

North Lanarkshire Council Report

Adult Health and Social Care Committee

approval noting

Ref

Date 07/11/19

Adult Support and Protection Social Work Annual Report 2018/19

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Executive Summary

This report is to advise elected members of the work carried out between 1 April 2018 and 31 March 2019, by Social Work Services within Health and Social Care North Lanarkshire, in respect of the Council's statutory duties set out in the Adult Support and Protection (Scotland) Act 2007.

The report highlights the nature and level of activity alongside the practice and service developments, which support this work in conjunction with partners.

The report describes the nature and number of referrals made to Social Work Services in relation to adult protection and adult concerns; and reports on training and developments.

Recommendations

It is recommended that the Adult Health and Social care Committee

- (i) Notes the content of this report

The Plan for North Lanarkshire

Priority Improve the health and wellbeing of our communities

Ambition statement (14) Ensure the highest standards of public protection

1. Background

- 1.1 North Lanarkshire Council Social Work Services as part of the Health and Social Care Partnership North Lanarkshire, is lead agency in co-ordinating and conducting adult protection inquiries and investigations as defined by the Adult Support and Protection (Scotland) Act 2007. This report provides an overview on adult protection activity undertaken by Social Work Services and partners in the Adult Protection Committee in North Lanarkshire during 2018 - 2019.

1.2 North Lanarkshire Social Work Service undertakes a significant amount of work to ensure that adults who may be at risk of harm are supported to keep themselves safe. The purpose of the annual report is to share detail of the activity around this key area of work as well as share learning from audits and reviews. This ensures staff and services retain a focused approach to adult protection so that employees and services are suitably trained and supported to deliver positive outcomes for those who may be subject to harm.

2. Report

2.1 Adult protection legislation places certain duties upon the Council to undertake inquiries and investigations if they receive information to suggest that an adult is at risk of harm. The 2007 Act defines an 'adult at risk' as a person (in Scotland) aged 16 years or over and who:

- are unable to safeguard their own wellbeing, property, rights and other interests;
- are at risk of harm; and;
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than an adult, who is not so affected.

This is commonly referred to as the three point criteria, with all three points requiring to be met for the adult to be considered an 'adult at risk'. As stated, the definition applies in regard to the wellbeing of the person, but also, to their rights, interests, possessions and property. Social Work Services has the lead role in investigating concerns but other "public bodies" named in the ASP Act such as Health and Police, along with other Council services, have a legal duty to report harm and co-operate.

2.2 During the period of 2018 –19, North Lanarkshire Social Work Service received 2,184 ASP referrals and 3,148 "adult concern" reports from the police. The adult concern reports from the police are situations in which the police wish to share a concern but do not believe that the adult meets the three points of the adult protection criteria (as set out above). Social Work teams have a duty to carry out initial inquiries and progress all referrals to investigation if necessary. While there was a 6% decrease in ASP referrals, police 'adult concern' reports demonstrated a 4% increase (from 3023 - 3148) which continues to place significant resource implications for social workers and administrative staff, particularly in light of current financial and service constraints.

2.3 Social work continues to receive referrals from a range of agencies. While Police Scotland measured a 29% decrease from the same time last year (738 to 524), they continue to be the main referring agency in North Lanarkshire with 24% (524) of all ASP referrals received in 2018 -19.

2.4 There were significant increases in the number of referrals received from both Health (from 278 to 350, up 26%) and Social Work (286 to 364, up 27%). Such increases have resulted in both Health and Social Work increasing their percentage share of referrals to 16% respectively.

2.5 ASP referrals from Care Homes measured a 17% decrease, (from 448 to 373), however 17% of total ASP referrals come from this care group. Causes include the increasing complexity of people who are placed in care homes many of whom have significant levels of cognitive impairment and/or dementia and behaviour that requires intensive support. Monitoring and support via Social Work Quality Assurance arrangements and ASP Multi agency training continue to have a focus on this area.

