

Biennial Report 2022–2024

Moray Adult Protection Committee



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SECTION 1:

Foreword from the Convener

The last two years between 2022 and 2024 has been a very busy period for the Adult Protection Committee in Moray. A joint inspection report in 2022 highlighted a number of aspects of our services which required significant improvement. In 2024 a progress review inspection found that we had made significant progress in all the identified areas for improvement. Inspectors also told us that in some areas of work for example in the use of chronologies, we had made some of the best progress that they had seen across the country.

The significant level of improvements made are testament to the hard work, dedication and expertise of frontline staff, managers and leaders across Moray Council, Police Scotland, NHS Grampian and our Voluntary Sector Partners who make up the Adult Protection Partnership in Moray and who form the governing body of the APC.

The improvements have been made against a background of increasing demand for adult support and protection services as can be seen from the data in this report. As Independent Convener of the APC I can testify that the level of commitment across the partnership to improving services has been impressive and it has been my privilege to have been a small part of that process.

I trust you will find this report informative in terms of the range of work that has been undertaken to make adults at risk of harm in Moray as safe and supported as possible

Fred McBride
Convener
Adult Protection Committee (APC)

SECTION 2:

Introduction

The Adult Support and Protection (Scotland) Act 2007 was introduced to identify, support and protect Adults who may be at risk of harm because they are affected by disability, mental disorder, illness of physical or mental infirmity. The 2007 Act places duties on Councils and other Organisations to investigate and, where necessary act to reduce the harm or risk of harm.

Section 46 of the 2007 Act requires Conveners of Adult Protection Committees (APC) to produce a biennial report analysing, reviewing and commenting on the functions and activities of the APC in the preceding two years.

The purpose of this Biennial Report is to analyse activity and provide a concise overview of the Adult Support and Protection landscape on a local level during the period April 2022 to March 2024. This report describes and highlights the progress made over the reporting period informed by our Multi-Agency Improvement Plan and the work of, and on behalf of Moray's APC.

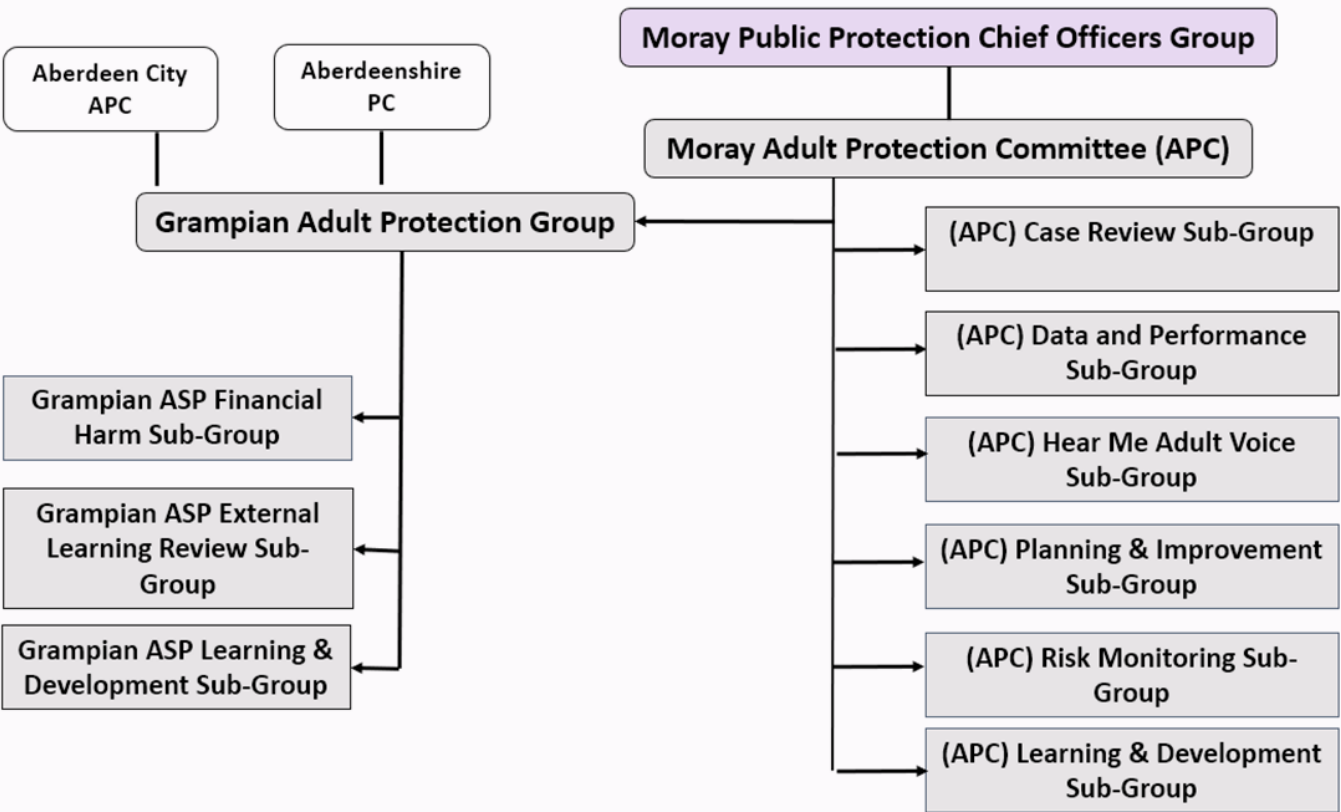
SECTION 3:

What the data tells us

To support the collation of reliable and robust data several actions have been conducted over the last two years to ensure our data is as accurate and available as possible. Work undertaken has included all key processes in relation to adult support and protection to be available within CareFirst recording systems by way of utilising the referral events, assessments, activities and observations. This now means that an adult’s journey through intervention is available in the one place making it easier to collate, observe and produce data for both strategic leaders and practitioners alike. This was a significant improvement from earlier years, and one that we will continue to utilise and improve.

With the data recorded we can now have ‘at a glance’ information of progress, informing us at the earliest avenue should there be any areas of concern/monitor rates of referrals on a daily, weekly or monthly basis. This is further enhanced using Ideagen Software systems. We use Ideagen to then enter and upload data monthly creating an ‘ASP Dashboard’ which is available to Police and NHS to view. Overtime we would want to increase this to a truly Partnership Dashboard whereby partners can input pertinent data in relation to Police and Health indicators. This remains a work in progress.

To compliment these changes the APC have improved their structure too to ensure oversight of the work of the Committee.



