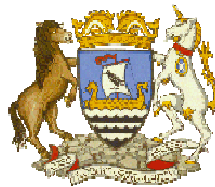


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ADULT SUPPORT + PROTECTION

Shetland Adult Protection Committee Biennial Report 2010 - 2012



Contents	Page
1. Introduction	3/4/5
2. Appropriate Adults	5/6
3. Users and Carers	6/7
4. Management Information	7/8
5. Significant Case Reviews	9
6. Public Information	9/10
7. Management of Staff and Services	10
8. Communication and Co-operation between Agencies	10/11
9. Training	11
10. Work Force Issues	11/12
11. Formal Evaluation	12/13
12. Conclusion, Recommendations and Future Plans	13/14
13. Appendices	15 - 23

Appendix 1 – Typical APC Agenda

Appendix 2 – APC Business Plan 2012 – 13

Appendix 3 – APC Referral Statistics – 1st November 2010 – 31st March 2012

Appendix 4 – Adult Support and Protection Training Statistics – 1st November 2010 – 31st March 2012

1. Introduction

- 1.1 The Shetland Adult Protection Committee (APC) was established in 2009 serving the Local Authority area of the Shetland Islands, with a population of approximately 22,000. The APC, since 2010, has met 6 times and the Quality Assurance Sub-Committee for Adult Protection (QASC/AP) has met on 4 occasions. The Training Sub Group has met on 5 occasions.

From August 2010 – May 2012 Malcolm Bell was Convenor of the Committee, when he was elected to Shetland Islands Council and he resigned from the APC. Anne Robertson, Vice-Chair of APC was acting Convenor from May – August 2012.

I retired from Shetland Islands Council Community Care Dept on the 31st March 2012 and was co-opted onto the APC, in accordance with its constitution, as a lay member in April 2012. I was nominated as Convenor at the APC meeting in July 2012.

This appointment was confirmed in August 2012 and I formally took over as Convenor.

Membership of all groups is inter-agency and we currently have representation on APC (including the Quality Assurance and Training Sub Groups) from; Northern Constabulary, Shetland Islands Council Chief Social Work Officer, Shetland Islands Council Training Manager, Shetland Islands Council Solicitor, Voluntary Action Shetland, Shetland Islands Council Service Manager Mental Health, Shetland Islands Council Senior Housing Officer, Care Commission, Procurator Fiscal, Shetland Islands Council Service Manager Criminal Justice Team, Shetland Island Council Director of Community Care, NHS Shetland Director of Nursing, Midwifery and Allied Health Professionals.

Up to January 2012 the APC had a separate Training Sub Group. From January 2012 and since the appointment of a joint Adult and Child Protection Co-ordinator, the Training Sub Group became a joint group, discussing Adult and Child Protection matters separately, but combining for training issues that are felt to cross both areas. **(See 7.1 below)** Membership of the Training Sub Group currently includes representatives from:- SIC Children's Services (Children & Families, schools, youth services), SIC Community Care Services (Training Section and Adult Services), NHS Shetland (Nurse Advisor (Protection), Staff Development, Community Nursing, Northern Constabulary (Inspector and Child Protection Officer), Voluntary Action Shetland, Adult & Child Protection Lead Officer and CPC & APC Training Co-ordinator.

Inter-agency short life working groups have been established to complete specific pieces of work. A short life working group carried out a significant update of the Adult Protection Procedures in July 2011. Additionally other groups have focused on; National Framework of Standards and methods of data collection.

Additionally, there have been two long standing sub committees of the Child Protection Committee which in May 2012 agreed to extend their remit when appropriate to adult protection issues. These are:-

- The Protection in the Community Sub Committee. This committee provides advice and guidance including PVG and grant conditions for community groups related to their adoption of appropriate adult and child protection policies. Membership of the Protection in the Community Sub Group currently includes representatives from:-SIC Schools Services, SIC Community Planning and Development, SIC Sport and Leisure, SIC Grants Co-ordinator, SIC Sports Development Officer, SIC Children's Services, SIC Quality Improvement, Voluntary Action Shetland, Shetland Recreational Trust, Shetland Arts, Shetland Amenity Trust, Shetland College, Adult and Child Protection Lead Officer.
- The Mobile Phone and Internet Safety Group. Whilst it is acknowledged that the main focus of this group needs to be the on-line safety of Under 16's, recent experiences about the vulnerabilities of adults with learning disabilities on-line, means that it is appropriate to consider their needs too. A programme of training will be rolled out that will include staff working with adults with a learning disability. Membership of the Mobile Phone and Internet Safety Group currently includes representatives from:- SIC Children's Services (schools, youth services & library), SIC Children's Services, SIC Development Services (Shetland College), NHS Shetland (Nurse Advisor (Protection), Northern Constabulary (Community Safety Officer), Shetland Youth Information Service, Shetland Women's Aid, Adult & Child Protection Lead Officer.

