

Annual data report 2025

Moray Adult Protection Committee



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SECTION 1: Introduction

This annual data report covers the period 1st April 2024 to 31st March 2025 and provides the reader with a comprehensive overview of key trends and statistics related to Adult Support and Protection activity within Moray as well as a summary of improvement activity undertaken throughout the period.

The data reported is essential for understanding the scope and nature of adult protection – informing our local policy development, improvement activity and supporting to improve outcomes for the adults in which we support. This report includes data on various aspects of Adult Protection work, including:

- Characteristics and geography of adults at risk of harm in Moray.
- Data on the number of adults actively receiving support from the service at the year end, as well as number of adults who are no longer receiving support
- Types of harm adults have experienced, including prevalence of different forms of harm such as neglect, physical, financial or emotional harm.
- Statistics on adult support and protection activities and workstreams
- Trends over time: Comparing this year’s data on previous years supporting to identify trends and changes and inform future work and focus

We hope that this report serves as a valuable resource for practitioners, teams and strategic leaders working within and who have oversight of Adult Support and Protection in Moray to promote positive outcomes for the adults we serve in our community.

SECTION 2: Key activities undertaken this year

Several improvement activities have taken place over the last year. These activities have supported multi-agency partners to grow in strength, to reflect, learn and to improve our response to adults at risk of harm.

Multi-Agency Learning Review Training (Child and Adult Protection Committees).

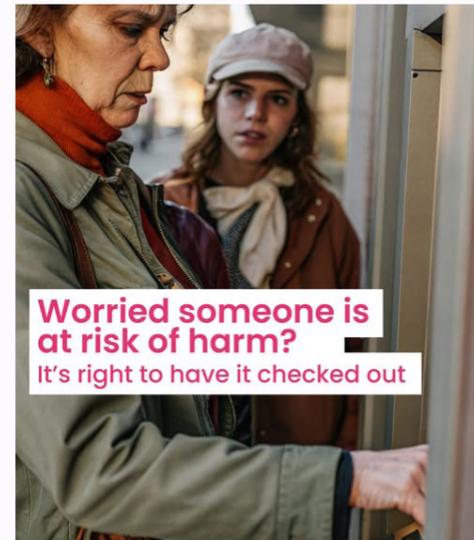
Across both Child and Adult Protection discussion had taken place regarding the shortage of reviewers and chairs of learning reviews. To increase this cohort, multiagency training was delivered in November 2024, February 2025 and intended for June 2025. This has been well received so far. Further sessions will take place and be led by both Child and Adult practitioners across the Grampian landscape.

National Adult Support and Protection (ASP) Day – 20th February 2025

This year the theme identified nationally was ASP Awareness and Financial harm affecting older adults. In line with previous years' activity our local campaigns were coordinated on a Grampian basis and included multi-agency action across the entire week. This included a Social Media Campaign. Police Scotland drafted several daily social media posts which were shared across the Partnership. NHS Grampian thereafter led on the posting of the material across varying platforms with partners requested to 're-share' via their respective agency profiles.

Over the duration of the week the reach of the Police social media posts was 148,616. The total reach of the NHS posts was in excess of 59,000. Posts shared by Health and Social Care Moray (HSCM) and a summary of data in relation to this can be on the next page.

On the 20th of February 2025 Police Scotland Crime Reduction Officers carried out various visits to Community Groups, Pharmacy's, GP Practices and Libraries where proactive engagement was undertaken, and relevant leaflets distributed. Across Grampian more than 30 talks took place in the following months because of contact made prior to and during the awareness week.



ADULT SUPPORT AND PROTECTION DAY
20TH FEBRUARY 2025



18/02 We're urging residents across Moray to be alert to vulnerable adults...

Facebook	
Views	6495
Reach	3757
Interactions	21
Link Clicks	0
Reactions	5
Shares	15

Post with 4th Highest Reach in February

19/02 Tomorrow (Thursday 20 Feb) is National Adult Support and Protection...

Instagram	
Views	28
Reach	25
Interactions	0

Facebook	
Views	1343
Reach	886
Interactions	8
Link Clicks	0
Reactions	3
Shares	5

Post with 19th Highest Reach in February

20/02 What would you do if you were worried that an adult you know was being...

Instagram	
Views	18
Reach	16
Interactions	0

Facebook	
Views	4635
Reach	2788
Interactions	24
Link Clicks	0
Reactions	6
Shares	18

Post with 9th Highest Reach in February

An ASP info-graphic and supporting letter was compiled and shared across Grampian. In Moray, these letters were shared across our local community councils.

On the day in Moray to raise awareness across Practitioner Teams an email was sent to all teams for sharing within their staff groups regarding the activities being undertaken and further training/learning materials. Fred McBride our Independent Convener also attended Moray Firth Radion where an audio interview was recorded and used in their hourly news bulletins on the morning of ASP Day. The station has a weekly audience of 91,000, so as an estimate approximately 6,500-13,000 people listen to the morning bulletins.