The Adult Protection Committee (APC) has now put in place sub-groups to oversee key areas of work on behalf of the wider committee. Of particular interest – relating to governance and oversight – is the work of the Risk Monitoring Sub-Group; Data and Performance Subgroup; and Case Review Sub-Group. These groups actively provide dynamic and up-to-date information to the APC on:

- Current risks and their controls – a Risk Register and accompanying report is provided to every APC.
- Trends and performance within ASP operational practice – a refreshed Data Report is also now provided to APC.
- Learning/themes from both learning reviews and related, relevant reports.

With the APC Convenor being a standing member of the COG – oversight and updates to Chief Officers occurs at every COG meeting with additional Development Presentations showcased from other areas of Public Protection creating a sharing and learning culture.

In relation to changes and trends we can see from the illustration below that our referrals and activities have increased in all areas in this reporting period. The most notable increase can be found in relation to Initial and Review Case Conferences. The increase in Review Case Conference being undertaken can be attributed to Front-Line Managers now chairing Reviews. Previously, this had been undertaken by the Consultant Practitioner Team – who struggled to have capacity to Chair all the reviews required. This now means that Review Case Conference take place at appropriate intervals and more regularly keeping in line with the timescales in place. This improvement has also allowed for a more robust and person-centred approach to our processes ensuring better oversight and governance. This can then be reflected in the Initial Case Conference which have also increased- indicating an increase in capacity of the consultant practitioners, but also the increase slight increase of investigative activities resulting in Case Conference.

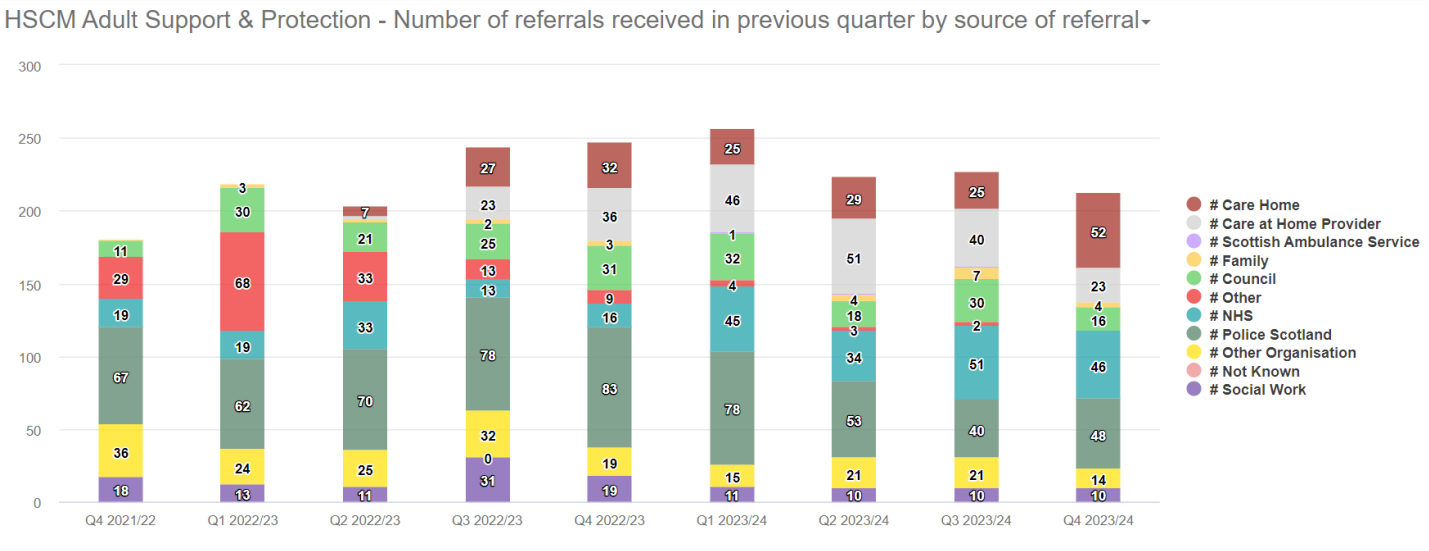
Unfortunately, we have been unable to further compare the data below to 2020–2022 as data had not been accurately recorded and we had not utilised our Carefirst systems to support in capturing this data until December 2021 – relying instead on manually recorded information which was not accurate.

Adult Suport and Protection	2022/23	2023/24	Percentage Change
ASP Referrals	918	923	0.54% increase
ASP Intial Referral Discussions	119	127	6.72% increase
ASP Investigations	61	70	14.75% increase
ASP Case Conferences	25	38	52% increase
ASP Case Conference Reviews	31	69	122.581% increase

IRDs were first introduced in Moray in 2021. Now in 2024 they are fully embedded into practice and are a part of our process in Moray in which we are particularly proud of. The results of a recent Multi-Agency IRD Audit evidenced the collaborative practices taking place and actions and action planning to keep an Adult safe.

Source of referral

The number of referrals increased steadily from the final quarter of 2021/22 through to Q1 2023/24 and while there has been a decrease the source of referrals has shifted.



If we compare from source of referral information from 2022/23 to 2023/24 there has been a sharp increase in referrals received from Care Homes (66 for the previous year compared to 131 for the current). When looking at the source of all referrals we can also observe increases from sources such as NHS, family, and care at home providers, whilst referrals from Social Work and Police have reduced. No conclusion has been drawn on the reduction of referrals received from these services yet, however, what we do know is that overall, we have received approximately the same number of referrals over the past 2 years with 920 and 917 referrals received respectively. Several conclusions can be drawn in relation to the increase in referrals from Care Homes, Care at Home and NHS this includes increased training and awareness sessions being carried out, appointment of the NHS ASP Nurse Practitioner and the advent of the NHS Champion role by our partners which appear to have contributed. The decrease in the category 'other' has also resulted in increase elsewhere due to improvements in recording.

Regarding the increase in Care Home referrals received discussion had taken place within the ASP Operational Forum and latterly in Adult Protection Committee about the appropriateness of Adult Support and Protection Referrals. This was largely attributed to the large increase in Adult Support and Protection referrals received in Quarter 4 from Care Homes. This was highlighted in April 2024 to Senior Management and further discussion took place within the ASP Operational Forum regarding undertaking a scoping exercise. It was felt pertinent to undertake a wider scoping exercise to scrutinise the referrals received, and to make recommendations as to any further actions/activities that may require to take place as a result.

