

**SHET  
LAND**

**ADULT SUPPORT + PROTECTION**

**ACT AGAINST HARM**

# Biennial Report

By Malcolm Bell, Independent Convener of the  
Shetland Adult Protection Committee

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## Introduction to the 2010 Biennial Report

The Adult Support and Protection (Scotland) Act 2007 commenced in October 2008. Despite the fact that Shetland is a small remote island a good deal of work has been undertaken to implement the Act, particularly by social workers, police officers and health professionals. The Act provides a statutory basis for co-operation between all public bodies, and this is proving to be a very welcome and effective approach to undertaking inquiries and investigations. We are forging good practice in information sharing and inter-agency collaboration between agencies involved in adult protection matters, as well as disseminating the work of the Shetland Adult Protection Committee.

This is the first biennial report by Mr. Malcolm Bell, recently appointed Independent Convener of the Shetland Adult Protection Committee. ~~This report covers the period from October 2008 – October 2010, and aims to meet the requirement of Section 46 of the Adult Support and Protection Act (Scotland) 2007, which states that:~~

*"The Act requires the convener of the APC to produce a biennial report on a date directed by the council, for approval by the Committee. The Scottish Ministers expect APC's to be established by October 2008. The expectation is that APCs will produce their first biennial reports two years from this commencement date.*

*The contents of the biennial report should analyse, review and comment on APC functions. The report is therefore likely to address:*

- *management information on activity, trends, inputs and outcomes in relation to the protection of adults at risk;*
- *details of support provided;*
- *the use of protection orders;*
- *public information;*
- *the management of services and staff;*
- *communication and cooperation between agencies;*
- *workforce issues; and*
- *progress with training.*

*55. The report may summarise the work of the APC, analyse achievements, identify current issues with services, practice and performance, and set out the required improvements and proposals for the APC programme for the next two-year period.*

*56. In addition, if the council and its local partners have established terms of reference for APCs which go beyond the requirements of the legislation, they may expect the report to deal with the other matters set out in this terms of reference.*

*57. APCs will also want to consider how they make the findings set out in the convener's report more widely available within the agencies represented on the committee, to other agencies with a role and responsibilities for the support and protection of adults at risk, to service users and carers and to the general public. APCs will therefore want to consider the issue of publication and the formats in which the report findings are made available."*

Following the terms above the Biennial Report aims to provide a summary of the work done during the past two years by the Adult Protection Committee, as well as the Training, Quality Assurance and NHS Implementation sub groups, supported by the Adult Protection office.

## **1. The Shetland Adult Protection Committee**

- Membership
- Frequency & Attendance - APC & APC Sub Groups
- Accountability/Governance – Chief Officers Group
- Next steps

### Membership of the Shetland Adult Protection Committee:

- Independent Convener
- NHS Shetland
- The Northern Constabulary
- Chief Social Work Officer for Shetland
- Community Care, Social Work, Shetland Islands Council
- Children and Families, Social Work, Shetland Islands Council
- Criminal Justice, Social Work, Shetland Islands Council
- Legal Services, Shetland Islands Council
- Shetland College of Further Education, Shetland Islands Council
- Voluntary Sector, Voluntary Action Shetland.
- Housing, Shetland Islands Council
- Care Commission, North East Scotland
- Training manager, Shetland Islands Council
- Chairpersons of Adult Protection Committee Sub-Committees (Training Sub Group, Quality Assurance Sub Group and NHS Implementation Group)

Also, in attendance to the Adult Protection Committee:

- Adult Protection Co-ordinator
- Minute taker

### Frequency & Attendance – APC & APC Sub Groups

See tables attached in Appendix 1.

### Governance and the Chief Officers' Group

Since the formation of the Chief Officers Group (COG) for Adult Protection, the Group has met on 18<sup>th</sup> March and 21<sup>st</sup> June 2010, with the next meeting scheduled for 12<sup>th</sup> November. The COG meetings oversee the work of the Adult Protection Committee and now include the CP co-ordinator and the Chair of the Child Protection Committee. The COG is a joint committee of statutory chief officers, or their representatives, chaired by the Chief Executive of the Shetland Islands Council. Accountability for the decisions, policies, strategy and procedures of the Adult Protection Committee and their implementation lies with the Chief Officers Group. The Independent Convener and the Adult Protection co-ordinator are accountable to the COG through the Chief Executive of the Shetland Islands Council, with the convener and co-ordinator attending meetings of the COG in an advisory capacity.