Grampian Multi-agency Core Standards for ASP Case Conferences

A Short Life Working Group (SLWG) was formed in 2024. This SLWG worked to develop a core set of standards that would govern participation and attendance at Case Conferences throughout Grampian. The Standards have now been approved at each APC across Grampian, and the group are working to design training and awareness material to accompany their launch in December 2025. The vision being a multiagency shared view; ownership of Case Conferences and most importantly ensuring the adult remains at the centre of discussion and is meaningfully part of their Case Conferences and the actions undertaken to support their safety from harm.

Grampian Capacity Pathway and Decision Specific Screening Tool

To support ASP investigatory processes our Partnership, with NHS Grampian taking the lead developed a Capacity Pathway for Protection Based Decisions. This was fully supported by the Moray Adult Protection Committee. The work relating to the capacity pathway was integrated into the ASP multi-agency improvement plan. After a comprehensive drafting and multiagency consultation process the Grampian wide Capacity Pathway for Protection Based Decisions was approved for use. This pathway set out – for the first time in Grampian clarity of practice for both those requesting capacity assessment and those delivering such assessment, 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.

Quality Assurance, Self Evaluation and improvement Activity

Back in 2022 we identified Chronologies as an area for improvement – this was reinforced by the findings of the Joint Strategic Inspection for ASP. 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, we devised a Multi-Agency Chronology Template which is now utilised during investigative processes and has been the key catalyst for further improvement activity in the area of 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 one of the chairs of the National Chronologies Group. 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 unacceptable, 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.**

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.**

These improvements have also been seen and experienced by our practitioners and the people we support. During consultation we heard:

"For us the last 5 months has been a period when both we and our son have been hugely supported by professionals. We have had our concerns listened to and been involved in meetings to discuss how services can support and protect our son.

Without all the multi-agency support generated by our regular core group meetings I think the outlook for our son would be very worrying. Thankfully the current situation is a much brighter picture of a well-supported and protected young man. We hope that our meetings can continue in order to maintain this."
(Feedback from parent of a son involved in ASP process)

'Clearer process and more person-centred approach'
(Council Officer Feedback)

'...progression in MDT involvement and shared responsibility amongst professionals involved supporting the adult.'
(Council Officer Feedback)

Although we still have areas in which we wish to go further with our improvements we can now demonstrate **significant improvement in the quality of chronologies, risk assessments, and protection plans, as well as inquiry activities** which was identified within our ASP Progress Review undertaken in 2024

The Progress Review found that Moray had made significant progress in all seven areas recommended in the 2022 joint inspection. Key findings included:

- Consistent application and delivery of key processes. Practitioners were noted to be confident and highly professional and followed the multi-agency adult support and protection procedures meticulously
- Investigations were carried out for all adults at risk who required them. Almost all investigations were rated good or better (85%).
- Adults at risk of harm had in place a Chronology. 80% of Chronologies were rated good or better, which is a significant improvement from 39% in 2022.
- The Quality of Risk Assessments and Protection Plans had improvement significantly
- Case Conferences were found to be carried out effectively. The right people from partner agencies prioritised attendance. Almost all Case Conferences were rated good or better for quality.
- Initial Referral Discussions (IRDs) were found to be of an exemplar for the sector
- The Adult Protection Committee (APC) and Chief Officers Group (COG) exercised sound and effective multi-agency governance over the delivery of improvements to adult support and protection
- The partnership had a cohesive programme of multi-agency audits and quality assurance activities. These included involvement from front line practitioners.

The below table evidences the significant progress Moray has made in relation to key processes comparing the findings of the 2022 Joint Inspection to the Progress Review 2024.

Process	2022 Inspection	2024 Progress Review
Chronology presence	27%	100%
Chronology quality – good or better	39%	80%
Risk assessment presence	56%	68%
Risk assessment quality – good or better	75%	100%
Protection Plan presence	68%	90%
Protection plan quality – good or better	64%	80%
Investigation presence	48%	100%
Investigation quality – good or better	52%	85%
Case conference quality – good or better	83%	91%

The Progress Review highlighted areas in which require further improvement and actions have already commenced in relation to this reflected within our current ASP multiagency improvement plan.

Moray’s Interagency Vulnerable Adults (MIVA) process

Since the advent of Moray’s Interagency Vulnerable Adults Process (MIVA) in 2022 we have worked as a Partnership to implement and embed the process across Moray. Up until 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. As documented within reports to the APC a significant decrease in Police Concern Reports has been noted for individuals who have been involved in the process. This successful pilot has went from strength to strength with work underway to widen MIVAs reach across Health and Social Care.

Workstream 4 – joint self-evaluation

MIVA has also featured in the collaborative Workstream 4 work led by the Joint Inspection Team. In December 2024 Partnerships were invited to express an interest in joining this Workstream with the purpose being to undertake a piece of supported self-evaluation using the ASP Quality Indicator Framework S5.7. This section of the Framework concentrates on preventative and proactive approaches Partnerships devise to support Adults who may encounter ASP.

ASP Quality Indicator Framework S5.7

‘Effective support and early intervention for adults with escalating risks for whom a straightforward application of the three-point criteria is difficult to apply’

Moray submitted an interest using our MIVA process as the basis of the self-evaluation. Moray was accepted as one of the Partnerships to undertake Workstream 4 alongside 5 other Partnerships and 5 further learning partnerships from across Scotland.