- 2.6 Adults with mental health issues were represented in 46% (994) of total ASP referrals received and were as such the main primary user group referred. Referrals for this group have increased by 9% since the same time last year (from 37% to 46%). This only reinforces the importance of key service developments such as Distress Brief Intervention (DBI) and social work investment in delivering ASP training for those organisations who deliver services at home to our most vulnerable service users.
- 2.7 There were 508 investigations carried out in 2018-19 which marks a 6% increase from last year (from 478 to 508). 23% of the total number of ASP referrals received progressed onto a full investigation. This percentage conversion rate has increased by 3% since the same time last year (from 20% to 23%).
- 2.8 Qualified social workers continue to have a wider duty to protect individuals beyond merely investigating initial referrals of those who may be at risk of harm. In addition to making inquiries regarding the 5,332 initial referrals for adult protection and police concerns in 2018-2019 social work staff also carried out work relating to:
- 508 formal ASP investigations and 94 initial case conferences;
 - Acting as Delegated Officer responsibility for 196 Guardianship Orders where the Council acts as Guardian;
 - Having the role of Supervising Officer responsibility for 748 private Guardianship Orders;
 - Acting as Appropriate Adult duties for 108 individuals who were interviewed by Police Scotland and assessed as having a mental disorder.
- 2.9 North Lanarkshire Council, as part of Health and Social Care North Lanarkshire applied for and implemented eight (8) Protection Orders under ASP legislation for 2018 - 19. These are broken down as follows:
- 2 Temporary Banning Orders with Power of Arrest;
 - 6 Banning Orders with Power of Arrest.
- 2.10 Scottish Government via the National Strategic Forum for ASP have published a detailed three year plan covering Assurance, Governance, Data and Information, Policy and Guidance, Practice Improvement and Prevention. This plan confirms all adult protection partnerships in Scotland will be jointly inspected over the next two year period. While the review of SW AP Procedures and employee ASP learning and development will provide evidence of ongoing improvement activity here in North Lanarkshire, the Council continues to undertake a range of AP quality assurance activities in preparation of the forthcoming joint inspection, for example:
- The production of regular performance management reports which review and analyse ASP activity. These reports are reviewed via the APC, and in partnership with other agencies and services;
 - Case file auditing – an audit of all adult protection referrals submitted to one Social Work Locality for the period January to April 2019.
 - Case file auditing – an audit of a sample of adult protection cases in each Locality and for Social Work managers to undertake a peer review of emerging findings;
 - Police 'Adult Concern' Reports file reading – 30 Police 'Adult Concern' Reports have been reviewed in each Locality, totalling 180 cases;
 - The APC is planning to undertake inter-agency file reading in November 2019;

- Employee development sessions to raise awareness of internal AP quality assurance activities and the findings of same; and raise awareness of and improve practice through learning from external SCR's and internal case reviews.

2.11 The range of work noted above forms a large area of responsibility on the service and is a major area of work for staff in the six localities in social work activity in line with demographic pressures on service more generally. To support employee development and produce good outcomes for adults at risk of harm, enhanced professional Council Officer training and Investigative Interviewing training is offered regularly. Multi agency and a range of tailored ASP training continues to take place which raises employee awareness of harm and the impacts, and the importance of reporting at the earliest opportunity.

3. Equality and Diversity

3.1 Fairer Scotland Duty

3.2 Equality Impact Assessment

4. Implications

4.1 Financial Impact

There are no new financial implications linked to this report.

4.2 HR/Policy/Legislative Impact

N/A

4.3 Environmental Impact

N/A

4.4 Risk Impact

As in all social work areas of public protection, there is always a danger of significant harm occurring to an individual or individuals and there is a need to carry out continuous review of the risks to individuals and the Council reputation which could be impacted by errors or missed concerns.

5. Measures of success

5.1 Given the complexity of the challenges faced by services in dealing with Adult Protection, the work carried out in North Lanarkshire is generally regarded as of good quality.

6. Supporting documents

6.1 Appendix 1 - A copy of the full report showing breakdown of types of and range of AP activity carried out in 2018 – 2019 and containing wider information

A handwritten signature in black ink, appearing to read "Margaret French". The script is cursive and somewhat stylized.

Margaret French
Interim Head of Adult Social Work Services
Health and Social Care NL

**North Lanarkshire Social Work
Adult Protection
Report**

2018/2019

1st April 2018 – 31st March 2019

North Lanarkshire Adult Protection Committee Report

1st April 2018– 31st March 2019

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Introduction

The Adult Support and Protection (Scotland) Act 2007 came into force on the 29th October 2008. Under 'the Act', North Lanarkshire Council as lead agency, has a statutory duty to make inquiries about the well-being, property or financial affairs of an individual if they know or believe that the person is an adult at risk and that they might need to intervene. 'The Act' provides powers available to Council Officers to carry out investigations as deemed appropriate for the purposes of inquiry into the circumstances of an adult in order to protect them from harm.

This report provides information on adult protection activity undertaken by Social Work Services in North Lanarkshire during 2018 - 2019. It details all recorded referrals received during the year in comparison to previous years, and what stage they reached in the adult protection process. The report also provides some analysis of the information collated regarding performance and wider developments in adult protection across North Lanarkshire.