Additionally NHS Shetland in order to implement the locally agreed Adult Support and Protection procedures and ensure that appropriate governance arrangements were in place, established a specific working group to co-ordinate the adult support and protection agenda in 2010. This working group includes stakeholders from hospital, community and social care settings and has focussed on raising awareness of the adult protection process, training and implementation of the procedures across health settings (e.g. primary care, community nursing,

family and child health, learning disabilities, mental health and emergency care and hospital services).

NHS Shetland have developed a single clinical lead for protection (formally a health visitor role), which will co-ordinate adult and child protection arrangements. NHS Shetland has been active in undertaking the promotion of adult protection issues through training sessions (e.g. domestic abuse, violence and aggression etc). They have also streamlined their referral process.

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

The APC has support from the Lead Officer for Adult and Child Protection and Business Support Assistant. The Convenor of the APC reports quarterly to the Chief Officers Group. This is made up of Chief Executive of Shetland Islands Council, Chief Executive of NHS Shetland and the Chief Inspector of Shetland Division representing the Chief Constable of Northern Constabulary.

- 1.2 This is my first report as Convenor and is presented under Section 46 of the Adult Support and Protection (Scotland) Act 2007.
- 1.3 I note from the letter sent to the previous Convenor, in response to the first Biennial report submitted in 2010, the Scottish Government's concern regarding the APC meetings not being quorate. Since Malcolm Bell's letter to all APC and QASC members, attendance at both the APC and QASC Sub Groups has improved and although work still needs to be done to maintain consistent attendance, this is not seen as a significant concern at this time.

2. Appropriate Adults

2.1 Introduction and Background:

An Appropriate Adult scheme has operated in Shetland since 1996, following training provided by St Andrews University.

Although all Appropriate Adults are employed by Shetland Islands Council, the scheme had always been informal in nature, in that staff have volunteered rather than the role being part of their job.

There was no structure or rota system for being called out and numbers decreased over the years and up to recent times there were effectively only three Appropriate Adults.

Further training took place in May 2007, significantly increasing the number of Appropriate Adults. Draft procedures were drawn up, but never adopted.

New guidance was issued in November 2007 by the Scottish Government, outlining a more formal approach with schemes being administered by committees and co-ordinators. Shetland's scheme did not meet the criteria contained in the guidance.

A series of meetings then took place between Senior Managers of Shetland Islands Council and Community Care Service to plan a way forward.

It was agreed that Shetland was too small to embark on a separate committee to manage the Appropriate Adult Scheme and in order to adhere to the 2007 guidance a decision was made that the scheme could be administered by the APC.

It was evident that the draft procedures produced earlier were obsolete and new ones be drafted. An overarching procedure was presented to the APC on 24 May 2011. After discussion it was agreed that guidance on the role of the Appropriate Adult should be written.

- 2.2 These new procedures were presented to the QASC for Adult Protection in September 2011, approved by APC in December 2011 and disseminated to all Appropriate Adults.
- 2.3 In addition to the new procedures, the Scottish Appropriate Adult Network Standards have also been adopted.

3 Users and Carers

- 3.1 We acknowledge that Shetland APC has not been able to ensure the full involvement of users and carers nor has there been any systematic evaluation of the experience of adults at risk who have been involved in adult protection. Considerable discussion has taken place about the best way to achieve better participation. A plan to invite a carer to join the APC unfortunately was not

successful. APC's current business plan at **Appendix 2**, outlines an initial piece of scoping work to be carried out by the Business Support Assistant to map all the different community, users and carers groups throughout Shetland. From this piece of work we would intend to identify some key groups who may be prepared to be regularly consulted on AP issues. For other groups it may be appropriate to offer awareness raising sessions.