Quality Assurance – The Adults Journey

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 2025

Learning and Development in ASP

In Moray, and across Grampian we strive to ensure that our Learning and Development in relation to ASP is multiagency in nature. We have a clear commitment to support training across boundaries and set consistent standards and curricula for ASP training in all agencies.

This year we have refreshed the Council Officer training across Grampian to reflect the revised codes of practice. Locally in Moray the ASP training facilitator continues to deliver training both internally and externally with a training calendar available via Eventbrite for participants. Feedback from training is well received and supports our improvement work. An example of this is the advent of our Self-Neglect and Hoarding awareness session leading to a newly formed Short Life Working Group to produce guidance for practitioners. Our newly established Moray ASP Learning and Development Subgroup works to bring multi-agency representative together to discuss and progress learning needs.

Our ASP forum continues to meet on a 6-weekly basis, holding sessions on Adult Support and Protection. These sessions cover collaborative practice, training and awareness. Records of the meetings are stored within internal SharePoint systems and are helpful resources for practitioners that guide their learning and development.

Capacity and the Workforce

Like many Partnerships we have experienced a significant increase in the volume of ASP referrals. Collaboratively, across Grampian we worked to develop a consistent response in order to manage this. This resulted in a paper 'Response to Increase in ASP Reporting' being endorsed by Senior Leaders across Moray. This also led to a full refresh of the Multiagency Thresholds Guidance, approved by the APC in June 2024 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 3: The data

The Data and Performance Subgroup of the Adult Protection Committee is tasked with identifying trends, areas for improvement and areas of good practice; as well as analysing the data available, providing an operational narrative in consultation with practitioners and producing data reports on a regular basis to Adult Protection Committee

Over the year 2024-2025 the group, whilst small in nature and primarily lead agency has started to 'branch out' to include colleagues from across the Partnership. The Subgroup has focussed on establishing and embedding robust recording systems to ensure the capturing of the mandatory National Data Set for Adult Support and Protection. Data is collated on a quarterly basis and analysis is undertaken by the Subgroup and within our ASP Operational Working Group before reporting to Adult Protection Committee and forums across the Partnership.

During 2024-2025 the subgroup has focussed its attention on the Joint Progress Review but also considered the below areas

- Adults who have been open to Adult Support and Protection process for over 12 months
- Outcomes for Adults who have experienced Adult Support and Protection process
- Embedding of the National Data Set

In addition, the Subgroup have oversight of quality assurance activity across the Partnership. This includes single agency scrutiny and audit of referrals and 'screening' activities. As well as multi-agency audit of Initial Referral Discussions (IRDs) and Case Conferences.

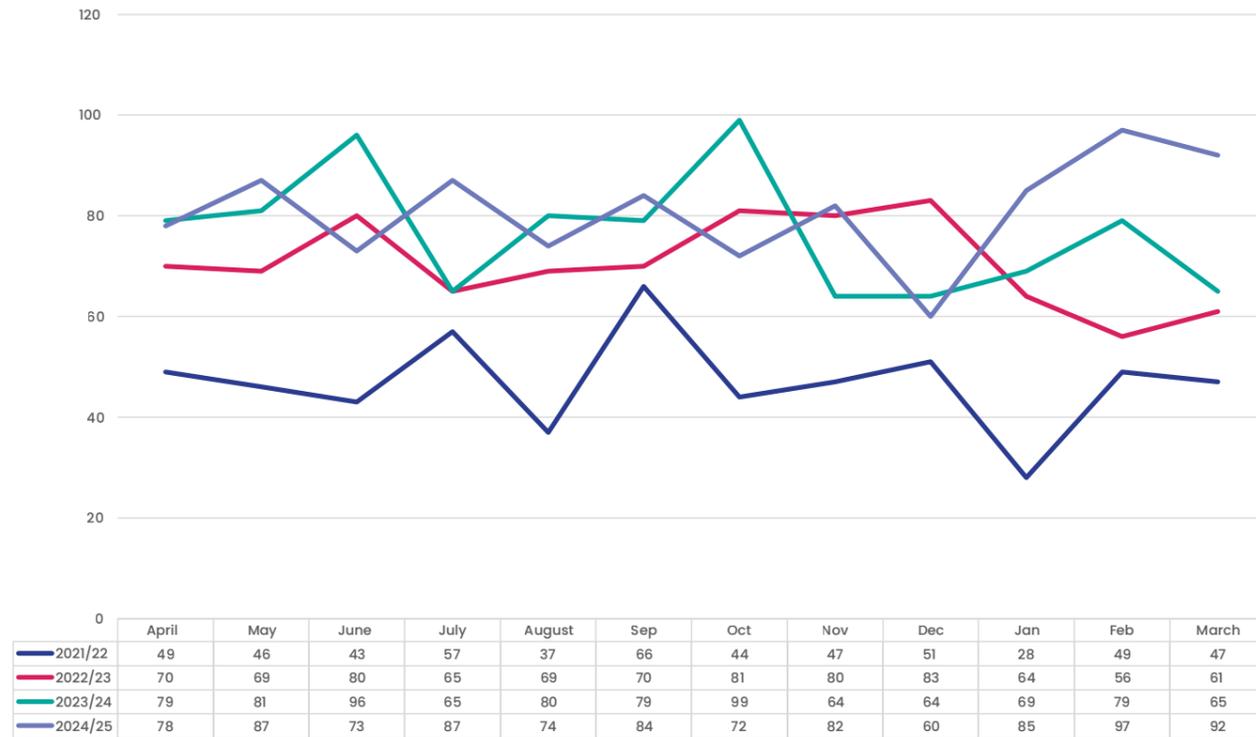
The Access Social Work Team is the single point of contact for all Adult Support and Protection Referrals.

