2/2013		
	Set up appointments with banks financial managers	Kate/Sarah	Jan 2013	Meetings with banks likely to be early 2013 Appointments set as follows:- Shetland Credit Union - 18/06/13 RBS – 14/03/13 Santander – 27/03/13 Lloyds TSB – 28/03/13 Clydesdale – 11/06/13 Bank of Scotland – Apr tbc	Letter to banks January 2013 – Complete		Amber

Signed _____ Date _____

Kate Gabb (Lead Officer, Adult and Child Protection)

Signed _____ Date _____

Max Barnett (Independent Convenor, Shetland Adult Protection Committee)

Appendix 3 Business Plan 2013/14

Generated on: 10 April 2014

Adult Support & Protection Business Plan 2013/14

OBJECTIVE

1 - Have an interagency protocol and clear framework for improvement through self-evaluation

Actions	Managed By	Due Date	Progress Statement	Desired Outcome	Status
APC01 Develop the Interagency protocol and agree with APC and Chief Officers	Max Bennett; Kate Gabb	31-Mar-2014	Draft presented to APC Oct 2013	Protocol completed	⚠
APC02 Gather information about self-evaluation work taking place in each agency and relate to QIs	Marion Bryant; David Eva; Kate Gabb	31-Mar-2014	Work to commence	Findings of case review feeding into improved practice	⚠

OBJECTIVE

2 - Complete self evaluation activity to assist in preparation for future inspections

Actions	Managed By	Due Date	Progress Statement	Desired Outcome	Status
APC03 Engage in national consultation with the Care Inspectorate re the QIs for Adult Services	APC; QASC	01-Jun-2013	COMPLETED in Nov 2013	Influence Care Inspectorate	✓
APC04 Commission interagency case reviews of adult protection work	QASC; Max Bennett; Kate Gabb	30-Apr-2014	Agreed QASC Jan 2014. COMPLETED.	To improve practice	✓
APC05 Review management information being reported to QASC, to be consistent in collecting AP data	QASC	31-Mar-2014	Work to commence	Better management information to improve practice	⚠

OBJECTIVE

3 - Involve carers and users in a meaningful and appropriate way with the business of APC through a well supported and active sub-committee The views of carers and users are sought, listened to. Their views feed into training and business planning

Actions	Managed By	Due Date	Progress Statement	Desired Outcome	Status
APC06 Continue building contact with carers and users groups	Kate Gabb	01-Sep-2013	COMPLETED September 2013	Group established, working effectively and their views and ideas feeding into business plans	✓
APC07 Look at establishing a carers and users subgroup using good practice developed nationally and establishing a clear role and remit for them	Max Bennett; Kate Gabb	31-Jan-2014	Agreed to establish SLWG. COMPLETED.	SLWG to establish role and remit of carers & users group	✓
APC08 Find the resources required to support a carers and users subgroup	Kate Gabb	01-Sep-2013	COMPLETED	Funding available. Plan for carers and users strategy as part of 14/15 plan.	✓

OBJECTIVE

4 – Continue to improve the awareness of financial abuse amongst professional staff and the public

Actions	Managed By	Due Date	Progress Statement	Desired Outcome	Status
APC09 Lead officer engage in discussions with existing carers and users groups	Kate Gabb	01-Sep-2013	COMPLETED September 2013	Raise awareness of adult support & protection	✓
APC10 Complete cycle of meetings with banks and prepare information for APC	Kate Gabb	01-Sep-2013	COMPLETED October 2013	Raise awareness of adult support & protection with banks	✓

OBJECTIVE

5 – Make sure that existing and new staff from all agencies have access to up to date training to support good practice

Actions	Managed By	Due Date	Progress Statement	Desired Outcome	Status
APC11 Complete and disseminate E learning for NHS and SIC staff	Gail Bray; Kate Gabb; Bruce McCulloch	01-Aug-2013	COMPLETED August 2013	Staff have access to E learning and good quality training	✓
APC12 Recruit, train and establish a training team to offer short AP courses that will add to what staff have learned from the E learning modules	Gail Bray; Kate Gabb; Kate Kenmure	31-Mar-2014	COMPLETED October 2013	To develop and deliver half-day adult support & protection training	✓
APC13 Establish access to e learning for third sector	Kate Gabb	31-Dec-2013	COMPLETED. Funding for e learning not available. Workbook as a word document completed and available to third sector.	Staff have access to e learning & good quality training	✓
APC14 Establish access to e learning for police	Kate Gabb; Eddie Graham	30-Jun-2014	Police Scotland still in process of establishing training. To check re progress by 30/06/14.		
APC15 Offer training to the Third Sector- "Keeping Adults Safe"	Kate Gabb	01-Dec-2013	Completed September 2013	3rd sector staff & volunteers have access to quality training	✓
APC16 To offer a short awareness-raising training course to the Fire & Rescue Service	Kate Gabb	31-Mar-2014	Discussions with Mark Lloyd (Fire and Rescue service) re their training needs	Fire staff have access to local adult support & protection training	✓