Positively, in all cases where Adult Support and Protection intervention was not required there was evidence of further health and/or social work interventions and plans to continue to support the individual into the future. These interventions were discussed in conjunction with the Care Home, and where possible the Adult and recorded appropriately within recording systems

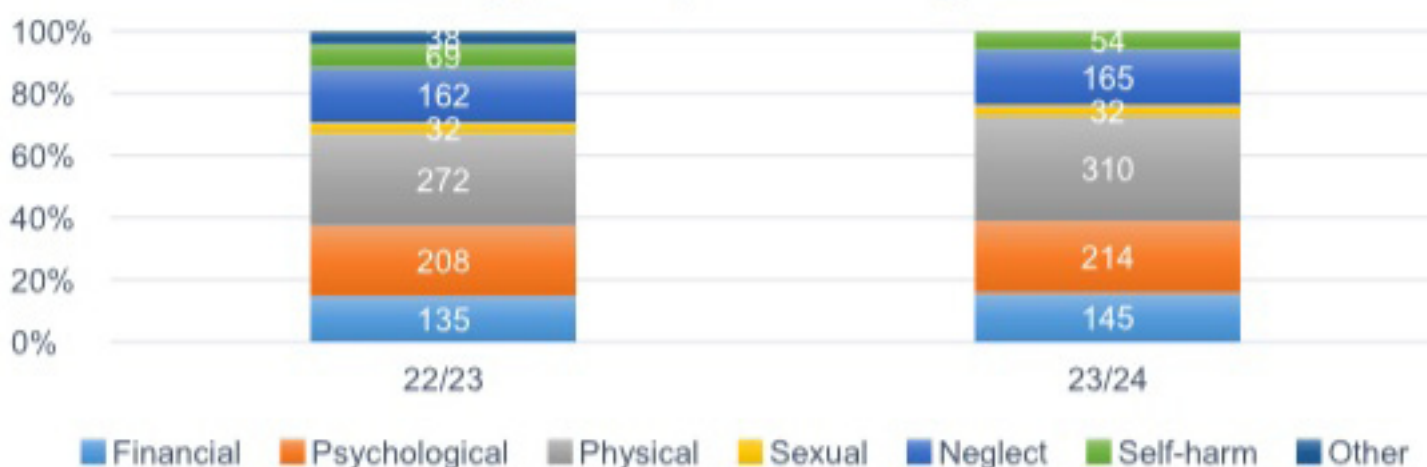
100% of referrals resulted in formal adult support and protection screening documentation taking place – providing a clear evidence base of professional judgement and analysis of information in relation to Adult Support and Protection legislation.

Recommendations of the report included:

- Further training and support from Lead Agency in relation to thresholds to support better consistency
- Review of the current ASP referral form
- Bespoke training and development to be cascaded
- Devising a collaborative approach to raise awareness of incident reporting and what constitutes an Adult Support and Protection referral.

Presenting harm – April 2022–March 2024

Main type of presenting harm



The data on harm highlights the distribution of investigations across various categories of harm. In comparison from the last reporting period there is no significant change with physical, psychological, neglect and financial harm remaining the most prevalent form of harm.

Demographic data such as age, gender and ethnicity continue to be monitored and collated. During this reporting period there has been no significant change regarding the demographic information of referrals or those that continue their ASP Journey. Known limitations in data recording systems restrict that only the prevalent type of vulnerability and harm can be reported on at investigation stage without significant manual effort. Anecdotally we know that ASP incidents are more complex with multiple vulnerabilities and harm being present. We continue to explore options for improved data collection to analysis patterns and respond to need regarding vulnerabilities of adults and type of harm.

SECTION 4:

Outcomes, achievements and service improvements

The last two years has been a whirlwind of activity across the Partnership with the full implementation of our Multi-Agency Improvement Plan, reflecting the recommendations of a Joint Inspection in 2022. Whilst we acknowledged that the improvements required focussed heavily on Lead Agency, we approached the activities required as a Partnership. This assisted us to strengthen our approach and demonstrated a commitment and true collaboration with regular updates provided to our APC and Chief Officer Group (COG).

As a Public Protection Partnership, we knew our Joint Inspection in 2022 came at a time of change for us. We had not long had in place a Local Operational Guidance and were aware that the findings of our Inspection would not showcase the practice changes we were aspiring to in relation to our key processes. We had a long way to go in Moray.

Key processes and improvement activity

Referrals into the ASP System

The Access Social Work Team continues to be the single point of contact for initial concerns and referrals relating to ASP. It accepts and manages referrals from both members of the public and professionals. The public can find information on the [Moray Protect webpage](#). Consistent contact information is mirrored on both [Moray Council](#) and [NHS Grampian](#) public facing websites. [All of these public facing 'portals' have been created and/or refreshed since 2022].

Since the last inspection, the Moray Partnership has fully participated in Grampian wide publicity and awareness raising to support public awareness of ASP. This has included press involvement; social media campaigning and outreach into communities. A key example of this would be the work done to promote Adult Support and Protection Day 2023 and 2024. This was a true 'joint effort' – with NHS Grampian leading the social media campaign; Police Scotland supporting regional media access/articles; and Moray Council/Social Work supporting local outreach into the community.

Professionals have also been further supported regarding awareness raising activities for ASP – with multiagency internal awareness raising campaigns being run alongside improvements to training.

All ASP referrals are now subject to a formal documented process of screening. This screening process is undertaken by qualified Adult Social Work practitioners. Following the inspection, we consulted with our Social Work Practitioners and our partners to ensure our inquiries were effective, thorough and aligned with the revised Codes of Practice.

As a result of this consultation some additional changes were made:

- Area social work teams were included in ASP screening discussions where the Adult at Risk was known to them.
- All screening activities received oversight from an Advanced Practitioner before conclusion. (All our Advanced Practitioners are Council Officers.)
- Multi-agency discussion and decision making was enhanced via increased use of the multiagency Grampian IRD Protocol. [A refreshed and revised version – utilising learning and developments post inspection – went live in May 2023].
- All screening activity and decisions were now clearly documented on the social work system – with multiagency partners receiving a copy of the documentation where adults progress to IRD.

As a result of the improvement activity, we are much more satisfied that our initial handling of ASP reports reflects both good practice and the expectations of our local operational procedures and the Grampian Interagency Policy and Procedures.