The Access Team also receives all Police Concern Reports, NHS Public Protection Referrals, Scottish Ambulance Services (SAS) Referrals and Scottish Fire and Rescue Service (SFRS) Referrals. Filtering of referrals then takes place to Adult Social Work Teams. With allocated teams undertaking inquiry activities (screening for example) for the referrals received. Should adults not been known to Social Work the Access Team would undertake this task.

Throughout the period (2024/25) in total, Social Work have received 971 Adult Support and Protection Referrals. In 2023/24 a total of 923 referrals were received –this is a 5% increase from the year previous.

Figure 1 below shows the increase in the number of referrals received since 2021/22. It shows an increasing trend over the period. With the advent of the National Data Set we have also been able to compare data with other local authorities, however, are mindful here that nationally there are some differences in how the data is collated locally within Partnerships.

ASP Referrals



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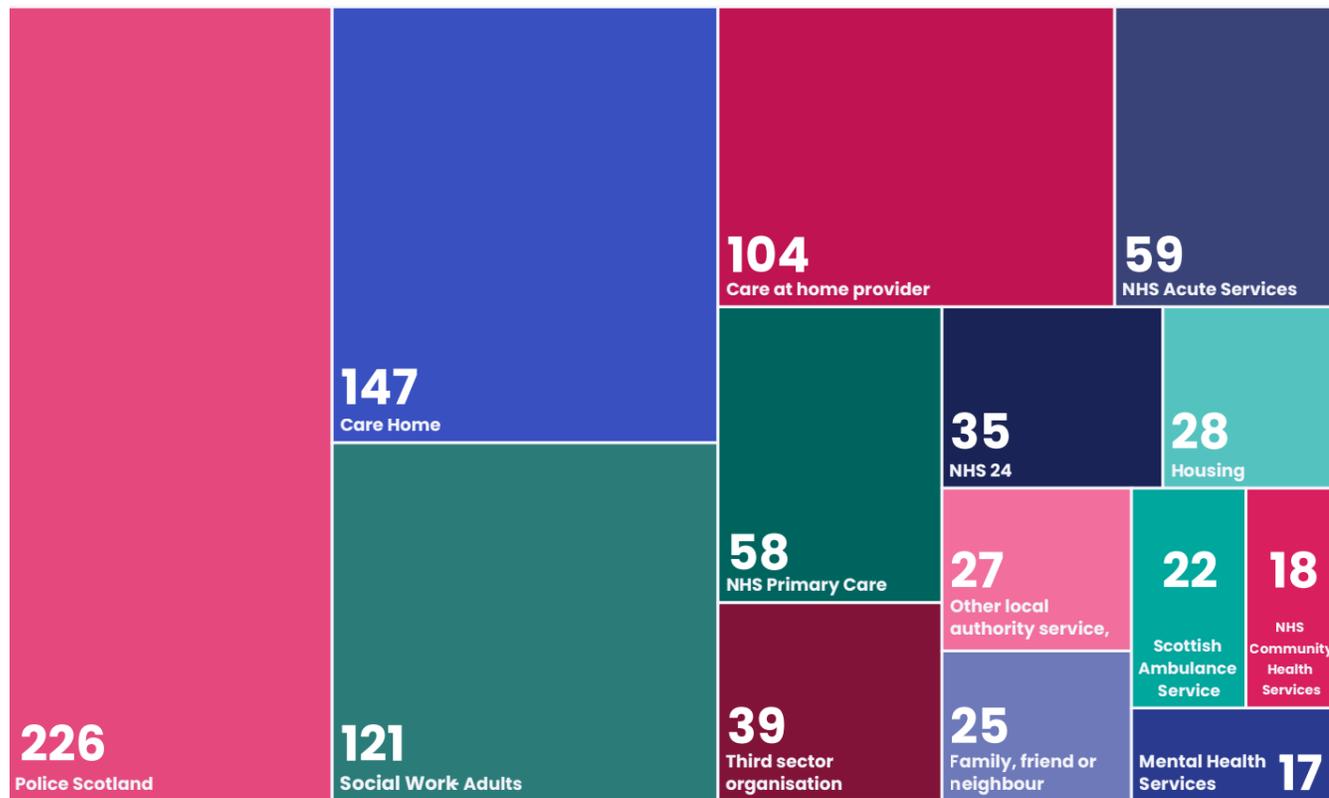
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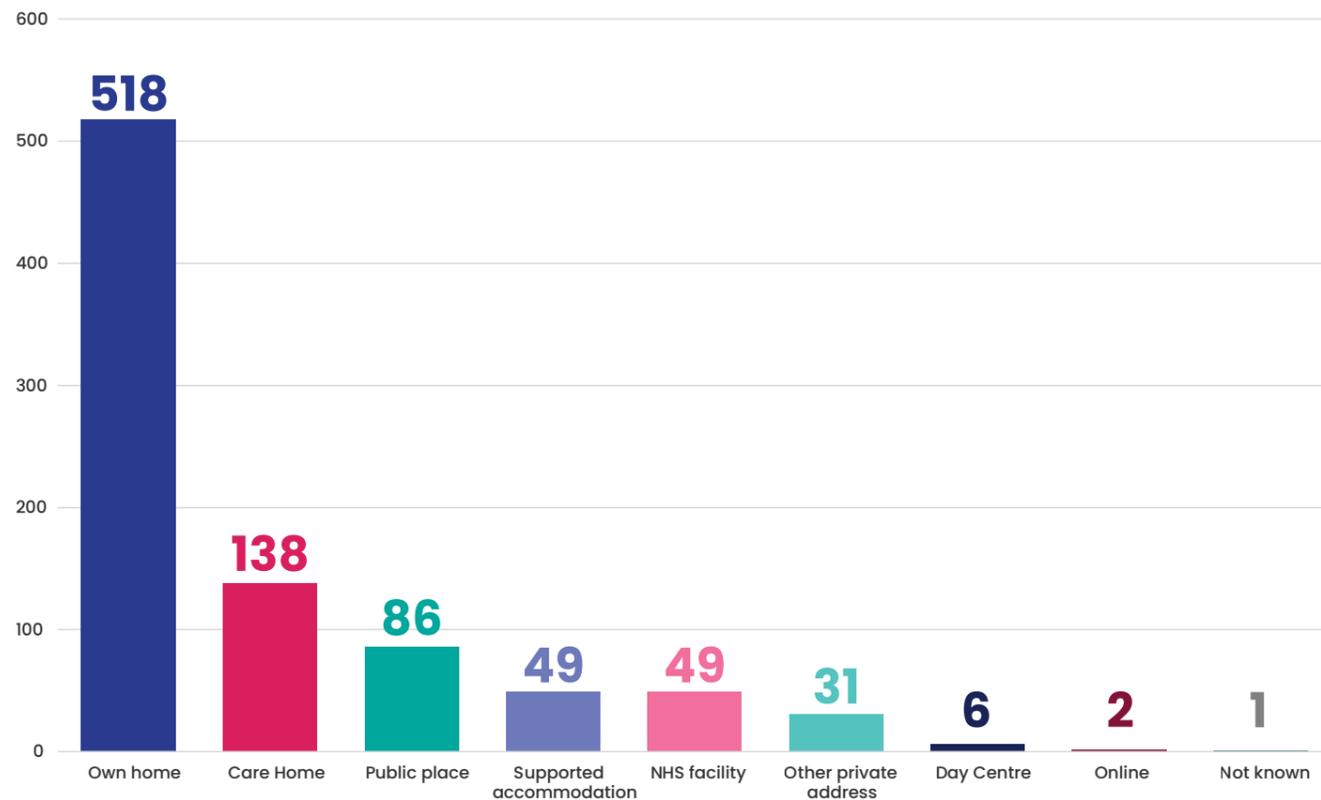
Adult Support and Protection	2023/24	2024/25	% Change
ASP Referrals	923	971	5%
ASP Initial Referral Discussions	127	148	14%
ASP Investigations	70	74	5%
ASP Case Conferences	38	33	-13%
ASP Case Conference Reviews	69	67	-3%