OBJECTIVE

6 – Establish work in Shetland on SG priorities that are not already covered

Actions	Managed By	Due Date	Progress Statement	Desired Outcome	Status
APC17 Scoping work in order to be clear about what needs to be done in these areas- linking with national groups focussing on these topics	QASC	31-Dec-2013	To discuss at QASC December 2013 & agree any actions	From the scoping work and national information to add clear outcomes and evaluation data to the business plan. To include 2014/15 plan.	✓

OBJECTIVE

7 – Website and publicity

Actions	Managed By	Due Date	Progress Statement	Desired Outcome	Status
APC18 Complete the work on a unified "Safer Shetland" Website	Marion Bryant; David Eva	01-Sep-2013	Completed 14/10/13	Improved information sharing	✓
APC19 Ensure that there is a rolling programme of publicity about Adult Protection	Marion Bryant; David Eva	31-Mar-2014	Publicity plan to be updated for 2014	Improved community awareness of adult support & protection	✓

Appendix 4 – Users and Carers information

Users and Carers - Awareness Raising and Links

<i>User/Carer Group</i>	<i>Link Person</i>	<i>Progress</i>	<i>Appts</i>
One Off Awareness Raising Session			
Newcragielea	Robbie Simpson Jordan	Set up appointment	Emailed 02/04/2013 - Make contact with Fiona Hillyear
Supported Living Shetland Heritage Association	Sutherland Pat Christie	Set up appointment Set up appointment	Emailed 02/04/2013 7th February 2013 Meeting set
ET House	Anne -Marie Smith	1 mtg with resident group and 1 mtg with carer group - possible future links	04-Sep-13
SYIS - Peer Education Project	Una Murray Saul Day	contact again and make appointment	Meeting with Alison and Una 21st January 10am. Meeting with Saul & Una 04/11/13
			On going Contact
<i>User/Carer Group</i>	<i>Link Person</i>	<i>Progress</i>	<i>Appts</i>
Continued Links and Awareness Raising Session			
Annesbrae EGRC	Muriel Forbes Connie Russel Mandy	Appointment set up for the 22nd January 2013 Set up appointment	22nd January 2013 3rd April 2013
Overtonlea	Malcolmson Janette	Set up appointment	4th June 2013 - 6.30pm + 7 August 13
Shetland Link Up Shetland Carers Centre Central Carers Group	Scantlebury Jo Jack Jo Jack	Contact again in January 2013	19th February 2013 17th October 13 17th October 13
Shetland Community Bike Project	Caroline Leask	Set up appointment	13th Feb 2013 9am

Young Carers Group	Jo Jack		Face book page - via Jo Jack - information - kate
	Edna	Mary	Message left 14/12/12, Email sent 05/02/2013 - make contact in May 2013
Public Participation Forum (PPF)	Watson		
Patient Focus Public Involvement (PFPI)	Edna	Mary	Message left 14/12/12, Email sent 05/02/2013 - make contact in May 2013
	Watson		

<i>User/Carer Group</i>	<i>Link Person</i>	<i>Progress</i>	<i>Appts</i>
Futher Contact Needed			
COPE	Ingrid Webb	Make contact	4th April 2013
Advocacy Shetland	Hazel Anderson Christina O-Rourke	Make contact	15th May 2013 6.30pm Market House
Shetland Halls Association	Pat Christie		Next Meeting in September 2013, make contact in August 2013 Mtg 6th March 2013 - emailed 16/07/13 - make contact again Oct 13
Moving On	Kellie Naulls	Make contact	
Alziemers Scotland	Ann Williamson	Make contact	Mtg 5th March 2013
West Side Carers Group	Sue Beer	Send a paragraph on what we intend to do and contact again in 2013	Meeting 22nd Jan 2013
Fernlea	Nick McCaffery		Difficult to get together-community feels may not be worth it although interested in Awareness Raising - Nick will email stake holders meeting
Nordalea and Isleshaven	Graham Stiles		short time care quarterly mtgs
Nordalea and Bruce Hall, C@home participation event	Mia Hughson		Awaiting a date - May 2013
North Haven	Iain McBride	Make contact with Day Care Senior Social Worker	Linda to call on 17/12/12 to give date
Mental Health Carers' Group	Anne Burke	vera.anne.burke@hotmail.co.uk	Email sent 02/04/2013

