



Biennial Report 2016/18

Contents

	Page Number(s)
Foreword	3
Key statistics 2016/18	4-6
Actions taken to address harm	6-8
Enhanced partnership working	9
Impact of activity	10
Challenges	11
Plans for 2018/20	11
Further information about adult support and protection	12
Chair's closing remarks	12

Foreword

As Independent Chair of Fife Adult Support and Protection Committee I am delighted to introduce this Biennial Report. It has been a challenging two years for the partnership with structural changes in services, continuing financial constraints, keeping pace with developments and understanding in areas such as human trafficking and missing persons. The Committee has worked hard to fulfil its functions as laid down in the Adult Support and Protection (Scotland) Act 2007. Through good governance and leadership this has included raising awareness of adult support and protection; listening to service users; continually developing cooperation and partnership working; self-evaluation activity; providing clear leadership to agencies; updating policies and procedures and promoting and providing learning and development opportunities for staff.

Our priorities have been guided by an Improvement Plan 2016/18 compiled following a successful development event held in May 2016. Learning and actions have been implemented following analysis of data provided to the Scottish Government; self-evaluation activity; findings from local initial and significant case reviews and those produced by other partnerships.

Increasingly the Committee is working alongside colleagues in child protection and MAPPA (Multi-agency Public Protection Arrangements) as similar themes emerge related to protection work. An example of good practice included a joint action plan with MAPPA colleagues in response to learning from a significant case review conducted in another authority. This overarching work is assisted by my chairing all three partnership Public Protection Committees.

I am particularly grateful to the service user on the Committee for helping keep us focussed on real outcomes for people in Fife. All agencies represented on the Committee have a key role to play in the partnership and their support has been greatly valued, as has that of the adult protection support team. I am also encouraged by all the hard work undertaken by frontline practitioners to help keep adults in Fife safe and would like to express my thanks to them.



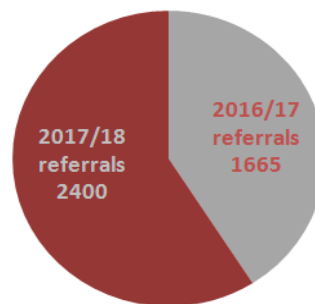
Alan Small, Fife Adult Support and Protection Committee Chair

Key statistics 2016/2018 – at a glance

Referral data



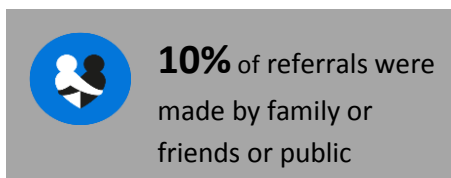
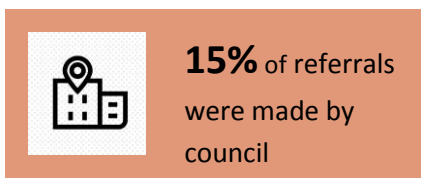
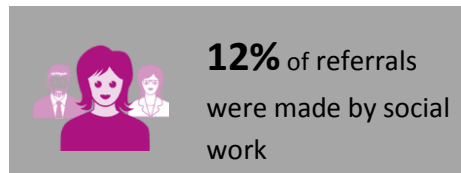
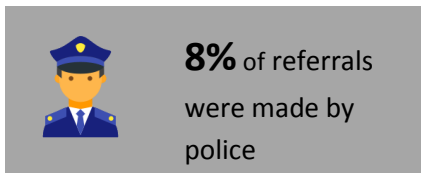
4065 referrals were made over the two year period from people worried someone was at risk of harm.



The number referrals increased by **44%** between 16/17 and 17/18



Main referral sources



823 investigations were carried out



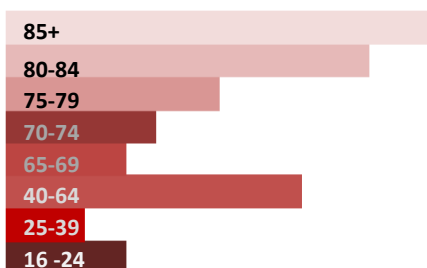
65% of all referrals resulted in further action being taken.