Definition of an Adult at Risk

Section 53 of the Act defines an adult at risk as a person aged 16 years or over and who:

- are unable to safeguard their own wellbeing, property, rights and other interests;
- are at risk of harm; and;
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than an adult, who is not so affected.

It is important to note that simply the existence of a particular condition does not mean that an adult is at risk. A person may have a disability and be able to safeguard their own wellbeing. For the Act to apply all three criteria must apply.

Last Year's Update

The Senior Officer continues to produce regular performance management reports which review and analyse ASP activity and identify how this impacts on sources and funding implications. Throughout the year, quarterly reports continue to highlight increased demand on social work human and service resources and the impacts on resources across partner agencies. The Performance Management Reports are shared across local Partnership Boards, Chief Officer Groups, Social Work Management Teams and the Adult Protection Committee.

North Lanarkshire Council (NLC) Social Work Adult Protection Procedures have been reviewed to reflect changes in legislation and the learning from practice over the past 4 years. Locality employee briefing sessions that reinforced the changes and best practice in ASP were delivered from January to March 2019. In addition, a number of multi-agency employee briefing sessions are being planned to raise awareness of the changes within the updated procedures and consider learning from internal and external AP quality assurance processes e.g. SCR's, Learning Reviews and Case file audits /reviews.

Both activities provide opportunity for employees to review their practice, in light of learning from key activities such as audits, Learning Reviews and SCR's. This helps to reinforce best practice and to

raise the profile of AP matters in order that they remain a key priority for employees across North Lanarkshire. Such activity will enhance Council Officer and social work employees' skill and knowledge base and delivery of ASP services to the local community and assist the Council and partners to evidence continuous practice improvement via internal AP self-evaluation, in preparation for future inspection activity.

NLC adult protection procedures are for social work staff only, however when partner agencies are developing their own local procedures they will reflect the processes within NLC procedures to ensure consistency and a joined up approach to ASP within North Lanarkshire.

The Senior Officer, NLC Legal Services and Police Scotland have collaborated to implement a local information sharing process regarding ASP Protection Orders. This process means that colleagues from NLC Legal Services inform Police colleagues – at the earliest opportunity - where the Council obtain and implement an ASP Banning Order (with Power of Arrest). This process provides timely and accurate information for Police Scotland in North Lanarkshire to ensure those adults who are deemed at serious risk of harm are safeguarded and protected.

North Lanarkshire Adult Protection Committee (APC) along with partners, agreed in 2016, that a key priority for the next two years would be to focus upon “care at home”. As North Lanarkshire Council has a very large workforce who cares for some of our most vulnerable adults within their own homes, staff are often faced with complex issues and increased workload demands as the balance of care is delivered more often in the community than a care setting. Adult protection training, specific to this workforce, commenced delivery in February 2018 via a partnership arrangement between North Lanarkshire Council Social Work and North Lanarkshire APC. The first tranche of delivery (i.e. North Lanarkshire Care at Home employees) was concluded in August 2018 with mop up sessions delivered in January to March 2019. More information regarding this development is contained within the training section below.

Last year the APC completed the action plan arising from the Ms A SCR with the exception of one area which related to accessing capacity assessments. This is a national issue that the Scottish Government hope will be addressed further via the national review of the Adults with Incapacity (Scotland) Act 2000. North Lanarkshire APC commissioned another SCR in January 2019 and further information will be available in future reports.

National Position

The Scottish Government arranged a meeting in February 2017 to review national adult protection data sets and consider what information should be collated from local authorities.

The views of those local authority officers charged with collating adult protection statistics across Scotland illustrated that wide variations exist in the reported position at local authority level as a result of definitional and recording differences. As the collated data demonstrates a wide variety of statistics across council areas this, in turn, produces challenges to allow comparative analysis and benchmarking. While we recognise there have been some challenges in how this information is collated, due to definitional and recording differences, it does however provide an opportunity for an overview of adult protection activity across Scotland.

The Scottish Government produced a national ASP data report for the period 2017/18 in September this year. Some of the key findings both nationally and within North Lanarkshire are:

- Nationally there continues to be variances on how ASP referrals are counted
- 5% increase in investigations commenced from 2017-18
- 6% increase in case conferences taking place
- 46% increase in Protection Orders granted
- North Lanarkshire continues to carry out the highest number of investigations per 100,000 of adults

The data return for 2017/18 compared to the year previous, has highlighted a national increase in the number of referrals, investigations and Case Conference taking place, however it underestimates the demand on social work resources as it does not include Police 'Adult Concern reports, which demand a similar level of action and use of staff time.