Website Contacts	<i>Link Person</i>	<i>Progress</i>	<i>Appts</i>
Club Excel	Christine Carter and Grace Cran	have emailed information to them awaiting reply	Reply sent 19th March (to be followed up)
Parkour Group	Laura Russel and Brenda Johnson	meeting set up for 17th January 2013	Email sent to Laura Russell 2nd April 2013 re June /July 2013

Shetland Adult Protection Committee - Biennial Report ADULT SUPPORT AND PROTECTION TRAINING

Training undertaken by agency and levels

Reporting Period 1 April 2012 - 31st March 2013

No. of people trained	Number of training sessions held		
122	7		
Number of people by agency	Agency Trained		
98	Shetland Islands Council		
18	Voluntary Sector		
5	NHS Shetland		
0	Police		
1	Private Sector		
Adult Support and Protection Level 2	22		
Adult Support and Protection Level 3	15		
Adult Support and Protection Level 3 Refresher	0		
Adults with Incapacity	51		
Adult Protection and Financial Abuse	18		
Adult Protection - Awareness Raising in the Voluntary Sector	16		
Evaluation of training - Returns	111		
How well were the objectives of the course met?	Met - 96 No answer - 6 (8%)	Acceptable - 9 (0%)	Not Met - 0 (87%) (5%)
Will the course help you in your work?	A Lot - 82 Answer - 4 (0%)	A Little - 22 (82%) (4%)	Not Use - 0 No (22%)
Comments from the training - what have you learned			

Good underpinning introduction/explanation of legislation behind ASP.

A better understanding of the procedures and how vulnerable adults are and what signs to look for.

Good to get

other info e.g. CEOPS Website

Vulnerable Adults are 16-, where to go if concerned and to be more aware

To be aware of a variety of forms of abuse and how to act on them if becoming aware of them

About scams & that the greatest % of abuse occurs with family/friends & often involves other types of abuse.

Learned definition of 'Adult at Risk' and appropriate action re disclosures

How to deal with Adult Protection problems and Shetland legislation/policy

Definition of incapacity, AWI Act, understanding of POA, guardianship, etc.

Who to contact for support + information. How much power Power of Attorney gives someone.

Financial & welfare.

Appendix 6 – ASP Training Statistics – 01/04/2013 – 31/03/2014

**Shetland Adult Protection Committee - Biennial Report
ADULT SUPPORT AND PROTECTION TRAINING**

Training undertaken by agency and levels

Reporting Period 1 April 2013 - 31st March 2014

No. of people trained	Number of training sessions held			
96	7			
Number of people by agency	Agency Trained			
73	Shetland Islands Council			
11	Voluntary Sector			
12	NHS Shetland			
0	Police			
Adult Support and Protection Level 2	49			
Adult Support and Protection Level 3	19			
Adult Support and Protection Level 3 Refresher	6			
Adults with Incapacity	0			
Adult Protection and Financial Abuse	0			
Adult Protection - Awareness Raising in the Voluntary Sector	0			
Adult Support and Protection L3 Case studies	9			
Adult Support and Protection - Train the Trainer	13			
Evaluation of training - Returns	62			
How well were the objectives of the course met?	Met - 53 answer - 4 (9%)	Acceptable - 5 (0%)	Not Met - 0 (6%)	No (85%)
Will the course help you in your work?	A Lot - 43 Answer - 6 (0%)	A Little - 13 (69%) (10%)	Not Use - 0	No (21%)
Comments from the training - what have you learned				

The process of gathering evidence for ASP situations.

Learned the basics of AS&P legislation and reinforced the need to report any concerns.

A good update on changing guidance re Adult Support & Protection, good approach to effective Risk Management

Better understanding and info regarding legalities of AS&P and processes.

Awareness of adult protection legislation & protocols. Signs, symptoms, concerns, reporting.

Make you think about situations at work that might have the issues discussed today so very helpful.