ASP Investigations

Following the 2022 inspection, further changes were implemented to the process of conducting ASP Investigations in Moray. This was to support the 'embedding' of our new operational guidance and to promote/assure best practice. This included:

- A full review of the investigation templates/documentation in partnership with our social work practitioners and Council Officers. [With a greater emphasis placed on robust analysis of an adult at risks circumstances].
- Oversight of all ASP Investigations was now provided directly by the Lead Agency's Advanced Practitioner for ASP and our Consultant Practitioners. This includes advice, support and 'progress checking' during the investigatory process. It also included a 'double reading' process, where the completed ASP Investigation is reviewed for quality and competence of decision making before 'sign off'.
- In Moray, we have moved to try to assign a second person as soon as possible if we are to proceed with investigative activity. We will normally discuss within the IRD process the allocation of such a professional.
- Active consideration of communication aids and strategies to facilitate effective communication at interview. NHS Grampian Speech and Language Therapy colleagues support Council Officers in this area as required.
- A Multi-Agency ASP Operational Working Group was put in place to support operational ASP delivery. This meeting is attended by Social Work, Health and Police colleagues who provide advice and assistance, as well as updates, for live ASP investigations.

To support the ASP Investigatory process further, NHS Grampian developed (in full consultation with multiagency partners) a Capacity Pathway for Protection Based Decisions. This was fully supported by the Moray APC. The work relating to the capacity pathway was integrated into the Moray multi-agency improvement plan.

This pathway set out – for the first time in Grampian – clarity of practice for both those requesting capacity assessments and those delivering such assessments, complementing the established Grampian Decision Specific Capacity Screening Tool (itself fully refreshed and reviewed in June 2024). Implementation has included robust briefing materials; ‘on demand’ video briefings; and changes to core ASP training across all partners. The pathway will be evaluated 12 months after its initial launch in September.

Chronologies, risk assessments and protection plans as part of ASP practice

In 2022 the Partnership identified Chronologies as an area for improvement – this was reinforced by the findings of the inspection. We still believe this to be an area for further improvement activity, however, we do also believe that we have moved forward significantly in relation to this component of ASP practice.

Locally, Moray has devised a Multi-Agency Chronology Template which is now utilised during the investigative process. This has been a key catalyst for further improvement activity around chronologies, including:

- Cross-referencing Chronologies within our Investigative documentation templates – further setting out the clear expectation that chronologies are a core component of ASP practice.
- Formalising discussion of chronologies within the ASP Case Conference agenda – again, setting the expectation within our systems that chronologies are standard practice.
- New practice where completed chronologies are updated/refreshed as part of our ‘core group’ meetings [core group activity is where professionals meet between formal case conferences and reviews]. This ensures that chronologies are a dynamic and live document through the life of an adult at risk’s ASP journey.
- Specific learning discussion sessions being held as part of the ASP Forum calendar of events – supporting staff to effectively complete chronologies.

The Moray Consultant Practitioner and Adult Support and Protection Lead Officer is the current chair of the National Implementation Subgroup in relation to Chronologies. As national work in this area comes ‘on stream’, Moray is well-equipped to integrate these developments into our local practice.

In a similar vein to our improvement activity regarding chronologies, there has also been significant work undertaken to improve the consistency and quality of our risk assessments within ASP practice. In 2022 the Joint Inspection found that just over half of adults at risk of harm had in place a risk assessment to support and safeguard effectively. As a partnership, we fully accepted that this was an area requiring further attention and initiated the following improvement actions:

- Integration of risk identification and control measures within the body of our investigatory paperwork.

- Completion of a multi-agency risk assessment that is formally discussed and then finalised within the ASP case conference itself.
- A move to having the risk assessment reviewed not only at case conference reviews, but also 'between' such formal meetings, via our 'core group' arrangements.
- The introduction of (as part of Grampian wide work) a Multiagency Risk Assessment Training Workshop. This popular and well evaluated course allows police, health and social work staff to learn and share about risk assessment practice collaboratively.

Since 2022, we have also worked to create a clear, accessible protection and action plan for adults. It is deliberately written in accessible language. In a similar vein to our approach to chronologies and risk assessments. Protection plans within Moray are now:

- Fully discussed and agreed at ASP Case Conferences on a multiagency basis.
- Discussed and agreed with the adult at risk.
- Updated regularly in 'core group' meetings so they remain relevant and up to date.

Case conferences and review case conferences

In 2022 findings of the Joint Inspection concluded that a Case Conference was convened for just over half of all adults at risk of harm and that some were not convened when required. In Moray 'professional meetings' had sometimes been convened as a substitute for formal case conference processes.

In the summer of 2023, an in-depth review took place of our Case Conference process. This review was done in collaboration and consultation with both our professionals and adults at risk. It was endorsed and supported by the APC.

Improvement activity undertaken has included:

- A full review of the Case Conference Agenda and meeting minute templates
- The introduction of more trauma informed and person-centred arrangements for the adult at risk and their family (such as protected time for the adult with the chairperson, amongst other developments).
- Provision of easy-read guidance and personalised information. NHS Grampian Speech and Language Therapy colleagues also support with bespoke social stories when required.
- The development of an ASP Information Pack which is provided to adults at risk and their families before attending a case conference.
- The removal of 'professionals' meetings' as an option within ASP processes. There is now much greater clarity regarding the function of case conferences and their role within ASP processes.
- The full involvement of our Adult Protection Specialist Nurse in the early stages of case conference planning – thereby ensuring appropriate health/clinical attendance and information at the case conference.
- Additional Police Officers have been identified for training to ensure attendance, where appropriate, in response to increasing demand.

Quality assurance and audit activity

We continue to strive to implement strong quality assurance measures in relation to ASP activity. We currently review our processes using both multi-agency and single-agency audit and QA activity.

In July 2022 a multi-agency quality assurance exercise in relation to IRDs took place – Moray's Multi-Agency IRD Audit. This identified areas of good practice and further learning and development. Police, Social Work, and Health reviewed 55 IRD's documents jointly. The findings of this IRD report were fully considered at APC and the improvement activities identified were integrated into our multiagency improvement plan.

A multi-agency review of Case Conference took place in August 2023. This exercise enabled a deeper look at the quality of ASP Case Conferences across the Partnership. This was undertaken as a tabletop exercise and consisted of a review of the Case Conference minutes by Police, Health and Social Work staff jointly. This exercise highlighted some areas for improvement for us and, positively, areas of good practice. Some key positives from the exercise were:

- 100% of individuals who attended their Case Conference were supported to participate effectively.
- 100% of Case Conference documentation indicated that discussion of the 3-point-test was being undertaken.
- For 100% of individuals who no longer met the criteria for Adult Support and Protection intervention, alternative actions outside of ASP were evidenced in the minute.