- 3.2 From my previous employment with the Shetland Islands Council Community Care Service, I am aware that a series of "Lessons Learned" exercises were undertaken, as part of quality control. I chaired these meetings and consulted with the parents of clients involved, to elicit their views on how they felt issues related to Adult Support and Protection had been dealt with.

However, at present, there is no formal way of feeding learning from practice into the agenda of APC meetings. Shetland APC is in the process of developing a self evaluation plan and this will ensure that lessons from practice will be better disseminated on an inter-agency basis.

- 3.3 There are local arrangements in place for Independent Advocacy for users and carers to access if necessary. Advocacy Shetland and other local voluntary organisations can help support adults. Advocacy Shetland is also a representative on the QASC AP.
- 3.4 The Lead Officer for Adult and Child Protection meets regularly with the Team Leaders and Social Work staff in the Community Care Team. From discussions with staff there is anecdotal information that an adult at risk, who was protected by the use of a banning order, has expressed anxiety about the process, but also how much safer and happier their life has become following the order being put in place.
- 3.5 Recent observations of an adult protection case conference by the Lead Officer showed that the adult was well prepared and well supported both before and during the meeting. The adult was assisted to share their views fully and had written a note to the meeting that was shared by their key worker.

4. Management Information

- 4.1 Quarterly statistics are presented to each APC meeting. These statistics are in a local format that not only gives numbers and source of referrals, but also gives some qualitative information about the action taken in response to each referral.

At future APC meetings it has been suggested to have a case study on a referral in order to demonstrate good practice.

- 4.2 It will be noted from the statistical information that very few referrals meet the 3-point test. Team Leaders in Adult Community Care Team who assess and respond to referrals ensure that appropriate responses are put into place. For example, in response to Northern Constabulary referrals relating to adults at risk due to their own substance misuse problems, an offer of support is made by the Substance Misuse Social Worker. Another example would be social work and social care staff revising care plans in response to concerns about an adult's safety and wellbeing. Consideration is always given as to whether action under the Mental Health Act or Adults with Incapacity Act may be necessary to improve outcomes for adults.
- 4.3 Shetland Islands Council has applied for 3 banning orders since November 2010. In the first case a Temporary Banning Order was granted on 26/8/10, followed by a full order on 21/9/10. A second Temporary Banning Order against the same party and to protect the same individual was granted on 18/3/11 and followed by a full Banning Order on 19/4/11. In a second case, a Temporary Banning Order was granted on 18/4/11 followed by a full order on 18/10/11.

There have been no applications for removal orders or assessment orders.

- 4.4 In analysing adult protection referrals, the vast majority come from Northern Constabulary, 117 out of 141 within the reporting period. This has been discussed at APC and on balance it has always been felt that it was appropriate for referrals to be made and assessed, rather than referrals not be made. However, it is very good to note that referrals have also been received from Community Mental Health Team, SIC Housing, a Parent, Alcohol Support Services, Home Care Organiser, Walter and Joan Gray Care Home (Residential Unit for old people), Community Psychiatric Nurse, Eric Gray Resource Centre (Day Care for adults with learning difficulties), Community Care Social Work, Community Nurse, NHS 24, Supported Living (Supported Accommodation for adults with learning difficulties), Education Department and a friend of an adult at risk. In common with other areas of Scotland, we see a low rate of referrals from NHS Shetland staff and there are national initiatives looking at this to support health staff to make appropriate referrals. For more detailed statistical information on referrals see **Appendix 3**.

5. Significant Case Reviews

- 5.1 In May 2010 procedures for conducting significant case reviews were agreed at APC. To date we have not conducted any significant case reviews, however, colleagues in NHS Shetland have conducted critical incident reviews using an NHS pro-forma that have included discussions about adult support and protection when that was appropriate. There are plans to ensure that learning from critical incident reviews are disseminated more widely. Following a critical incident review in March 2012 and discussions with the Mental Welfare Commission (MWC), representatives from MWC will be coming to Shetland to deliver some training to inter-agency groups relating to capacity and the Adults with Incapacity Act in late 2012.
- 5.2 Senior Managers in Shetland Islands Council Adult Community Care Services have ensured that reports prepared by the MWC are included on agendas for discussion and any specific learning for Shetland has been shared. For example, the recent MWC report into the abuse of a power of attorney (Mr. and Mrs. D) raised the need to improve local training regarding this.
- 5.3 During my previous employment, I investigated complaints from clients and their relatives. In one particular case, I asked the Chief Social Work Officer to undertake a formal case review as I felt there were gaps in service provision and protection matters not resolved. This review was undertaken. Currently there is no formal process for feeding learning from such case reviews into the APC agenda. Shetland APC is in the process of developing a self evaluation plan and this will ensure that lessons from practice will be disseminated on an inter-agency basis.