Appendix 7 – APC Referral Statistics – 01/04/2012 – 31/03/2013

Shetland Adult Protection Committee – Statistics

Shetland Adult and Protection Committee - Biennial Report ADULT SUPPORT AND PROTECTION STATISTICS

Referrals, case conferences and categories of abuse registered

Reporting Period Financial Year 2012/13: 1st April 2012 - 31st March 2013

Number of Referrals	Number of repeat referrals
144	1 referred x 6, 2 referred x 5, 2 referred x 4, 4 referred x 3, 11 referred x 2 Total 58
Source of Referral	Referring Agency
118	Police
	Community Mental Health Team
	SIC Housing
	Alcohol Support Services
	Home Care Organiser
	Walter and Joan Gray Home (Residential Unit for old people)
	Community Psychiatric Nurse
	Eric Gray Resource Centre (Day Care for adults with learning difficulties)
	SIC Community Care
1	NHS Diabetic Nurse
2	Community Nurse
2	NHS 24/GP
1	Care Inspectorate
1	Supported Living (Supported Accommodation for adults with learning difficulties)
2	Dementia Services Partnership
	SIC Education
9	SIC Social Work Colleague
1	Parent/Friend/Relative
	Carer
2	Care Home
1	Midwife
1	Voluntary Sector
2	Family Member
1	Anonymous Letter
	Environmental Health
	Women's Aid
	Self
	Unknown

Number of referrals that did not meet 3pt test		124
Number of cases of harm	Type of Harm caused (some cases may be referred for more than 1 cause)	
14	Physical Abuse	
5	Financial Abuse	
	Neglect	
	Self Neglect	
2	Sexual Abuse	
35	Self-harm	
1	Psychological / Emotional Abuse	
	Missing	
	Discrimination	
13	Alcohol Consumption	
66	Mental Health	
1	Attempted Suicide	
2	Dementia	
2	Domestic	
1	Health	
3	Learning Disability	
3	Isolation	
10	Substance Misuse	
1	Elderly	
2	Verbal	
2	Vulnerable Adult	
1	Wandering	
15	Not known	
Number of police/social work investigations	Number of adults involved	
Police - 0		
Social Work - 7		7
Number of joint police/social work investigations		1
Number of adult protection case conferences	Number of adults involved	
2		2

Number of protection plans established	Number of adults involved
3	3
Total number of adults subject to protection plan	0
Any Legal Orders	1

Information accurate as at 24/04/2014

Of the 124 people who did not meet the 3 point test, 13 were referred to Community Mental Health Team, 1 to Criminal Justice Social Work, 2 to Community Work Substance Misuse, 17 were no further action and the remaining 117 accessed a variety of multiple services.

Appendix 8 – APC Referral Statistics 01/04/2013 – 31/03/2014

Shetland Adult Protection Committee – Statistics

Shetland Adult and Protection Committee - Biennial Report ADULT SUPPORT AND PROTECTION STATISTICS

Referrals, case conferences and categories of abuse registered

Reporting Period Financial Year 2013/14: 1st April 2013 - 31st March 2014

Number of Referrals	Number of repeat referrals
205	1 referred x 14, 1 referred x 12, 3 referred x 6, 1 referred x 5, 2 referred x 4, 3 referred x 3, 19 referred x 2 Total 104
Source of Referral	Referring Agency
187	Police
	Community Mental Health Team
	SIC Housing
	Alcohol Support Services
	Home Care Organiser
	Walter and Joan Gray Home (Residential Unit for old people)
	Community Psychiatric Nurse
	Eric Gray Resource Centre (Day Care for adults with learning difficulties)
	SIC Community Care
	NHS Diabetic Nurse
	Community Nurse
	NHS 24/GP
	Care Inspectorate
	Supported Living (Supported Accommodation for adults with learning difficulties)
	Dementia Services Partnership
	SIC Education
9	SIC Social Work Colleague
1	Parent/Friend/Relative
1	Carer
	Care Home
	Midwife
1	Voluntary Sector
2	Family Member
	Anonymous Letter
1	Environmental Health
1	Women's Aid