Again, both the findings and recommendations were fully considered at APC.

To ensure ongoing monitoring of the Initial Inquiry process, the Lead Agency has a monthly Screening Tool QA Exercise. Advanced Practitioners from Social Work Teams carry out this task. The results are shared in the Advanced Practitioner Forum. Areas for improvement are discussed and cascaded to practitioners during Supervision and team discussions.

Locally, the NHS Grampian Public Protection Team quality assures all ASP reporting going to lead agencies – feedback, including suggestions for practice improvements, is provided to staff/clinical teams as necessary. Health reporting into social work/lead agency is specifically monitored by the NHS Grampian Public Protection Committee.

Nationally, the NHS in Scotland published the Public Protection Accountability and Assurance Framework in October 2022. The Framework set out key standards for Health Boards in relation to their functions/duties for Child Protection, Adult Protection, and MAPPA. NHS Grampian completed – as a pilot health board – an associated toolkit for benchmarking ASP activity within the health board. Importantly, although a health audit toolkit, NHS Grampian made the decision to fully involve and consult with multiagency partners. ASP multiagency colleagues were cited on drafts of the toolkit, comments sought, and the final version shared and discussed at the Moray APC.

Concern Hub staff follow Police Scotland's Quality Assurance Protocol Guidance. QA work is supported by the Public Protection Units QA and Data Support Officer. This is a

unique role in Police Scotland, which has been recognised nationally as good practice. Concern Hub staff also follow Police Scotland's 'National Escalation Protocol' in respect of vulnerable adults who are coming to the frequent attention of Police, which addresses accumulating or high-risk concerns. In addition to this, a local Northeast Division protocol has been identified whereby adults who are subjected to DI Escalation Review are recorded on the iVPD system as 'Concern Hub Priority Nominals'. Any Concern Reports relating to these priority nominals are shared as high priority to relevant partners.

Where concern for an adult requires to be escalated due to the severity of an individual incident, or where there is an emerging pattern of behaviour or escalation of abuse, vulnerability, violence or other area of concern, Concern Hub staff follow Police Scotland's 'Guidance for Concern Hub Staff – Escalation Protocol', previously submitted as part of the National Document Set. This process is now automated on the iVPD system.

In 2024 a new Quality Assurance Audit Tool – the Adult's Journey was developed. This tool was developed to allow better analysis and extraction of data. The tool shows the entire ASP process and helps the reviewer consider the whole situation for an adult at risk. The Consultant Practitioner Team is currently using the Tool to actively test it in practice. They aim to complete 2 Tools each month, with small, iterative, changes made to the Tool every 6 months based on 'live' feedback and usage. At the end of the trial period a report with findings will be shared to both the APC and Social Work Practice Governance. It is expected that the Tool will be a valuable addition and support in assisting in practice improvements and will be widened out to include multi-agency reviewers by the end of 2024/25.

Highlighting good collaborative practice

MIVA

Since the advent of Moray's Interagency Vulnerable Adults Process (MIVA) in 2022 supported by the APC we have worked as a Partnership to implement and embed the process across Moray. Since June 2022 – August 2023, 33 cases have been brought forward for discussion. The meeting aims to let Partnership representatives explore interventions for individuals repeatedly flagged to Social Work via Police Concern Reports (iVPDs). MIVA is a supportive, collaborative framework. It involves adults in a person-centred process. A significant decrease in Police Concern Reports has been noted for individuals who have been involved in the process. This successful pilot is now part of the Community Mental Health Team's work. The team's Advanced Practitioner now chairs meetings with a core group of professionals, including the NHS, Police Harm Reduction Unit, Community Safety, and Social Work.

ASP Case Recording in Health Records

A specific single agency recommendation from the 2022 inspection was for NHS Grampian to improve the quality of recording by healthcare professionals when individuals were subject to ASP processes. As a result, NHS Grampian rewrote its mandatory training for all patient-facing/clinical staff to include specific best practice guidance on case recording. Exemplar 'best practice' examples of recording were developed jointly with social work colleagues and provided to healthcare professionals.

Additionally, an ASP Recording Practice Note was issued to all professional healthcare staff, accompanied by an 'on-demand' video course relating to case recording.

Large Scale Investigations

A jointly developed Grampian-wide Large-Scale Investigation (LSI) protocol is in place to assist in the investigation of concerns around the safety of adults in managed care settings.

From reflection and feedback from a previous Large-Scale investigation, Moray colleagues have locally developed additional LSI Investigation Documents and guidance. This LSI suite of templates was largely to be used within a Care Home Settings, however, can be adapted to be relevant to any other setting. Templates and guidance documents include

- Template letters to adults and their families
- Outline of LSI activities – including 'model' staff and partnership briefings
- LSI Assessment/Investigation documentation – reinforcing the need for comprehensive good practice for inquiries where multiple adults are at risk simultaneously.

The guidance is based on the Health and Social Care Standards and uses a person-centred approach to ensure involvement of the adult within the LSI process.

Learning Reviews and Related Activity

As a Partnership we try to promote a learning culture which encourages practice improvements. One tool used within our learning culture is a robust structure for undertaking Learning Reviews.

In March 2023 the APC approved the Grampian Adult Protection Committees Learning Review Procedures. The procedures, produced on a multi-agency basis, followed the national learning review guidance published in 2022. The local procedure supports the national framework and replaces the existing SCR and case review process. A mandated subgroup of the APC, our Case Review Sub-Group, reviews learning review notifications, progresses learning activities and make recommendations/updates to the APC.

Learning from Reviews is a standing item at every Moray APC, this enables oversight of all agreed practice improvements. A Learning Review Tracking tool is used to track when actions have been completed and this is used by committee members to encourage oversight and discussion.

Learning from Reviews comes not only from undertaking local Learning Reviews, but also having oversight of Learning Reviews nationally. A Grampian External Learning Review Group enables discussion and reflection on learning reviews from other areas of Scotland. Examples of output from this Grampian wide work includes 7-minute briefing documentation shared across our Grampian partners and a bench-marking exercise against the National Adult Protection Coordinator's "Fire Deaths" Review Report.

SECTION 5:

Training, learning and development

Within Grampian a Learning and Development Framework is in place across the Partnership areas. The Protecting Adults in Grampian: A Learning and Development Strategic Framework is designed to help guide and support staff and managers involved in adult support and Protection training. The Framework sets out competencies, knowledge and skills agreed and required by staff across various levels and provides exemplars of how the competencies, knowledge and skills can be delivered.