Source of Referrals

A significant number of referrals each month come from Police Scotland. Moray received 226 ASP referrals from Police Scotland throughout the reporting period. Relatively few are received from families or people in the community. This figure is representative of the data on a national basis with Police being the source of most referrals. With the implementation of the National Data Set as a group we worked to ensure our categorisation of referrals was in line with what was requested. This resulted in more accurate information and allowed us to monitor referrals coming in by source. For example, we noted that referrals from NHS had reduced over 2023/24. It was unclear why this was the case, however, one conclusion was that practitioners perhaps were believing that all elements of the 3–point criteria, as referred to in the 2007 Act have been met prior to considering a referral. Good practice would dictate that even if in doubt the referral should be made. This resulted in targeted work being undertaken to raise awareness of making referrals and ASP in general. The NHS ASP Nurse Practitioner provides on–going support to health teams in relation to ASP, as well as the now established NHS ASP Champions – in which there are now over 80 across Grampian.



Overwhelmingly, the location of harm took place in the adult's own home. With 518 of the 923 referrals received indicating such. This again, is in line with national data. The 2nd location being a Care Home.



Initial Referral Discussions (IRDs)

As stated, 971 adults were referred to Lead Agency within the reporting period. The outcome of these referrals can differ dependent upon the type of support the adult may require. Some adults do not meet the thresholds for ASP intervention.