1	Self	
1	Unknown	
Number of referrals that did not meet 3pt test		184
Number of cases of harm	Type of Harm caused (some cases may be referred for more than 1 cause)	
12	Physical Abuse	
16	Financial Abuse	
3	Neglect	
5	Self Neglect	
3	Sexual Abuse	
67	Self-harm	
67	Psychological / Emotional Abuse	
1	Missing	
1	Discrimination	
32	Not known	
Number of police/social work investigations	Number of adults involved	
Police - 0		
Social Work - 4		4
Number of joint police/social work investigations		0
Number of adult protection case conferences	Number of adults involved	
4		4
Number of protection plans established	Number of adults involved	
3		3
Total number of adults subject to protection plan		0
Any Legal Orders		

Information accurate as at 24/04/2014

Of the 184 people who did not meet the 3 point test, 29 were referred to Community Mental Health Team, 10 to Community Alcohol and Drugs Team, 9 to Criminal Justice Social Work, 13 to Community Work Substance Misuse, 6 were no further action and the remaining 117 accessed a variety of multiple services.

Appendix 9 – Publicity Plan 2013/2014

Event/Activity	Who	Resources/Task	When
Unified Website CPC APC Domestic Abuse	Lead Officer – Adult/Child Protection and Business Support	News Updates Present stats quarterly to QASC's Present stats to SDAP	On-Going On-Going
Display Boards	Lead Officer – Adult/Child Protection, Business Support and Administration Assistant	Banner Stands Islesburgh Community Centre Shetland Recreational Trust Museum and Archives - tbc VAS Reception Bolts Shopping Centre Scatsta Airport (01806 244300 or 304) SIC Headquarters 8 North Ness	On-Going 30/6/14 for 1 month 18/08/14 for 1 month 17/11/14 for 1 month 02/06/14 for 1 month 28/07/14 for 2 weeks 20/10/14 for 1 month 15/09/14 for 1 month
Carers Cruise	Lead Officer – Adult/Child Protection, Business Support and Administration Assistant	Survey PR Leaflets Wallet Cards, Pens Brochures etc Display Boards	Sunday 15 th June 2013 Kate attending
Carers Newsletter	Business Support	AP and CP Adverts	May '14 COMPLETE Awaiting further timescales
VAS Spring Fair	Lead Officer – Adult/Child Protection and Administration Assistant	PR Leaflets Wallet Cards, Pens Brochures Display Boards	15th March 2014 Attended COMPLETE
Voluntary Voice	Business Support	Advertising/ Awareness Raising Information AP and CP Adverts	June 2013 – Asked – they are going to start charging for adverts 4/4/2013 We will just send news items Oct 2013 Sue August 2014
Local Shows	Business Support	AP and CP Posters and leaflets	There was a possibility of sending

			our info with a voluntary group but it was felt they already had a lot of information. Lead Officer/Business Support/Admin to attend.
Police Scotland Community Vans	Business Support	AP and CP Posters and leaflets	COMPLETE info passed to Amanda Souter, title 12/05/14
Library Vans	Business Support	AP and CP Posters and leaflets	COMPLETE info passed to Douglas Garden 29/04/14
North Isles Newsletter	Business Support/Frances Brown, Community Development Officer	New Article in their leaflet	Contact made with Frances 28/04/2014 September 2014
Shetland News SIC Corporate Banner	Business Support & Leah Colyer, Communication Assistant, SIC	Child Protection Advertising Adult Protection Advertising	08/05/14 for 2 weeks COMPLETE
General Adverts	Business Support Convener – Adult Protection / Director – Children’s Services	Article in I’l Shetland Adverts in Shetland Times Adverts on Shetland News Website Radio interviews	On going throughout 2013
Flu Fair (Lerwick Health Centre)	Lead Officer – Adult/Child Protection, Business Support, Administration Assistant and Lisa Watt, Lerwick Medical Centre	General Publicity & leaflets – LHC said in the past they have found it really helpful to have someone there – even for a couple of hours – someone from LHC will email nearer the time with more info	28 th October 2014 4 th November 2014 APCP survey can be carried out while at Flu Fair
VISP (Wendy Hand)	Business Support and Wendy Hand	Use banner adverts	Monthly plus e-bulletins COMPLETE

			Emailed 6/5/2014
Press Releases 4 per year	Communications	Professional Case Studies	
Tesco's	Lead Officer – Adult/Child Protection, Business Support and Administration Assistant	Survey PR Leaflets Wallet Cards, Pens Brochures etc Display Boards	13th December 2014 (tbc) 11am – 1pm
Co-op	Lead Officer – Adult/Child Protection, Business Support and Administration Assistant	Survey PR Leaflets Wallet Cards, Pens Brochures etc Display Boards	22nd November 2014 11am – 1pm