6. Public Information

- 6.1 A very wide distribution of posters was undertaken. These remain prominently displayed in Health Centres, Dental Surgeries, Social Work Offices, Care Centres, Public Buildings, Voluntary Sector Offices and Police Stations. Additionally, an easy read leaflet was developed and approved at APC in December 2010 and distributed widely in early 2011. A good example of the use of these leaflets has been the wide distribution amongst service users of the Mental Health Community Support Team. This has also had the additional

benefit of staff being able to talk to service users about keeping safe and adult protection issues.

- 6.2 Adult protection leaflets were sent out in March 2011 with the Shetland Times, which has a circulation of approximately 11,000 reaching every household in Shetland.
- 6.3 Formal evaluation of publicity has not taken place, however we would plan to do this in the future. Additionally, APC will have a publicity plan for 2012/13 and that will build on some of the good work that has already happened.

7. Management of Services and Staff

- 7.1 The Committee had the services of a coordinator from 2009 until March 2011. A decision was then made to amalgamate the posts of Lead Officer for the Child Protection Committee (CPC) and Coordinator of the Committee. An appointment to this new post was made in February 2012. Additionally, the post of Business Support Assistant for both Committees was established and appointed to in July 2012. The part-time administrator of CPC is now undertaking additional duties for the APC. Unfortunately, due to the long-term sickness of the previous Adult Protection Committee Coordinator, the support given to the APC and its work was not as consistent as would have been wished for.
- 7.2 Each agency has ensured that their staff have suitable management arrangements in place and although some managerial post in some agencies have been deleted, due to reorganisation, support to staff has continued. Chief Officers have improved their scrutiny of and support to both, Adult and Child Protection Committees and there is a good line of communication and exception reporting to Chief Officers.

8. Communication and Cooperation between Agencies

- 8.1 There has been no formal evaluation of inter-agency working and this is something we would plan to do in the future. However, from the case reviews carried out by the Chief Social Worker in September 2011, there was good evidence of co-operation between agencies in order to protect an adult at risk.
- 8.2 Discussions with the Team Leaders in the Community Care Team who have primary responsibility for assessing adult support and protection have shown that

agencies in Shetland are willing to share information when referrals are being investigated. There is also good attendance at Adult Protection Case Conferences and Core Group Meetings. There are data sharing agreements in place between all the agencies that support this good practice. The only difficulty experienced by Team Leaders has been accessing financial information from local banks and building societies – even when the request for information has fallen under Section 10 of the Adult Support and Protection Legislation. We are hoping to undertake a piece of work locally to contact financial institutions to discuss this further.

- 8.3 With YOU, For YOU (WYFY) is the Shetland single shared assessment used for assessing the needs of adults within the community. The current WYFY assessment pro-forma and accompanying guidance for staff is being updated and changes will be made to make more explicit links to adult protection. This will help to prompt staff to consider issues of abuse when completing the assessments.

9. Training

- 9.1 Most of the training provided has been carried out on an inter-agency basis. Throughout 2010 – 2012 in Shetland 28 training days have been held, which have trained 592 people in Adult Protection. The level of training offered has been at Level 2, Level 3 and Level 3 Refresher Training and consisted of people attending from Shetland Islands Council, Voluntary Sector, NHS Shetland and Northern Constabulary. For detailed statistical information on Adult Support and Protection Training see **Appendix 4**.
- 9.2 Through June, July and August 2012 the Lead Officer has been meeting with senior staff across agencies and has reviewed the training that their staff have attended. The feedback has been overwhelmingly positive and staff report that they feel it has given them the baseline knowledge, both to recognise adult protection issues and to know how to report them.