Following screening activity outcomes can be:

- Further Social Work intervention
- No support required
- Proceed to Initial referral Discussion (IRD)
- Referral to external supports/agencies
- Social Work Team referral

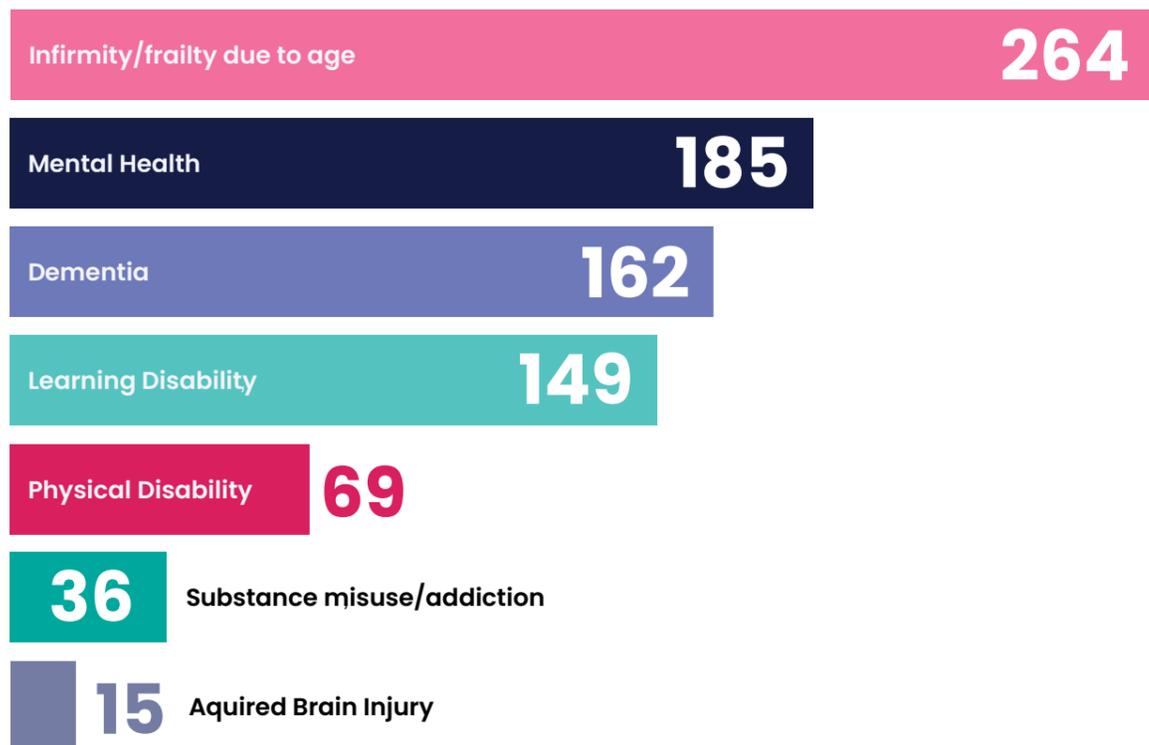
Should the practitioner believe that the adult may meet the 3-point criteria an IRD will take place to discuss their circumstances in a multiagency arena. These discussions help to examine all relative information and for partners to share pertinent information that may inform our next steps. In Moray, 148 IRDs took place, which is a 14% increase on the year previous.

ASP Investigations

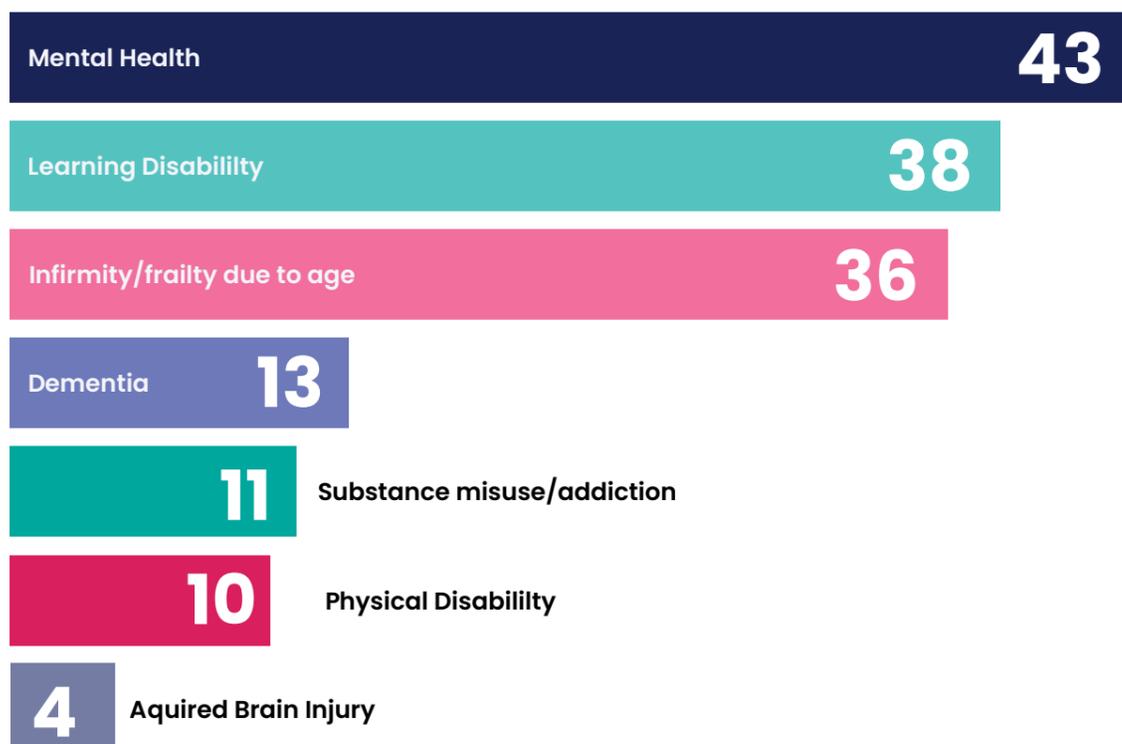
Following an IRD an outcome may be to proceed to enquiry with investigative powers. In Moray, 74 investigations took place. Investigations require the expertise of a Council Officer who leads the activity. Whilst this exercise can be time consuming and creates pressure upon Adult Social Work Teams it is a necessary and important task to undertake and supports in understanding more about the adults' circumstances and results in clear mitigations to support the mitigation and reduction of risk for the adult.