The NHS Grampian Adult Public Protection Training Framework sets out the training requirements of all employees across the health board. This framework is reviewed annually, with the current framework having been reviewed in November 2023. NHS Grampian continues to offer a strong ASP training portfolio including eLearning modules, facilitator led (online) training sessions and face to face training sessions. Some figures and details are included within this report with the full list of courses offered and training figures available in appendix 1.

During the Biennial reporting period, 24,960 ASP training activities have been completed over a range of ASP eLearning modules. 348 face to face/facilitator led (online) sessions have been offered with 1905 participants in attendance. Participants attending include both patient facing and non-patient facing roles, medical students, GP's and Trainee GPs.

All NHS Grampian employees are required to complete the mandatory "Welcome and Orientation" and 5094 individuals have completed this training since 2022.

Non patient facing and patient facing staff are all required to complete Level 1 Training in Public Protection, ASP, Child protection & Prevent and 11,304 have completed individual modules in these areas. In January 2024 the training portfolio was updated, and the modules were combined into one eLearning Module and from January – end of March, 6,731 patient facing and non-patient facing employees have completed the course. The course is a welcome addition to the NHS Grampian Training portfolio as it is time effective and provides all relevant information to ensure all NHS Grampian employees have a basic understanding in the four key areas.

ASP Level 2 is mandatory for all patient facing NHS Grampian employees, with a requirement that training is attended every 3 years to ensure knowledge remains

current with the training being reviewed and updated frequently to reflect any emerging ASP themes nationally and locally, including any learning from inspections or learning reviews. Across the reporting period there have been 97 Level 2 courses with 1071 staff members attending.

ASP Level 3 sessions are available to NHS Grampian employees who have a supervisory role and/or a more direct involvement in ASP procedures such as attending case conferences or contributing to investigations. These sessions are mainly delivered online/facilitator led, but face to face sessions is also available, 139 employees have attended across the biennial period.

Specific training has been developed for GP's and GP Trainees at Level 3, to ensure the training covers areas relevant to their practice and involvement. GP training is offered online/facilitator led and sessions are delivered at times to accommodate the role of GPs with sessions during Protected Learning Time (PLT) and evening sessions offered. Across the reporting period 24 GP sessions have been provided with 245 GP's attending. Level 3 training is also available to GP Trainees, and these are delivered twice a year face to face. NHS Education for Scotland (NES) facilitate the booking of these sessions, and they are delivered by the NHS Grampian Learning & Development Coordinator.

ASP training is also provided for junior doctors at both Foundation Level 1 and Foundation Level 2 which is another opportunity to give ASP input into the career of medical staff. Figures are only available for sessions run in 2024, but detail there were 83 attendees at 2 offered sessions during 2024. It is anticipated that sessions will continue to be offered with at least two courses offered annually.

Over the last year bespoke training course has been developed and offered to hospital inpatient settings. This specialist session operates on a face-to-face basis and covers ASP topics a hospital setting will likely experience. The sessions were delivered using written ASP scenarios and group discussions to work through what the response should/could be in each scenario, with materials such as the NHS ASP Ecard and the Grampian Thresholds Good Practice Guidance offered as resources to aide discussions. The feedback and evaluation from these sessions was overwhelmingly positive and further development is ongoing with a view that these sessions will be rolled out further and bookable through TURAS in the future.

Within Lead Agency training is delivered by the ASP Training Facilitator. Partners within third sector and Care Home organisations and providers can also access training and support – and this is arranged throughout the year. A table documenting the training undertaken from April 2022 – March 2024 can be viewed below

Currently, work is on-going to refresh the Lead Agency Council Officer training across Grampian to fully reflect the revised Codes of Practice. This will assist in bringing consistency across Grampian.

Training undertaken	Number of sessions	People completing
Module 1- Basic Awareness (General Workforce) self-directed session	N/A	513
Module 1 – Basic Awareness (General workforce)	35	256
Module 2 – Specific Contact Workforce	39	225
Module 3 – The specialist workforce (council officers for example)	5	20
Module 4 – The specialist Workforce (council officers for example)	5	20
Council Officer refresh training	6	22
Bespoke Care Home and Provider sessions	44	249
Involvement in the ASP process – the specialist workforce	3	13
Hoarding and Self-Neglect Awareness	3	30

Feedback from training is well-received and supports in improvement work. An example of this is the advent of hoarding and self-neglect awareness sessions resulting in a newly formed Short Life Working Group to produce guidance for practitioners.

The Council Officer Forum, introduced in December 2021 continues to grow in strength. Following feedback from practitioners it has now been renamed as the ASP Forum and includes all practitioners working across Social Work who have are involved in ASP work. The Forum meets on a 6-weekly basis to provide updates on national, pan-Grampian and local ASP work as well as in depth learning and development sessions on various topics of interest. These have included sessions on gender violence, community justice, drug and alcohol use, financial harm and trauma for example.

A newly established Moray Learning and Development Subgroup works to bring multi-agency representatives together to discuss and progress learning needs across Moray and is currently drafting a training needs survey to cascade to further inform their work.

Highlighting good collaborative work

The work of the Grampian ASP Learning and Development Subgroup has been ongoing throughout the reporting period. The group has continued to support multiagency training across the partnership and the frequency of meetings has increased to support and meet the needs of a number of new members to the group. The Grampian L&D Group has also developed a direct link into the National ASP Learning & Development Network via the Joint Learning & Development Co-ordinator.

Key Achievements in terms of Learning and Development across the Partnership during the reporting period have included:

- The Grampian L&D Group has supported the delivery of an Inter Professional Learning Event alongside the Robert Gordon University. This took the format of two-day workshops aimed at third Year Medical Students and second year BA Social Work students. There is a commitment from the L&D Group to continue supporting the development and delivery of this programme.
- Revision of the Grampian Learning & Development Strategic Framework.
- Agreement to initiate a 3 stage 'deep dive' into Learning & Development requirements around Trauma Informed Practice in Adult Support & Protection, with stage 2 focussing on those with lived experience and frontline practitioners.
- Advent of the Moray Learning and Development Subgroup. This subgroup reports directly to the APC and is tasked with progressing awareness, learning and development pertinent to Moray in relation to ASP
- Refresh of the compliment of ASP training modules (modules 1-4) in Lead Agency.
- Grampian wide Multi-agency Risk Assessment training was developed and delivered twice during the reporting period to over 150 participants. This training is aimed at anyone who is regularly or likely to be attending ASP Case Conferences and has brought together a diverse range of professionals from Social Work, NHS, Police Scotland, Scottish Ambulance Service, Housing, Advocacy, Third Sector and more. Evaluation feedback has highlighted that participant particularly valued the opportunity to engage in multi-agency discussion about risk and input around unconscious bias and how it impacts decision making. This will be delivered as a rolling programme with dates arranged for the remainder of 2024.