10. Workforce Issues

- 10.1 NHS Shetland and Shetland Islands Council have been through a period of significant change with reorganisation in response to budgetary constraints. Shetland Islands Council Community Care Services have been required to make

significant savings in the current financial year and it is anticipated that similar savings will have to be made next year. Northern Constabulary has also been reorganised with Shetland becoming part of a division that covers the areas of Wick, Thurso, Orkney and Shetland. Police services are also facing major reorganisation into a national force in 2013. Although this has at times been a difficult experience for staff, the focus on the day-to-day work of protecting adults has not been lost. Staff turnover in the Social Work Community Care Team has at times placed pressure on the team, but adult protection work is seen as a priority and this area of work has been managed.

- 10.2 Shetland APC has a significant role in monitoring the potential effect on agency's capacity to keep adults safe, in the current climate of budgetary constraints and possible reduction of physical resources.

11. Formal Evaluation

- 11.1 Shetland APC considered a "Self Evaluation Framework on Adult Support and Protection Activity in Scotland: Resource Handbook by Professor James Hogg and Dr David May." However, a decision was made by the Chief Social Work Officer to use a quality control checklist developed by Aberdeenshire Council as a method of reviewing Adult Support and Protection cases. Accordingly, in September 2011 the checklist was used to review Social Work files of two adults who had been involved in adult protection processes. The findings from this review were:-

- There was good evidence on Social Work files of full sharing of information from other agencies and no difficulties in accessing information in order to complete assessments. Recording was of a good standard and protection plans were seen to be effective. Case Conferences and subsequent core group meetings were held within appropriate timescales and efficiently monitored protection plans
- One of the cases reviewed was a particularly complex situation. The review commented on the good order of the file and the fact that it reflected the work was done in a systematic and organised manner
- This case also demonstrated the good practice of intervening quickly, to protect an adult at risk through the use of a temporary Banning Order. The use of a Power of Arrest attached to the Banning Order was key in keeping the adult safe

- There was some concern about delays in Police Concern Forms being submitted and where they were filed on the Social Work File
- One of the cases reviewed resulted in applications for a Temporary Banning Order and subsequently, a full Banning Order. This was the first occasion that Shetland Islands Council Social Work Services had applied for such orders. The file review notes good planning and good management of the legal processes
- Outcomes for the case involving the application for a Banning Order was seen to be a very successful protection of the adult at risk and a reduction in the anxiety and distress that the individual was experiencing.

11.2 The Adult Community Care Team is managed by two Team Leaders. Although they have not been involved in formal case review for APC, they regularly quality assure the work that Social Workers acting as Council Officers undertake. This involves ensuring that investigations are planned and carried through, that Adult Protection Case Conferences are arranged when appropriate and that thorough reports and risk assessments are presented to case conferences. Additionally, the Team Leaders take responsibility for chairing core groups for those adults subject to a Protection Plan.

12. Conclusion, Recommendations and Future Plans

12.1 Since the 2010 Biennial Report significant changes have occurred within the APC. These can be listed as:

- Change in Convenor - August 2012
- Appointment of full-time Adult and Child Protection Co-ordinator and part-time Business Support Assistant
- Change of Chief Social Work Officer
- Assimilation of Appropriate Adult Scheme into the APC
- Change in Director of Community Care Services
- Significant financial constraints, together with Shetland Islands Council, NHS Shetland and Northern Constabulary reorganisation.

However, Adult Protection has remained at the fore of local services.

12.2 Recommendations and future plans over the next 2 years are contained in the current APC Business Plan. The APC will endeavour to complete all actions contained in the plan.

I see this as an essential task of the Convenor and I will put my effort into ensuring that the APC is successful.



Maxwell Barnett

Independent Convenor

Shetland Adult Protection Committee

Appendix Information**Appendix 1****Shetland Adult Protection Committee****AGENDA**

for APC Meeting on Thursday 12 July 2012, 10am – 1pm

in the Meeting Room Hayfield House, Hayfield Lane, Lerwick

1. Welcome and apologies
2. Process for appointing Convenor (Note attached)
3. Talk on Safer Highland by Pene Rowe – Lead Officer for Adult & Child Protection in Highland area
4. Minutes of the meeting held on 12 April 2012 (attached)
5. Matters Arising from Minutes of the meeting of 12 April 2012
6. Adult & Child Protection Lead Officer's Report (attached) to include:
 - a. Appendix
7. APC Business Plan for updates (attached)
8. Discussions re self evaluation plan
9. Report from Joint Adult/Child Protection Training Sub-Committee
10. Plans for APC Day
11. Distribution of hard copies of Adult Protection Procedures
12. ADSW Sub Group
13. A.O.C.B.
14. Dates of future meetings:
Thursday 25 October
Thursday 10 January (2013),
Both from 10am – 1pm, in Meeting Room at Hayfield House, Hayfield Lane,
Lerwick