Type of harm investigated		
Neglect	21%	
Financial Harm	19%	Self-harm 5%
Psychological harm	12%	Sexual harm 5%
Physical harm	27%	Other 11%

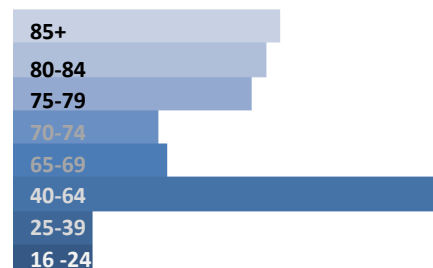
69% of investigations involved people aged over 65



57%

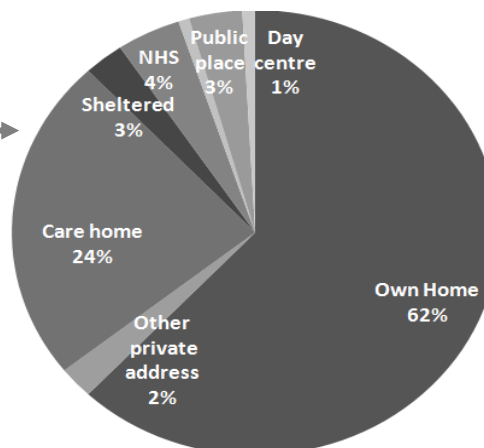


43%



Client Category	
Dementia	31%
Learning disability	11%
Physical disability	16%
Mental health	12%
Infirmity due to age	12%
Substance use	4%
Other	14%

Locations where the principle harm took place, where known.



Key statistics 2016/18 – an analysis

Referrals

Fife recorded an increase in referrals from 1665 in 2016/17 to 2400 the following year giving a total of 4065 for the two year period 2016/18. This compares to a total of 2060 referrals for the previous two year period 2014/2016, representing an increase of 97.3%.

This does not necessarily mean that more harm is happening as only just over 20% of referrals in 2016/18 proceeded to investigation. It is more likely that due to awareness raising there is a higher level of reporting because people are more confident to speak out when concerned about someone. Referrals increased in number from various sources including NHS Fife, GP's, Police Scotland, Council services and organisations in the community. The remaining referrals which constitute 12% were received from GP's; Scottish Ambulance Service; Scottish Fire and Rescue Service; self-referrals; Office of the Public Guardian; Care Inspectorate and anonymous referrals.

Following Inquiry 65% resulted in some type of action. As mentioned above 823 referrals proceeded to an investigation and in other cases adults were offered other forms of support such as reviews of care packages in the community or referrals to other specialist agencies for assistance. Of course, some adults offered such supports declined interventions offered.

What were adults deemed to be at risk from?

Physical harm, neglect and financial harm were the most common form of alleged harm reported. This pattern remains broadly similar to previous years.

Who was at greatest risk?

69% of investigations involved people aged 65+ years and 31% for people aged 16-64 years. Females represented 57% and males 43% of all investigations. The greatest client group recorded was people with dementia, followed by a learning disability and then a physical disability.

Location of reported harm

The most commonly reported place that alleged harm took place, resulting in an investigation, was in the adult's home, (62%). This also typically involves most, but not all, situations relating to self-neglect. The next most common place was care homes, (23.6%). The latter represents a 13% reduction compared to the previous two year period, 2014/16, when 36.6% of investigations involved people living in care homes. 1% were recorded as not known. Just over 4% of all investigations concerned people in an NHS setting.

Outcome of investigations

This outcomes data was only introduced and requested by the Scottish Government in 2016/17. After an investigation 61% resulted in some sort of further action taking place. Further non-protection action as aforementioned, can include, for example, a re-assessment of a care package.

Initial adult support and protection case conferences increased from 29 in 2016/17 to 44 in 2017/18. Large scale investigations totalled seven, comprising four in 2016/17 and three in 2017/18.

It remains a challenge to analyse statistical performance locally and to compare to other areas in Scotland as information is recorded on systems in various ways and with varying interpretations. Fife social work service has a new IT system which is expected to aid the provision of more detailed reports to support data analysis. During training for the new module definitions are being reinforced to encourage compliance and consistency in recording to make future local trend analysis more reliable.

During 2016/18 five initial case reviews were discussed by the Committee's case review working group. None met the criteria to proceed to a significant case review. However, an analysis was undertaken for comparison and to ascertain all learning. Key characteristics and themes were extracted and presented to Committee. These included the complex areas of trying to support people who refuse services; self-harm and self-neglect.