### Next steps:

The membership of the APC is being actively examined, particularly as a number of meetings have been inquorate. The constitutional requirement for representation from the Northern Constabulary and from NHS Shetland means that the Shetland APC needs to increase representation from both the Police and the NHS. In addition to this the convener has recently written to all members of the APC to remind them of the importance of the work of the APC, in attending meetings and where this is not possible, members have been reminded of the need to send a substitute. Also, given the need to plan for transition between child and adult services the APC intends to include representation from Education Services and Procurator Fiscal Services, given the overlap of legislation around supporting and protecting adults at risk.

There is a similar intention to tighten up APC sub group meetings with a view to increasing attendance and involvement in the work at hand. Letters will be sent to the members of APC sub-groups whose attendance is extremely rare, or non-existent. In some cases, others more able to attend may replace existing members.

It is important to note that many members attend APC & sub groups on a regular basis with the representative from the Care Commission travelling from Aberdeen to attend meetings in Shetland. Such commitment is greatly appreciated.

## **2. Service User & Carer Involvement**

- APC engagement with service users and their carers;
- Next steps

### APC engagement with service users and carers:

Work has begun on a carers and service users DVD in Shetland. The DVD will be made locally and funding for this work has been secured via Community Safety. The planning around this project has begun. The Adult Protection office is working closely with an experienced local filmmaker. The concept involves giving voice to the life experiences of service users and carers. The DVD is a mechanism for involving service users and carers in the work of the APC. The DVD will also be used to raise awareness of the experiences of service users, carers and adults at risk to the wider general population as well as service providers.

The DVD 'Tell Someone' has been distributed to care settings and other service providers, to encourage staff to listen to service users and to talk about issues around harm. The DVD is particularly helpful in terms of preparing staff for any disclosure of harm.

The Adult Protection Co-ordinator continues to deliver presentations to various groups, including service users and carers, to raise awareness of Adult Protection within Shetland including: Shetland Befrienders; The Shetland College Learners' Forum; Shetland Youth Information Services; Community Health Partnership; Patient Focus Public Information, etc.

### Next steps:

The Shetland Adult Protection Committee recognises that there is a great deal of work to be done in terms of engagement of service users and carers. To this end a national trainer has been commissioned to work alongside the Adult Protection co-ordinator to devise local workshops on engaging service users and carers in the work of Adult Protection, and on the rights of all individuals to live safe from harm.

### 3. Adult Protection Activity & Survey Information

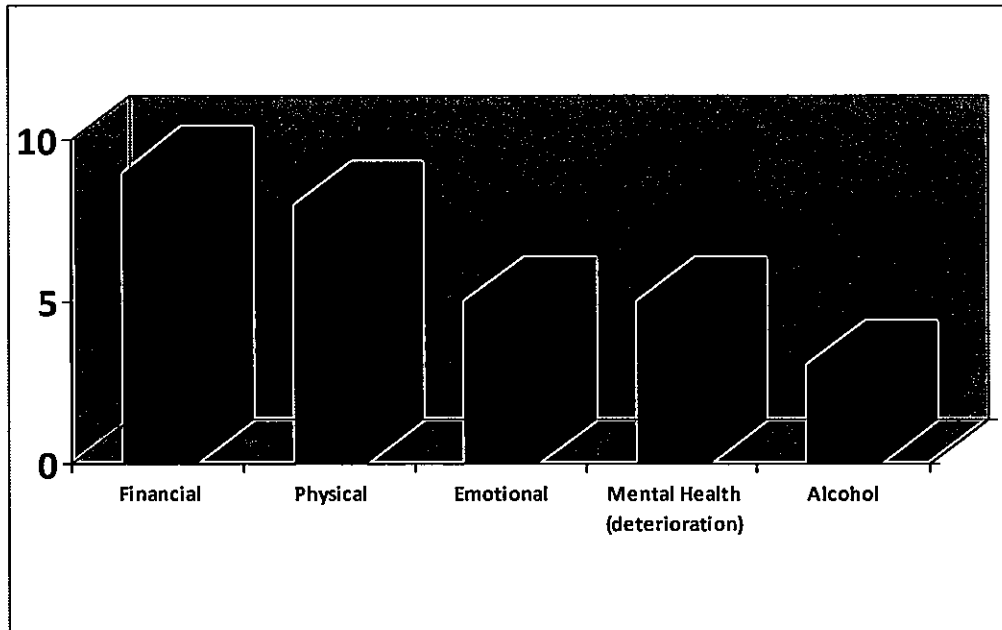
- Management information on activity and trends in relation to the protection of adults at risk, including details of support and the use of protection orders;
- Next steps