Within North Lanarkshire the information reinforced the good practice that is taking place, particularly around the consistently high conversion rate from inquiry to investigation and also, how we challenge ourselves over the high number of referrals that progress to no further action (NFA) and what this means for the adult in terms of outcomes. As North Lanarkshire Council carry out more investigations per population than other councils, this offers reassurance that adult's circumstances are examined fully and interventions are appropriate.

In 2017, the Care Inspectorate and Health Improvement Scotland announced that they intended to undertake a thematic ASP inspection across six Health and Social Care Partnership areas in Scotland. Health and Social Care North Lanarkshire Partnership were not inspected as part of this process.

This activity was the first time there had been independent scrutiny of adult support and protection in Scotland, since the commencement of the Adult Support and Protection (Scotland) Act 2007. The main objective for the joint inspection was to find out what adult protection partnerships were doing to make adults at risk of harm safe, supported, and protected and to ascertain the effectiveness of this activity. The findings of the inspection are interesting and include:

- Evidence of Social work and social workers are "the glue that enabled partners to work cohesively, consistently and effectively" with "committed, effective and innovative practice in adult support and protection".
- Social workers were found to have "taken a lead role in managing risk, supporting adults at risk to recover from trauma, and developing and innovating adult support and protection practice"
- Increasing positive involvement of Scottish Fire and Rescue, Trading Standards and banking and financial sector in protecting people from financial harm
- Almost all the service users the inspectors met said that "adult support and protection had changed their lives inexorably for the better"

- The Inspectors said that “overall the partnerships we inspected have made considerable progress with adult support and protection over the last 10 years”

The report consists of two parts that begins with an overview of evidence found across the partnerships and what that tells us about adult support and protection in Scotland in general, followed by findings for the partnerships individually.

The findings of this report in general, and in particular, the developed quality indicators for adult support and protection, continue to shape and influence adult support and protection policy and practice across Scotland, and here in North Lanarkshire.

The full inspection report can be accessed by clicking the following link: [Joint Thematic ASP inspection 2018 - Care Inspectorate and HIS](#)

Within the above report, the Care Inspectorate highlighted that more robust national leadership could be demonstrated by the Scottish Government. In response, the Scottish Government have developed a National Strategic Forum for ASP which has a detailed improvement plan of action taking place over the next three years. This will focus upon:

- Assurance
- Governance
- Data and Information
- Policy and Guidance
- Practice Improvement
- Prevention

The Scottish Government ASP Improvement Plan can be accessed by clicking [here](#)

The ASP National Strategic Forum have confirmed that all adult protection partnerships in Scotland will be jointly inspected over the next two year period. While the review of SW AP Procedures and employee ASP learning and development will provide evidence of continuous improvement activity here in North Lanarkshire, the Council continues to undertake a range of AP quality assurance activities in preparation of the forthcoming joint inspection (see below).

Case file audit / review

The Senior Officer has continued to monitor the increase of referrals for psychological harm. As such an internal audit was carried out in May 2018 which confirmed that psychological harm was often used as a ‘catch all’ term and can often hide other areas of harm being experienced by adults.

With this in mind, the updated SW AP procedures provides clear information as to what constitutes psychological harm type incidents, as well as responsibility for the Senior Social Worker to screen the referral to ensure the primary harm judgment is accurately reflected in the information recorded. It is hoped both measures will increase the accuracy of primary harm statistics.

In general, work is ongoing to update and develop the SWIS recording system to reflect adult protection activity, which not only informs the Council and partners of the number of referrals, nature of harm and other relevant information but also helps to inform future learning and development needs of the workforce and areas for discussion at the local practitioner forums. Multi-agency adult protection training reinforces the importance of referrers being clear on the area of harm to enable social work staff to conduct more focussed inquiries.

Police Scotland 'Adult Concern' Reports file reading

In response to increasing trends of Police 'Adult Concern' Reports and to quality assure social work processes and practice, the Senior Officer, in partnership with Locality Senior Social Workers undertook a file reading exercise with the following key objectives:

- To provide some insights into the types of reports being submitted by police, for example, the purpose of making the report
- To explore the types of harm being experienced by adults across North Lanarkshire
- To explore the actions that are being taken by social work within localities (and across the Council) to address risk and harm
- To identify and analyse the number of reports that progress to ASP threshold
- To provide insights into any outcomes being achieved by adults

A file reading timeline was produced that confirmed 30 police 'adult concern' reports would be reviewed in each locality, totalling 180 cases across North Lanarkshire.