Multi-agency Risk Assessment Training

I think how important the MDT approach was to everyone involved and how important it is to encourage contribution from across the spectrum involved in multi-agency assessments

Hearing from other professionals and their acknowledgement of what they often put into practice during assessments and the need to be more open minded

The workshop session was good listening to others experiences but I found the whole session interesting.

4.3★
average rating



How to help the people we are working with. Empower them and make them feel safe so they are able to participate fully and take control.

Discussions regarding bias and the different types that exist and how this impacts on a risk assessment and a risk management planning process

SECTION 6:

Engagement, involvement and communication

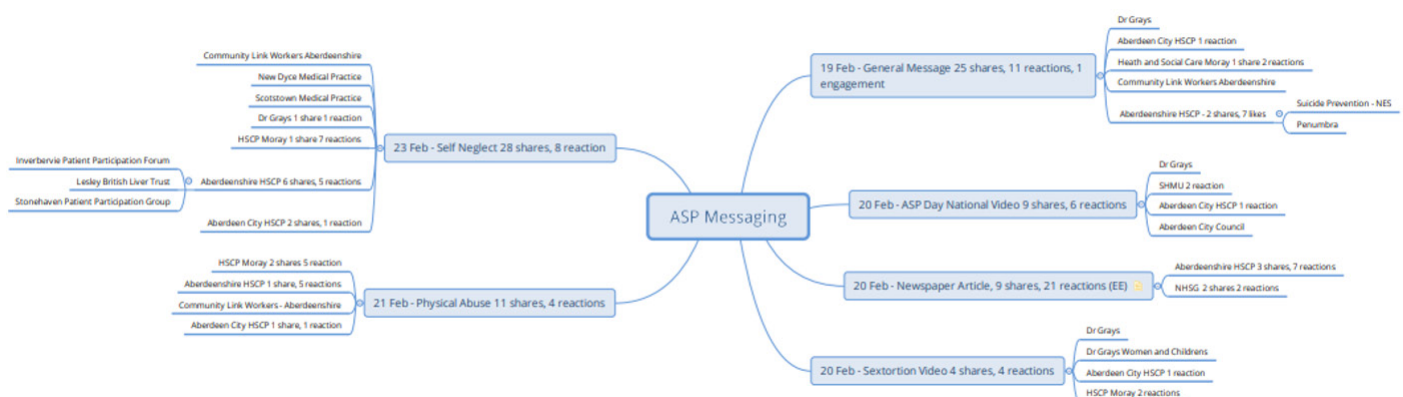
Ensuring an effective collaborative approach to all Adult Support and Protection activity is something the APC strive to achieve and is the foundation of our Multi-Agency Improvement Plan with Partners updating on its progress at each Committee.

Professional collaboration

The collaboration between and across the Partnership is strong and is evidenced by our approach to improvement activity and multi-agency improvement plan.

An example of this was our approach to the recent Adult Support and Protection Day (20th February). The day was planned collaboratively across Grampian where we extended to a full week of outreach activities. Key messages relating to different types of harm, including Sextortion, Physical Abuse and Neglect were highlighted across social media supporting to engage the public and raise awareness of harms taking place within our communities. This was further supported by an article focussing on Self-Neglect featuring in a local newspaper with a reach of 9,449 daily readers and online version 948 views, as well as an interview with an Adult who had experienced the adult support and protection process featuring on a local radio station with 74,000 average weekly listeners.

The diagram below outlines how social media was used during our outreach activities. Messaging around ASP was co-ordinated across the partnership on a multi-agency Grampian-wide basis allowing consistent messaging and a pooling of resources.



Locally in Moray Lead Agency organised an ASP 'drop in' afternoon to show case achievements and share information regarding the work of the APC, as well as highlighting harm. This was also an opportunity for reflection of the work undertaken alongside practitioners to celebrate the positive impact on the adults and families we support

"Over the past year we've been receiving support from social care, which started due to an Adult Support and Protection concern for a family member. During this time, we found their help exemplary, firstly from (Council Officer) who then introduced us to (Social Worker). Both kept us updated and involved with the process and helped turn a dire situation into a much more manageable one. Without all this help I don't know how we would have managed."

Feedback from an Adult at Risk's family

Highlighting good collaborative work

Over the reporting period, social work and advocacy services continue to work together to support and better understand the experiences of individuals who encounter Adult Support and Protection. This collaborative work was recognised by the Joint Inspection of Adult Support and Protection as strong.

"When adults at risk of harm were involved, they were appropriately consulted on almost every occasion and their views were considered at every stage of their adult support and protection journey. The support provided to adults at risk of harm was mostly effective, and where potential barriers to engagement had been identified, these were almost always addressed appropriately."

Joint Inspection of Adult Support and Protection in the Moray Partnership, Final Report 2022

Since 2022 the Partnership has further enhanced our methods to ensure a systematic approach to capturing the voices of adults and their families who have encounter Adult Support and Protection. A key achievement has been the design of a Communication and Engagement Plan to capture the Adults' experience to support future improvements. The Plan consists of a short questionnaire to support a meaningful discussion. Feedback is provided to APC where further discussion takes place as to any further improvement work required.

Pivotal to the work we undertake in adult support and Protection is the interactions with the Adults we support. Forming a transparent and trusting relationship can be challenging at times given the statutory basis of some of the work we undertake. Following feedback and discussion regarding some of our key processes an action to be undertaken as part of our Multi-agency Improvement Plan included a review of Case Conferences to ensure a trauma informed approach for adults and their families. The review involved consultation with adults, the third sector and professionals who

attend Case Conference, as well as Advocacy partners which helped to shape the development. The consultation allowed us to evaluate the current Case Conference format to ascertain what was working well and what could be improved. The result was a refreshed Agenda whereby the Adult met with the chair immediately prior to their Case Conference. This assisted in supporting the adult to feel at ease, share any concerns they had and to welcome professionals as they entered the Case Conference – as opposed to entering a room full of professionals. This format we believed supported a more person centred and trauma informed approach to the process. The introduction of dedicated template forms for the adult's view to be recorded were also devised – again supporting a culture of sharing and listening as well as actively promoting 'in person' Case Conferences should the adult wish to attend in person.