Management information on activity and trends in relation to the protection of adults at risk, including details of support and the use of protection orders:

Data is manually collated at present and this has led to some gaps and omissions. Records from between 29.10.08 – 05.09.10 show that over this period

- 33 individuals were referred to Social Work as people thought to be adults at risk of harm.
- Gender -12 males & 21 females
- Ethnicity – all from a white background
- Date of incoming contact: 10 referrals. April – December 2009; 23 referrals, January - September 2010
- 24 'types of harm' reported, including: 5 reports of financial harm; 3 of which reported emotional & financial harm; 1 report of emotional harm; 1 report of physical & financial harm; 7 reports of physical harm; 1 report of emotional & physical harm; 3 reports of risk of harm due to deterioration in mental health; and 3 reports of harm due to mental health & alcohol misuse. 11 referrals have no reports of 'type of harm'. See below for graph on 'Types of Harm'
- Source of referral: all 33 recorded of whom, 4 were from Social Work; 1 Mental Health Officer; 1 Community Mental Health Team; 7 from care settings; 12 from Police; 3 referrals from the family (1 mother; 2 granddaughters); 2 from NHS (1 GP & 1 A&E); 3 from housing (1 general housing; 2 from supported accommodation).
- Client category: mental illness – 11; learning disabilities –7; elderly – 4; physical disabilities – 3; dementia – 1; criminal justice – 2; carers – 1; referrals in relation to concerns about a child – 2; unrecorded – 2.
- Accommodation at time of referral: home – 22; supported accommodation – 5; care home –1. Referrals with no record of accommodation status – 5.
- Risk Identified, 16 out of the 33 referrals have reports of risk identified including: financial – 3; emotional & financial –2; emotional – 1; emotional & physical – 3; physical – 2; physical & financial –1; increasingly vulnerable –2; deteriorating mental health – 1; 'risk denied / no evidence' – 1.
- Suspected perpetrator: yes – 17 referrals; no – 9 referrals; unrecorded –7 referrals.
- Outcome of referrals, 21 reports including: protection plans – 5; Advice & guidance – 2; support plan / additional support – 6; increased monitoring – 4; liaison with CMHT – 1; application for welfare guardianship – 1; abuse denied by service user – 1; banning order – 1;
- Adult Protection Case Conferences: 5; Planning Meetings (not AS&P) – 6; involvement of advocacy – 5;
- Actions taken under the Act: enquiries made – 12; joint investigations – 12 (mainly Social Work & Police); involvement of council officers – 7; police investigation – 1.
- Outcome of Case Conferences: Core Group Involvement & Protection Plan – 2; welfare guardianship application –1; increased care package – 1; banning order granted –1; Review of Case Conference – 1.
- Impact of intervention: harm / risk ceased – 6; risk reduced – 4; additional support – 4; additional advice – 3; increased monitoring – 4 (3 by SW & 1 by Social Work/Police & GP); referral to Community Mental Health Team – 1; self-harm reported –1; alternative placement & additional support for carers –1; welfare guardianship –1; involvement of housing outreach –1; also 'n/a' - 7.

## Types of harm reported 24/04/09 - 05/09/10



### Next Steps:

The APC will work towards establishing data recording on SWIFT for all Adult Protection activity. This will facilitate the recording of all relevant data and further the analysis of Adult Protection activity in Shetland and the future planning of the work of the APC. It is also important to note that services to support and protect adults at risk are involved in a great deal of work around establishing adult at risk status. Indeed, this 'screening' work is very time consuming, and often involves other agencies. This activity is difficult to quantify as much of this work does not result in adult at risk case work. While the data fails to adequately reflect the work of social workers, for example, it does show a good level of inter-agency work in Shetland.