Primary Vulnerability Experienced

As part of the national data set we are required to collate data regarding 'client' groupings. This information allows us to know a little bit more about the person and their vulnerabilities. In Moray, we have moved away from using the word 'client' as we do not believe it is a respectful term to use within the health and social care sector, preferring to refer to the people we support as adults. The below groupings tells us the primary vulnerability the adult is experiencing. From the information below we can see from all ASP referrals received to us throughout the year 30% of adults are experiencing infirmity/frailty due to age, 21% are experiencing mental health vulnerabilities, 18% learning disability and 17% dementia.



Of the referrals received that result in inquiry utilising investigatory powers under ASP you will see 28% of adults are recorded as having mental health as their primary vulnerability and 25% classed as learning disability. This also is indicative of the primary vulnerability of adults open to ASP process (beyond initial case conference). These adults are some of the most vulnerable in our communities.



As stated earlier in the report with the advent of MIVA this has supported better outcomes for adults who may encounter ASP. Working jointly with our partners across Moray we can have focused discussions about how we may best support, and how adults themselves can receive support in crisis. However, we are also mindful that often we are working in an area where adults do not want to or feel unable to receive the support offered. Resulting in challenges in both providing support and also acknowledging the adults right to choose to accept support. This can be a difficulty for professionals and building skills in risk assessment, management and solid multi-disciplinary discussion in relation to risk is a necessity. In September 2025 we plan to address this with a Grampian wide multi-agency session on adults who are perhaps 'out of sight.' How do we support adults who do not want to or are 'hard' to see. This session will look at executive functioning, safe and well checks, risk management and assessment as well as learning from significant events from across the country to promote reflection and discussion from practitioners and teams. At the time of writing this report over 350 attendees had booked the session.

Adults under ASP Process

Within the reported period 32 Adults were no longer thought to be at risk of harm. These numbers do not correlate with the data received within the reporting period as these figures can relate to adults out with (previous years referrals or intervention) When an adult is thought no longer to be at risk of harm these decisions are made with multiagency partners in attendance within either a Core Group or Review Case Conference setting. Reasons for no longer being at risk of harm varied and are summarised below

- The adult had died – this was not believed to be as a result of the harm they had experienced
- moved to another Local Authority area
- DWP Appointeeship was put into place, mitigating risk of financial harm
- Moved to CPA as opposed to ASP intervention
- Local Authority Guardianship now in place
- The adult's situation and circumstances improved that they were no longer thought to be at risk of harm

Dates varied as to when the Adult first became at risk with the longest being 4 years and 4 months and shortest being 2 months. On average of all Adults no longer meeting the 3-point criteria approximately 5 months was the time in which they had been at risk of harm. Within that time, it is evident within case records that Core Group meetings and multiagency partnership working was taking place to reduce or mitigate the risks being experienced.

It also worth noting here that the adult who had been subject to Adult Support and Protection intervention for 4 years and 4 months is subject to Learning Review at the present time.

In relation to risk and adults subject to Adult Support and Protection intervention work is underway in Lead Agency to establish a clear senior management oversight of instances where Adults have been subject to process for more than one year. A proposed pathway is being drafted and will be presented to Social Work Practice Governance in December 2025 which will support Senior Management Oversight in relation to adults where reducing risk is proving difficult, despite multiagency working.

At the time of end of year, a total of 40 adults were classed as meeting the 3-point criteria following Case Conference in Moray.

Views of the Adult

As part of engaging with adults about the risks being experienced a Statement of Views document is populated prior to Case Conferences or Core Group meetings. This statement supports the Adult to reflect on their situation and for partners to look at ways to improve processes based on feedback.

The Statement of Views focusses on the Adults' thoughts and feelings of the ASP process, actions they believe are important to progress and whether they believe themselves to be at risk of harm. The questions asked of the Adult are as follows

- Since the last meeting what has been happening?
- What is going well?
- What is not going well?
- What additional support do you need?
- Do you believe you are at risk of harm?
- Is there any other support you need to attend your meeting?