While the data is currently being analysed and a full report will follow soon, it is hoped the findings will produce opportunities for improved working and practice within and across agencies in North Lanarkshire.

Locality AP file reading

The ongoing monitoring and review of adult protection operational activity remains a key feature for Social Work Services. To provide support and development opportunities to locality based Senior Social Workers and to provide key insights into current practice, an audit of all adult protection referrals submitted to one Social Work Locality was carried out, for the period of January to April 2019 (130 AP referrals).

The audit identified a range of interesting findings that demonstrated good practice and areas of development as follows:

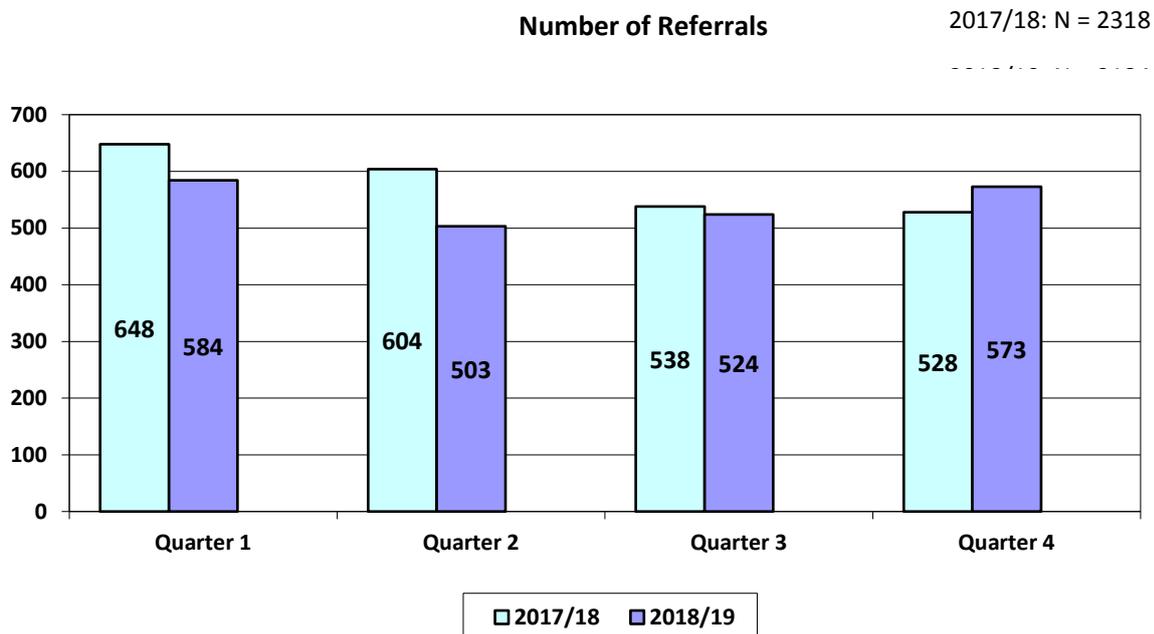
- The majority of Adult protection referrals were handled appropriately with procedures being followed, within timescales, and timely action being undertaken in regard to risk assessment and risk management activity;
- There was clear evidence of evidence based recording which adequately captured the identified risks against the strengths of and supports available to, those adults referred;

- There was evidence of thoroughness in practice in some cases, where the Duty Senior Social Worker identified and outlined the risks to be followed up by Lead Council Officer, and this information was recorded on appropriate SWiS screens;
- In a range of cases (17) that progressed from Inquiry to Investigation, there was evidence that Council Officers were routinely referring the adult for independent advocacy support;
- The use of adult protection recording framework (headings) was good and evident in most cases but not all (17 cases from 130 did not have this).

To build upon and consolidate the above self-evaluation activity, plans are currently being developed to review a number of ASP cases in each locality and for Social Work managers to undertake a peer review of emerging findings. The APC is planning to undertake inter-agency AP file reading in November 2019.