Feedback from the refreshed process has been largely positive and has included

- Where 'in person' meetings have taken place, these have been positively received by the Adult
- With the separation of the protected part of the Case Conference (professionals only) and the main meeting this has meant that the Adult no longer feels like they are joining a meeting that has already started. Having the Adult present alongside the Chair first supports a positive shift in power from the professional to the Adult
- The Adult Statement of Views document ensures the adults views are represented at the Case Conference – even if they choose not to attend.

A further development is the advent of a 'Hear Me' Subgroup of the APC. The Subgroup was inspired by the work of the Leeds Adult Safeguarding Board in relation to the involvement of the Adult. The primary role of the Hear Me group is to ensure adults and the significant people in their life (those who provide care and support) who have experience of or are currently experiencing the Adult Protection process in Moray, have their voice heard. Attendees of the Subgroup comprise mostly of representatives from Adult Social Work, third sector organisations and Advocacy. The work of the group has experienced several challenges, including the engagement of adults to provide feedback and to share their experiences, as well as become involved and influence local policy and procedures. A conversation Café event had been developed, however, was unsuccessful due to lack of attendance. Upon reflecting on the lack of engagement it was felt that this was due to a variety of reasons including perceived post Covid-19 reluctance from Adults and linked services, staffing and capacity issues and insufficient publication of the event. However, this has not deterred the Subgroup who have recently linked with other Public Protection areas to discuss a Public Protection Lived Experience Panel building upon the work undertaken by Moray's Alcohol and Drugs Partnership.

SECTION 7:

Challenges and areas for improvement

Investments in workforce capacity

Since 2022 the Consultant Practitioner Team in Lead Agency have worked to align themselves to further support ASP activities. The Team consists of four Consultants supporting specific areas of Social Work including Mental Health, Self-Directed Support and ASP Lead Officer. All Consultants now support the Operational delivery of ASP, with the ASP Lead Officer being more freed up to support strategic developments and the delivery of the Multi-Agency Improvement Plan. The Advanced Practitioner and ASP Training facilitator also sit within this team further supporting improvements and developments. This has resulted in a more streamlined approach. However, as a Partnership we acknowledge that this has not fully addressed the resources required, it has relieved some of the pressure experienced with the ASP Lead Officer continuing to straddle both Operational and Strategic delivery.

Within Police, the Partnerships and Interventions Business Area now oversees a full-time Adult Protection Co-ordinator. This person works closely with the Community Safety Hub, the Risk and Concern Hub, and the Divisional Adult Protection Portfolio Holder. This is a unique role to the Northeast Division. The coordinator monitors and supports the sharing of information through Police Concern Reports and represents the division at multi-agency meetings. The co-ordinator also plays a key role in multi-agency training.

In June 2023, the Northeast Division Protecting Vulnerable People (PVP) Governance Group was established with the aim of improving the service provided locally by Police Scotland to support the most vulnerable in our communities. The group, which has broad representation, provides a forum for enhanced focus, scrutiny and oversight of Group 2 and Domestic related crime, along with issues pertaining to Adult Support & Protection, across the Northeast. Meetings are held bi-monthly and allow for the sharing of new and best practice, learning, local and national initiatives and open discussion and tasking around emerging issues and trends. The group work to deliver upon the strategic intentions outlined in the PVP Action Plan which is aligned to the Northeast Policing Priorities.

In April this year, divisional structures were revised to enhance service provision to the multi-agency partnership in respect of Adult Support and Protection matters. An officer at the rank of DCI now sits across all three Grampian APCs, allowing for enhanced

knowledge and greater engagement, oversight and collaboration. This DCI, who also Chairs the Grampian Adult Protection Group, is now supported by a full-time Adult Protection Portfolio Lead at the rank of Detective Inspector, demonstrating the division's commitment in respect of strategic leadership. The specific roles enhance multi-agency communication and development.

Our local resource model is also subject of re-design with an aim of strengthening and enhancing our Public Protection footprint within Moray.

From a health perspective, the role of the Adult Protection Specialist Nurse has developed significantly. This post now has oversight of health participation in both IRD's and Case Conferences, and regularly provides direct support and liaison activity for multiagency colleagues. There is a commitment to further developing and enhancing this role going forward.

Thresholds review and strategic/operational response

Like many Partnerships we had seen a significant increase in the volume of ASP referrals received as evidenced within the Data section of this report.

As a multiagency Partnership, we sought to understand the cause of this increased demand. We worked Grampian wide to develop a consistent response to manage this and discussions were had with Senior Management Teams and with APC to ensure that we were doing all we can collaboratively to acknowledge and respond to increased demand.

This also led to the full refresh of the Multiagency Thresholds Guidance which supports colleagues and partners in relation to what type and nature of incidents should be subject to ASP reporting. The document also provides support and guidance to practitioners of other actions that can be taken to support vulnerable adults and reduce risk.

SECTION 8:

Looking forward – what next?

The direction of the APC over the next two years will be based on the below main areas for development alongside activities within our Multi-Agency Improvement Plan. At the time of writing a Joint Inspection of Adult Support Protection – Progress Review was underway in Moray. This will also help to inform our work.

As a partnership, we recognise that we still have a distance to travel. However, we are proud of the journey thus far and the progress made over the last two years. The table below highlights areas of work we will focus on in the coming two years.

Area for Development	Where We Want to Be	How Will We Get There?
Involving the Adult in a Trauma Informed Way	Have in place a trauma informed workforce for ASP in Moray	Grampian wide programme of work for Trauma Informed ASP activity– currently in progress.
Chronologies	All practitioners carry out good quality chronologies and discuss information within meetings alongside the Adult	Suite of multi-agency training and guidance devised and carried out.
Quality Assurance Activity	Have in place a clear suite of multi-agency and single agency audit activities that support in monitoring evaluating and improving ASP in Moray	Audit and Quality Assurance yearly timetable devised and followed – with full participation of all partners.
Key Processes	Have in place a clear and recorded risk assessment undertaken at Investigation to inform next steps in the ASP process	Lead Agency to identify and record risk consistently during investigative work
Listen to and hear adult voice across all work of the APC	Have in place a clear and consistent way in which the voice of the Adult can influence both operational and strategic work across Adult Support and Protection	The voice of lived experience informs all processes and work of the APC



Find out more about the Moray Integration Joint Board and Health & Social Care Moray on our website:

<https://hscmoray.co.uk/index.html>

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