Actions taken to address harm under statutory functions of the Committee

1. Changes to procedures and practices

The Committee has reviewed and/or published several procedures during the two year period including in partnership with members of Fife Child Protection Committee a protocol for 16 and 17 year olds referred as at risk of harm. The outcome is a clearer process and greater understanding for practitioners working with young people who may straddle both children's and adult's services and legislation.

Our reporting harm form, reviewed in 2017, now includes a category type for extremism/radicalisation. The Committee heard from Police Scotland and local leads in Fife, via presentations, during 2016/18 about the counter terrorism strategy CONTEST and how vulnerable adults might be targeted to become radicalised and drawn into extremism. The focus was on increasing awareness and providing contacts in services and Police Scotland, as part of the PREVENT arm of the strategy, if advice is required in future.

Learning from one initial case review led to a review and changes to corporate procedures for handling fire alarms triggered in local authority sheltered housing.

Findings from others showed a considerable number of people refused support and services despite these being offered by different agencies. A working group has been set up to look at this issue and provide guidance. The results will be disseminated later this year.

A review of the information sharing protocol is underway and is due to be completed shortly.

The use of seven minute briefings has been advocated, with frontline workers finding these particularly helpful, providing useful discussions in team meetings. One example was a briefing on reporting harm which was disseminated widely to colleagues across statutory agencies as well as the voluntary and private sector. The Enable Scotland flexible service

in Fife used it to raise awareness in identifying potential harm for young adults and learning how and who to report concerns to. The service produced an action plan to improve practice.

Single and inter-agency self-evaluation activity is now logged on an annual calendar with a summary produced for each, illustrating findings and learning. An annual report is compiled with impact monitored by the self-evaluation and improvement working group with subsequent reports presented to Committee. An inter-agency case file audit took place in February 2018 and included for the first time a practitioner network discussion. This was deemed to be positive, giving frontline practitioners an opportunity to discuss a case and the wider context in which adult support and protection operates including issues and challenges experienced.

An aide memoire has been produced to assist social workers and others with the processes involved in adult support and protection with reminders for key issues such as timescales to be adhered to.

2. Information or advice given to public bodies/office holders in exercising their functions

The Committee acknowledge the importance of continually raising understanding and awareness by communicating with people who live and work in Fife about how to report harm, providing reassurances that concerns raised will be taken seriously. Members of the public were involved in a week long campaign on a local radio station, Kingdom FM, in autumn 2016, with the aim of promoting information on what constitutes harm and how to report it. Other methods such as the aforementioned seven minute briefings were also disseminated. The adult support and protection engagement and participation coordinator has visited a considerable number of community groups to provide information on adult support and protection and encourage reporting of harm when identified.

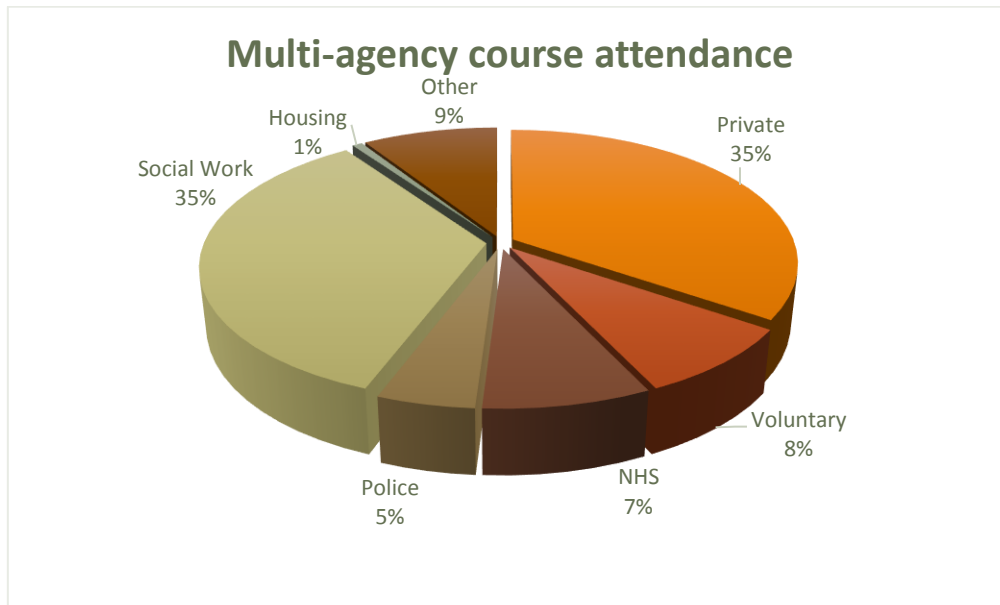
A monthly e-newsletter with relevant information and updates for services is distributed widely. Information is also regularly provided to other partnerships producing newsletters such as the Health and Social Care Partnership and Safer Communities.