We also need to investigate the need for increased capacity to support and protect adults at risk in our community and to ensure that public information, training, presentations, etc., help raise awareness of the need for adult protection, particularly among service users and carers. For instance we could expect higher figures of people experiencing harm, including sexual harm, when we extrapolate the findings of The UK Study of Abuse and Neglect (2007), for the Shetland context. Also services may need to cater for extra referrals as the local public information campaign gets underway with the publication of this report. We also need to be vigilant that most 'client referrals' relate to people with mental health problems.

#### **4. Significant Case Reviews**

- Protocols in place
- Details of any SCRs undertaken

Shetland Adult Support & Protection Significant Case Review is now in place.

No significant Case Reviews have taken place during the period under review.

## 5. Community Engagement

- Details of public information campaign
- Next steps

### Details of public information campaign:

The Adult Protection office is currently publishing leaflets targeted at adults at risk and their families and carers, for people involved in the adult protection process, particularly those attending Adult Protection Case Conferences. There is also an 'easy read' version, including symbolic information for adults with learning difficulties, people with English as a second language etc. It is hoped that people working closely with families and carers, will distribute the information. The leaflets aim to reduce any concerns and worries people may have and to encourage participation of adults at risk in the processes to support and protect them.

- There is also an Adult Support & Protection leaflet for the general public, 'Act Against Harm, Talk About Harm'. This part of a public awareness campaign also includes an 'easy read' version of this leaflet, aimed at the public in general as well as service users and carers. Posters will also raise public awareness as well as press release information on Adult Support & Protection. It is hoped that this information will be widely circulated.

Documentation relating to AS&P will also be available via the Adult Support & Protection website for Shetland, initially launched on the Shetland Islands Council intranet.

Copies of all public information can be emailed or posted, on request.

### Next steps:

The Shetland Adult Protection Committee intends to export the AS&P website, to be made available on NHS Shetland and the Northern Constabulary websites. The website will also be promoted via Voluntary Action Shetland, including Advocacy Shetland.

- The Adult Protection co-ordinator will continue to deliver presentations on Adult Support & Protection to increase awareness amongst key groups, including service users and carers.

The public information campaign needs to be more directed towards service users and carers. To this end the development of further materials, presentations etc., will need to consider how to reach and better meet the needs of service users and carers.



## 6. Management of Services and Staff

- Details of guidance & procedures in operation
- Details of how Scottish Government monies have been spent.
- Establishment of the Adult Protection Office
- Public Protection context
- Next steps

### Details of guidance & procedures in operation

Shetland Multi Agency Adult Support & Protection Procedures

Distribution list

Shetland Adult Support & Protection Significant Case Review

See also the APC's public information campaign

Constitution of the Shetland APC

Shetland Adult Protection Committee Chief Officer's Group, Terms of Reference

APC Annual Report to COG

Information Sharing Policy

Adult at Risk Consent Form

AP Case Conferences – Checklist for Chairs

Protocol & Guidance for Conducting a Significant Case Review

Special Measures for Vulnerable Witnesses

Adult at Risk Referral Forms to Social Work Services (Local Authority, NHS & Police forms)

Framework for Risk Assessment

Protection Plan Framework

Record of Action Taken

Report Forms for AP Case Conferences (Social Work; Other Agencies)

Warrant of Entry Form

List of Council Officers

List of Nominated Officers

### Details of how the Scottish Government monies have been spent

Adult Support & Protection Spending Survey 2008 – 2009 (see Appendix 2)

Adult Support & Protection Spending Survey 2009 – 2010 (see Appendix 3)

### Establishment of the Adult Protection office

The Adult Protection co-ordinator took up the full-time post in April 2009. This post is temporary and runs until March 2011. The part-time post of Adult Protection Administrative Support was established in November 2009, this post is also temporary and has involved a change in staff, and gap in replacement. A current post holder has been recently appointed on a secondment basis until March 2011. Over the period from April 2009 to January 2010 there were three changes of office location. However since January 2010 the Adult Protection office is now more permanently established, co-located with other services involved in public support and protection. This arrangement is logical as we aim to provide seamless 'joined-up' service provision.