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	Objective	Required Action	By Whom	Timescale	Outcome	Evaluation	Progress
1 Reviewing Procedures	To disseminate ASP procedures	Hard copies to be produced Weblink shared	CSWO	To be completed by end April 2012 Done March 2012	Good awareness of new procedures	Lead officer to discuss during familiarisation visits May/June/ July 2012	Appointments made to meet staff in SIC Community Care June/July/August Lead Officer met with all Managers of SIC care Services re staff training and development 45 hardcopies of ASP procedures distributed in May 2012. Plan to photocopy 15 additional copies to meet further requests
2 Reviewing Practice- self evaluation Preparation for Inspection	2.1 Case Reviews	To review the current framework for self-assessment and adapt as being fit for purpose To seek information from national groups	Lead officer and QASC	Initial scoping to be done by September 2012	Robust process for self-evaluation and case review	Learning from self-evaluation disseminated and in place	Guidance Reviewed and to discuss at APC on 12/7 Agreed to choose QIs from the framework and to plan case review. National Lead Officer for AP has shared QA work done by other areas, which will assist. Paper to QASC in September 2012

	Objective	Required Action	By Whom	Timescale	Outcome	Evaluation	Progress
	2.2 Involvement of service users/carers	Scoping work about the best way to build meaningful involvement	Lead officer and QASC	By September 2012	Plan for involvement that can go forward to 2013/14		Business support to scope users/carers groups and then decide best way to link with them.
		To raise awareness of adult protection issues at the Carers Link Group and NHS Public Partnership Forum	Lead officer Anne Robertson (VAS) and Kathleen Carolan (NHS Shetland)	To set dates –by October 2012?		Feedback from those attending Carers Forum and NHS meeting	Aim would be to establish enduring links with some so that information can be fed into APC. NHS group and Annsbrae group to be the first ones to attend.(Oct/Nov 2012)
		Information from feedback re WYFY	Sally Shaw (Executive Manager Community Care SIC)			Feedback through WYFY on a regular basis	WYFY to be updated – better links with AP Meeting with Susan Hinton happened- Lead Officer to follow up.
	2.3 Work of QASC in sharing evaluation reports and management information	QASC May 2012 to identify single agency management information that may be useful to report in to QASC	Lead Officer linking with Susan Hinton (CAB) QASC	May 2012	Improved quality and number of reports to QASC		May QASC cancelled due to Convenor resigning. September QASC to consider self-evaluation proposals for APC

	Objective	Required Action	By Whom	Timescale	Outcome	Evaluation	Progress
Information, Advice and proposals	3.1 To develop quarterly digest of research and useful publications for wide dissemination	Lead Officer and Business Support person to plan	Lead Officer	September 2012	Assisting in fulfilling ASPC functions as per national guidance	Feedback re usefulness from ASPC members by March 2013	Likely to be delay in achieving this due to other work being prioritised. Mental Welfare Commission Report circulated
	3.2 Through training strategy to develop workshop events to share information	Lead Officer and Training Sub-Committee			As per training strategy	To run at least one workshop ½ day by December 2012	Workshop for Dec 2012 re financial abuse to be run using national training materials and local trading standards information
	3.3 To research and cost the development of an Adult Protection website	Lead Officer and Business Support		To bring information to ASPC in September 2012			Costing to make the current CP website a joint "protection" website. £495. Cost to develop a separate APC website- £1,500+

	Objective	Required Action	By Whom	Timescale	Outcome	Evaluation	Progress
4 Improving Skills and Knowledge	4.1 To assess need for training/information sharing re power of attorney in the light of recent Mental Welfare Commission report and local experience	Review of recent report and case experience to identify issues for practice in Shetland.	Executive Manager Adult Services and Lead officer and other staff as required	By June 2012	Awareness of POA raised and awareness of what behaviour may place an adult at risk of harm and constitute a misuse of POA	To include in evaluation of training sessions	Mental Welfare report circulated SIC Legal Services to offer Training re this
	4.2 In planning training, to consider the need for training around the adults with Incapacity Act, e.g. for GPs operating under the Act.	Review of WYFY documentation – are we asking about POA? Review training materials Lead Officer to discuss further with NHS and social work staff.	CSWO re notifications of POA		Amend Training Materials if required		Some training for GPs to be organised by end of 2012 (In 2013 due to other training commitments)
	4.3 Developing capacity to deliver basic awareness AP training locally	As per Training strategy		September 2012	To develop plan and training materials	Evaluation of pilot and plan to roll out 2013	Programme of gathering training information underway. Plan to be presented to Training Subcommittee in September 2012