The Committee conducted a survey in 2016/2017 about easy read materials. Analysis showed that people appreciated information in an easy read format with requests to increase availability of such information. A series of leaflets and information sheets related to adult support and protection participation have been produced and updated in partnership with service user groups. These are available on the adult support and protection website www.fifedirect.org.uk/adultprotectioneasyread. The Adult Support and Protection Committee remains committed to developing their resources in accessible formats and will support and encourage this approach through all partnership working. Where at all possible this will be done in co-production with relevant service user groups. Community groups such as Fife Forum Panel attendees report that the documents and plain language used enable people to understand better the types of harm which can be reported and how to stay safer. This should make it easier for communities and vulnerable groups to report harm.

3. Improving skills or knowledge of public bodies/office holders

Comprehensive learning and development opportunities have been made available to staff in both statutory and voluntary sectors in Fife. Some, such as the Council Officer modules, are more specific and targeted to certain parts of the workforce.

The information below outlines attendance at an inter-agency training course entitled 'Effective Working Together', during 2016/18.



In total 298 people attended with positive feedback and good networking evident. The course provides knowledge of the Adult Support and Protection (Scotland) Act 2007 and gives participants the opportunity to discuss and gain a clearer understanding of the duties and powers to protect adults at risk of harm and time to reflect on their own duties and responsibilities.

New training was developed and introduced during 2016. One example was training primarily for managers and deputies of care homes to look at preventing harm occurring by considering the Marsland Indicators. The latter were developed by the University of Hull as part of research to identify 'early indicators' of harm in residential settings and evaluating practice against them. Attendees also included representatives from the social work review team, social work contracts and the Care Inspectorate. A total of 65 people attended over three sessions.

It was noted from data provided to the Scottish Government and a social work audit that Fife had low numbers of case conferences being held compared to other partnerships. It was agreed to develop training specifically for case conference chairing to look at the role of case conferences in adult support and protection. Courses run by the social work workforce development team have been well attended.

Further information on learning and development activity is available in annual reports on the adult support and protection website.

Enhanced partnership working

Below are examples of work being undertaken in partnership to help make adults in Fife safer.

Working Together for a Safer Scotland



Strong links have been maintained with partners in Scottish Fire and Rescue Service. Funding for fire resistant bedding was secured during 2017, with eleven sets issued by January 2018. The Fire Service in Fife has worked with social work and housing colleagues to deliver training to frontline staff regarding fire risk and referral pathways to those at risk of harm and in particular to those with added vulnerabilities such as alcohol use or dementia. This has included sessions with 28 Assessors and Home Care Coordinators and 536 Fife Council home carers. A sheltered housing initiative led to 92 properties being entered on a high risk based approach with a full home fire safety assessment undertaken in each, with extra smoke alarms and fire resistant bedding packs provided to householders where necessary. In addition 49 housing officers/wardens received training on fire safety and managing fire risks.



Action on elder abuse, a national organisation, provides a valuable service in offering advice and support to older people who have been harmed. Its Scottish Director, Lesley Carcary, is a member of Fife Adult Support and Protection committee. In early 2018 a new project, the first of its kind in Scotland, was launched in Fife to help older people who have been harmed. A coordinator is recruiting volunteers to support those affected, with the aim of increasing confidence and resilience, whilst restoring or maintaining a person's independence.



New easy read internet safety resources, the first of their kind, have been created in partnership with 'Stop It Now! Scotland'. These are primarily for adults with autism or a learning disability to help navigate the internet more safely and legally. Raising awareness of the dangers of online grooming and inappropriate use of child images is included.



A multi-agency group, led by Police Scotland, first met in December 2017 to agree a strategy for missing persons in Fife. Based on promoting collaboration, the aim is to reduce the number of people who go missing and support the safe return of those who do. The group will look at adults who go missing as well as children. Fife Division of Police Scotland now have a Missing Person Operational Coordinator in post.