Local Profile

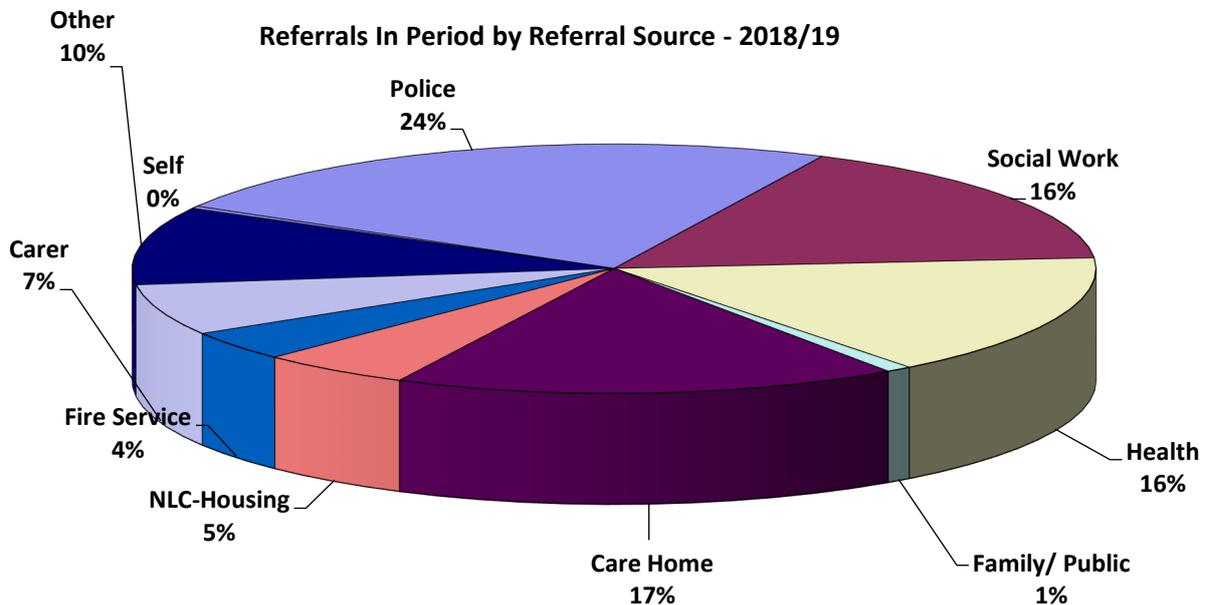
Data shows that North Lanarkshire Social Work Services received 2184 ASP referrals for the period 2018/19. North Lanarkshire has seen a less than 6% decrease (2184-2318) in the total number of referrals received compared to last year. This is now the fourth year in a row, since the introduction of the 2007 Act that we have seen a decrease in referral rates.



General referrals

Police Scotland continue to be the highest referrer group with 24% (524) of all ASP referrals received and this has remained unchanged throughout our reporting periods. Four years ago Police Scotland replaced their local reporting system with a central “Concern HUB” which covers both North and South Lanarkshire. We initially saw a significant increase in the number of adult protection referrals; however following a review of their screening processes we have seen a steady decline in

adult protection referrals and this is replicated again for 2018/19 with Police referrals down 29% from the same time last year (524-738).



There were significant increases in the number of referrals received from both Health (350-278, up 26%) and Social Work (364-286, up 27%). Such increases have resulted in Health and Social Work increasing their percentage share of referrals to 16% respectively.

Housing Services measured a 15% decrease (112 -132) while Fire & Rescue Services saw a 9% increase (85 -78) in ASP referrals submitted compared to the same time last year.

ASP referrals from Care Homes measured a 17% decrease (373 – 448), however 17% of total ASP referrals come from this care group. Causes include the increasing complexity of people who are placed in care homes many of whom have significant levels of cognitive impairment and/or dementia and behaviour that requires intensive support. Monitoring and support via Social Work Quality Assurance arrangements and ASP Multi agency training continue to have a focus on this area.

Localities

Statistics show that all localities aside from Motherwell demonstrated small decreases in the number of referrals received from the same time last year;

- Motherwell up 1% (322-318)
- Coatbridge down 10% (318-352)
- Cumbernauld down 3% (422-435)
- Bellshill down 13% (296-342)
- Wishaw down 5% (464-489)
- Airdrie down 4% (336-350)

The data reveals that Wishaw (464) and Cumbernauld (422) localities received the most ASP referrals for North Lanarkshire for 2018/19.