	Objective	Required Action	By Whom	Timescale	Outcome	Evaluation	Progress
			Training Sub Committee	By July 2012 to have completed initial work. Finalisation of training materials and planning to September Training Sub-Committee Trainers identified and trained by December 2012 and pilot completed to inform roll out in 2013			
Other Work	To improve information sharing with banks and financial institutions	Scoping work undertaken by Business Support Lead Officer to meet with legal services re standard letter and legal framework	Sarah Johnston(Business Support) Kate Gabb (LO)	Nov 2012 Nov 2012			

	Objective	Required Action	By Whom	Timescale	Outcome	Evaluation	Progress
		Set up appointments with banks financial managers	Kate/Sarah (LO & BS)	Jan 2013			

Glossary

BS – Business Support Assistant

CAB – Citizens Advice Bureau

CSWO – Chief Social Work Officer

LO – Lead Officer

POA – Power of Attorney

QASC – Quality Assurance Sub Committee

SIC – Shetland Islands Council

VAS – Voluntary Action Shetland

WYFY – With you for you

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

Referrals, case conferences and categories of abuse registered

Reporting Period 1 November 2010 - 31st March 2012

Number of Referrals	Number of repeat referrals *
141	15
Source of Referral	Referring Agency
117	Police
1	Community Mental Health Team
2	SIC Housing
1	Alcohol Support Services
1	Health Care Organiser
1	Walter and Joan Gray Home (Residential Unit for old people)
1	Community Psychiatric Nurse
4	Eric Gray Resource Centre (Day Care for adults with learning difficulties)
5	SIC Community Care
1	Community Nurse
2	NHS 24
1	Independent Living Project (Supported Accommodation for adults with learning difficulties)
1	SIC Education
1	SIC Social Work Colleague
2	Parent/Friend
Number of referrals that <u>did not</u> meet 3pt test	96
Number of joint police/social work investigations	Number of adults involved
16	16
Number of adult protection case conferences	Number of adults involved
10	11
Number of protection plans established	Number of adults involved
7	7

* Same adult referred on more than one occasion

Biennial Report - Shetland Adult Protection Committee – Appendix 4Shetland Adult and Protection Committee - Biennial Report
ADULT SUPPORT AND PROTECTION TRAINING

Training undertaken by agency and levels

Reporting Period 1 November 2010 - 31st March 2012

Number of people trained	Number of training sessions held
592	28
Number of people by agency	Agency Trained
495	Shetland Islands Council
34	Voluntary Sector
58	NHS Shetland
5	Police
Number of people trained Level 2	496
Number of people trained Level 3	79
Number of people trained Level 3 Refresher	17
Evaluation of Training - Returns	381
How well were the objectives of the course met?	Met - 335 (88%) Acceptable - 46 (11%) Not Met - 0 (0%)
Will the course help you in your work?	A Lot - 279 (73%) A Little - 91 (24%) Not Use - 4 (1%)
Comments from training - what have you learned	

I have gained an understanding of the law related to Adult Support and Protection, the local procedures and skills involved.

The correct procedures to follow if you suspect an adult is at risk.

What to do when faced with some-one who wants to talk. Not be scared to question authority and to chase up suspicious actions without jumping to conclusions.

How legislation applies to my work and what my responsibilities are.

Have more awareness of issues and procedures of adult protection.

Procedures I am to follow in case of observed/suspected harm to vulnerable adults/patients.

I learned more about how to recognise signs of abuse and how to deal with the issues raised.

To be alert to early signs and not be afraid to pass on concern, however little it may seem. Learned quite a lot from course.

Refreshed my memory about the use of open questions and effective communication.

How to deal with problems relating to the elderly in my job.

The importance of 'Active Listening' and having good 'observation' skills.

To listen and not put words into peoples' mouths.

Emphasised information already known.