Impact of activity

It is, of course, difficult to claim with certainty what has led to certain trends. In addition some differences may take longer than two years to permeate through to statistical returns. However, some actions taken must have had repercussions for some of the change taking place.

There can be no doubt that awareness raising methods have had an effect. Referrals have increased dramatically and the message to report something, even if someone is not 100% sure, seems to have been conveyed.

The number of investigations concerning people with a learning disability has increased from 49 in 2014/16 to 133 in 2016/18. This may be due to a number of factors including the work of the engagement and participation officer working alongside community groups; the increased availability in the range of easy read materials regarding different forms of harm and the championing of adult support and protection by People First and other related partner agencies in Fife. A local person from People First sits on the Committee and is proactive in raising awareness. Below are some comments received.

“I enjoy being the representative for People First in Fife. I feel respected and able to feedback to members. It helps us to know what is going on and this is a very positive thing. I feel included in the adult support and protection meetings.....it is vital to be involved in the adult support and protection committee. It has a knock on effect on services for people.”

Having identified that the number of case conferences was relatively low in Fife through data collection in relation to numbers of investigations and compared to other partnerships, a new training course was specifically commissioned and targeted towards managers who chair case conferences. Despite a reduction in investigations from 2016/17 to 2017/18, initial case conferences held have risen from 29 to 44.

Care home training with a focus on preventing harm was held in late 2016. During 2015/16, 41% of investigations in Fife concerned someone living in a care home. The figure for 2016/18 has now fallen to just under 24% which hopefully represents an impact from this learning.

An inter-agency audit conducted in February 2018 found improvements in several areas compared to a previous similar audit. These included; strong evidence of consideration of the three point criteria; greater participatory inter-agency referral discussions with other agencies; better joint analysis of risk and clear decision making. In addition there were some good indicators of services providing support after the inter-agency referral discussions in terms of signposting to other agencies for support, for example, the domestic violence unit.

Challenges

During 2016/18 the number of investigations completed concerned mainly older people, with 69% of these involving people aged 65+ years. Audit Scotland¹ estimate that between 2016 and 2041 the number of people aged 75+ years is set to increase by 83.5% in Fife, which is above the Scottish average of 78.6%. The impact of an aging population will no doubt put pressure on services and subsequently adult support and protection.

The collection and interpretation of accurate, meaningful data, including benchmarking, remains problematic due to local variations in policies and procedures across Scotland. The inter-agency audit undertaken in 2018 highlighted adults subject to multiple harm types. Unfortunately this is not reflected in data presented to Scottish Government, as only one type of harm can be chosen for statistical purposes.

Before the Scottish Fire and Rescue Service became a national organisation it was included in the adult support and protection legislation as sitting under the Council. Clearly this has now changed. This may require advice and action from the Scottish Government as to whether an amendment is now needed to legislation to clarify the legal position for sharing information between this key partner and others.

Plans for 2018/20

Looking forward, the Committee has outlined four priority areas in its next two year improvement plan. The focus will be on –

- ◇ Service user engagement
- ◇ How to support people at risk of harm who are resistant or refuse any interventions
- ◇ Adults living at home and receiving care
- ◇ Adults living in care settings

These have been agreed through analysis of statistical data; learning from findings and themes identified from initial and significant case reviews; self-evaluation activity and listening to services and service users.

Self-neglect will be a priority with a staff learning event to consider this complex area of work planned for November 2018. At least 100 delegates will attend from across the partnership.

Findings and good practice highlighted from local and national activity will be integrated within inter-agency learning and development sessions.

Self-evaluation will remain a key focus for the Committee. It is hoped that in future, views and wishes of adults and their carers, will, to a greater extent, influence the work undertaken by the Committee.

¹ *Best Value Assurance Report – Fife Council, Audit Scotland, (May 2018)*

Further information about adult support and protection

The priorities for the Committee for 2018/20 are set out in a new Improvement Plan. This and further details of work being undertaken in Fife is available at www.fifedirect.org.uk/adultprotection

Chair's closing remarks

There has been considerable activity undertaken during 2016/18 under the auspices of the Committee. This report provides a flavour of some of this. The Improvement Plan 2018/20 is available on the above website.

Once again I would like to thank everyone in Fife who is involved in preventing harm and supporting those who have been harmed.

I very much look forward to the two years ahead in learning of further successes and initiatives undertaken by the partnership to help keep adults safe.



Alan Small, Fife Adult Support and Protection Committee Chair