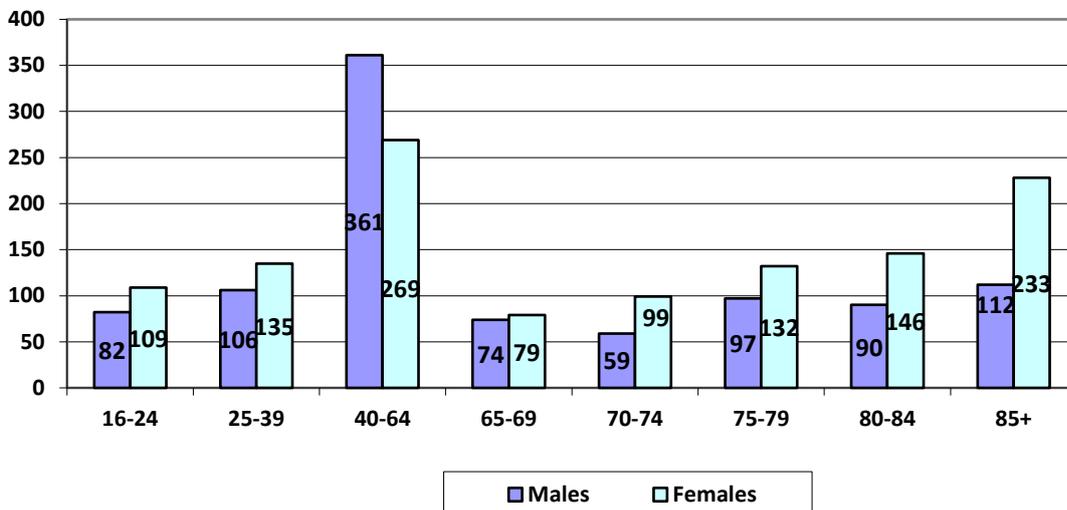
Police Concerns

While there have been small reductions in ASP referrals across Localities, and Police ASP referrals have been reducing in general, locality teams continue to report high volume of police ‘adult concern’ reports. Police Scotland submit these reports when they do not believe the ASP criteria is met but the adult continues to cause them concern. The screening process by social work remains the same for police ‘adult concern’ reports as that of ASP referrals, as they often relate to individuals who are at risk and will require further inquiry to ensure they do not meet the ASP criteria when further information is gathered.

The data reveals that in addition to the 2184 ASP referrals, there were 3148 Police ‘Adult Concern’ Reports submitted across localities. Therefore the total number of activity to keep adults safe across North Lanarkshire for 2018-19 was 5332.

Since the same reporting period last year we have saw a 4% increase in police ‘adult concern’ reports (3148 - 3023) which continues to place significant resource implications for social workers and administrative staff, particularly in light of current financial constraints. As set out earlier in this report, further review of Police ‘Adult Concern’ process is underway via a comprehensive file reading activity. The analysis of this review should provide insights into the thresholds between agencies and localities, and raise questions as to how data analysis can improve inter agency working locally. A report with recommendations is currently being prepared.

Referrals In Period by Agegroup and Sex



Gender

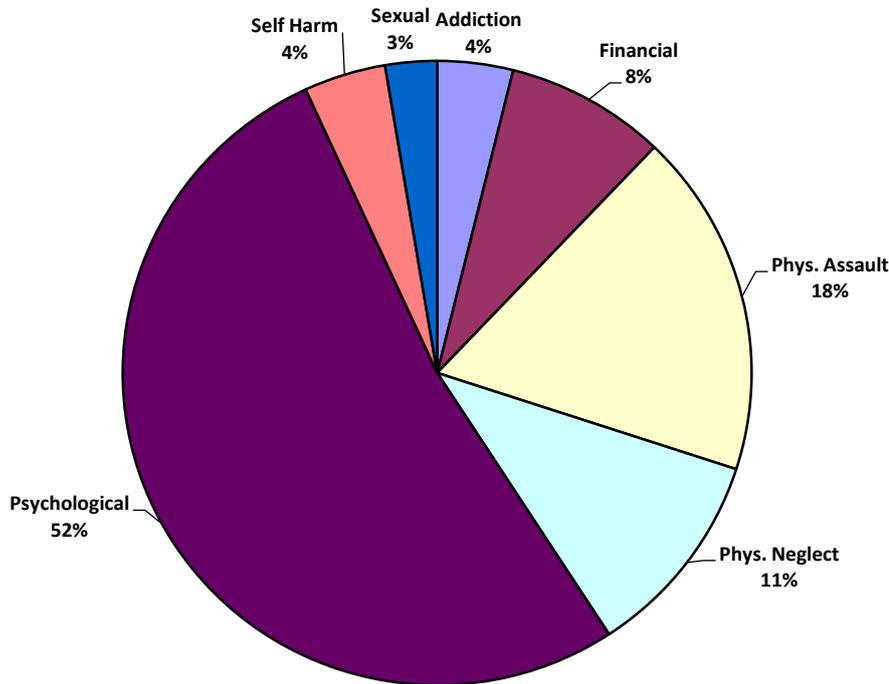
Consistent with last year, Social Work received more referrals for women than men for 2018/19. This represents a 55% (women) - 45% (men) percentage split. Statistics show that men are more likely to be referred when under the age of 65 years (549) with women more likely to be referred for above the 65 year age range (689). Both findings are consistent with last year's figures.