Upon reviewing the files of each individual some documents had not been received back – reasons for this ranged from

- Adult declining to complete the document
- Views being communicated orally (not using the form)
- Views recorded within the Case Conference minute

The voices of individuals are pivotal to the ASP process and support a better understanding of their circumstances. The information gathered is discussed within the Case Conference alongside the Adult (if they are present). Below is a summary of some of the views shared

One Adult commented on the success that had on cutting down their alcohol intake with support. This had resulted feeling more able to accept support in other areas of their life. Another Adult was able to share that since the last meeting they had moved to a safer environment – this had supported in feelings of increased confidence and feeling safer. With one Adult commenting that the increased professional support in clearing their home had helped to reduce feelings of anxiety. Other Adults commented on the increased support around them due to ASP involvement was welcomed and made them feel safer – even though their circumstances remained unsafe.

Of the information reviewed some individuals commented that nothing had gone well for them lately, this was for a variety of reasons including

- Ill-health
- Being in Prison
- Feelings of low mood
- Lack of support – not feeling listened to

Of all Case Conferences taking place in the reporting period (100) 29 adults attended their meeting. Whilst these numbers appear small it is acknowledged that some adults do not want to attend their meeting or are unable to attend their meeting for a variety of reasons. This does not mean that they are unable to share their view in preparation for the meeting, with a large majority of Case Conference summaries evidencing the adults view clearly within the documentation provided by a delegated professional. In some cases this can be the adults Advocate. 24 Advocates attended Case Conferences on behalf of the adults throughout the period and ensured that the person's views were shared within the meeting.

Unfortunately the way in which we have collated the data for the period has not allowed us to take a deeper dive into this data and is an action that we will take forward for the coming year.

Making a Difference – Daisy's story

Within Adult Support and Protection it can be a challenge to reflect on the positive impact intervention can have on an Adult. Sometimes with the system pressures and lack of capacity can divert attention from why we undertake the work we do.

Overleaf is a summary of Daisy's experience of Adult Support and Protection intervention. Daisy was known to the Justice Social Work Team and was open to our processes for a period of four months. Daisy was proud of her achievements during her last Case Conference and stated that being part of her meeting was important to her. She stated that Adult Support and Protection had given her voice back. Below is a summary of Daisy's involvement with Adult Support and Protection and the impact of this on her life

SECTION 4:

Daisy's Story

Daisy was referred to Adult Support and Protection following concerns raised by Children Services. These concerns included physical and emotional harm, coercive and controlling behaviour by her ex-partner, and increased use of drugs and alcohol as a coping mechanism after losing custody of her children. Daisy was emotionally distressed during contact visits with her children and often missed appointments. She alleged that her ex-partner was drugging her and controlling her finances, including changing her internet banking passwords and possibly accessing her bank account without consent.

Professionals noted that Daisy's ex-partner frequently spoke on her behalf during medical appointments and collected her medication, including Diazepam. Daisy was prescribed anti-depressants and had missed several health-related appointments. She was also involved with Justice Services under a diversion arrangement and had been discussed at MARAC meetings multiple times over 18 months. Despite attempts to engage Daisy during the Adult Support and Protection investigation, she was initially unresponsive and distrustful of professionals, fearing permanent separation from her children.

During the investigative activities work was undertaken to establish where things might have gone wrong. Below is a summary of areas in which required attention by the professionals supporting Daisy.

- Lack of coordinated multi-agency response: Critical information was not shared effectively, leading to fragmented understanding of Daisy's situation.
- Limited professional curiosity and trauma-informed practice: Daisy's disclosures were not fully explored or acted upon, especially regarding coercion and control.
- Disempowerment and fear: Daisy felt unheard, especially during Child Planning meetings where her ex-partner was present despite her objections. This contributed to her emotional distress and withdrawal from services.
- Continued exposure to harm: Daisy's ex-partner maintained access to her home and finances, exacerbating her vulnerability.

During this period the Council Officer and the multiagency team worker alongside Daisy to reduce risk and support a more cohesive approach to the circumstances. Below is a summary of the positive outcomes Daisy experienced:

- Improved engagement and empowerment: With support from the Council Officer, Daisy was prepared for her Case Conference and actively participated in forming her risk assessment and protection plan.
- Safety and autonomy: Police agreed to speak to Daisy alone during visits, enhancing her sense of safety. She was supported to open a new bank account and move into Women's Aid accommodation.
- Access to support services: Daisy engaged with drug and alcohol services and received counselling to develop coping strategies.
- Restoration of parental role: Daisy attended Child Planning meetings without her ex-partner and eventually regained custody of her children.
- Stability and recovery: Daisy moved into new accommodation, marking a significant step toward rebuilding her life.

Daisy was also able to identify the actions that helped her most, as well as some of the things that were key turning points for her

- Referral to ASP following concerns from Children Services.
- Initial lack of engagement and distrust of professionals.
- Preparation and active participation in her Case Conference.
- Police agreement to speak to Daisy alone, increasing her sense of safety.
- Opening a new bank account and moving into Women's Aid accommodation.
- Engagement with support services including counselling and addiction services.
- Attendance at Child Planning meetings without her ex-partner.
- Regaining custody of her children.
- Moving into new accommodation and achieving greater stability.



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