Referral by category

Adults with mental health issues were represented in 46% (994) of total ASP referrals received and were as such the main primary user group referred. Referrals for this group have increased by 9% since the same time last year (46% - 37%). This only reinforces the importance of key service developments such as Distress Brief Intervention (DBI) and social work investment in delivering ASP training for those organisations who deliver services at home to our most vulnerable service users.

Consistent to the previous year, psychological harm was the main reason for referral (52%) with physical assault (18%) featuring as next highest, followed by neglect (11%) and financial harm (8%). As set out earlier, previous internal audits have indicated that psychological harm is often used as a 'catch all' term. It is hoped that changes to the updated SW AP procedures will increase the accuracy of primary harm statistics.

Referrals In Period by Primary Reason



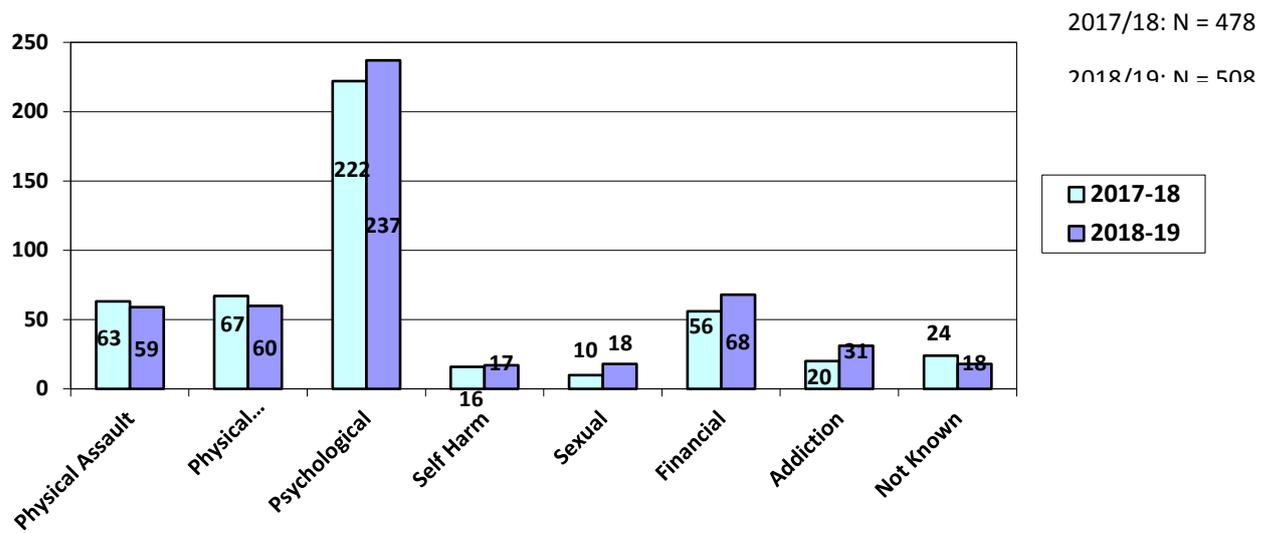
Referral Outcomes

There continues to be a high number of referrals that progress to no further action under adult protection legislation (1124 or 51%) and this may be for a number of reasons e.g. the adult may not meet the three point criteria under the 2007 Act and/or the adult may be better supported by another care agency. Despite many ASP referrals progressing to no further action under the legislation there is still a legal requirement on the council to carry out initial inquiries. This places responsibility on the locality social work teams to respond to every referral received and undertake detailed work to ensure that the right decisions are made. This can often result in lengthy involvement from social work staff as the adults circumstances evolve and risks change. Some of those referrals may require ongoing work to take place over a long period of time to ensure that the adult's welfare, finances, rights and/or property is safeguarded and they are supported to manage the risks they face.

ASP Investigations

There were 508 investigations carried out in 2018-19 which marks a 6% increase from last year (508-478). 23% of the total number of ASP referrals received progressed onto a full investigation. This percentage conversion rate has increased by 3% since the same time last year (23% - 20%).

Referrals in Period Leading to Investigations by Primary Reason

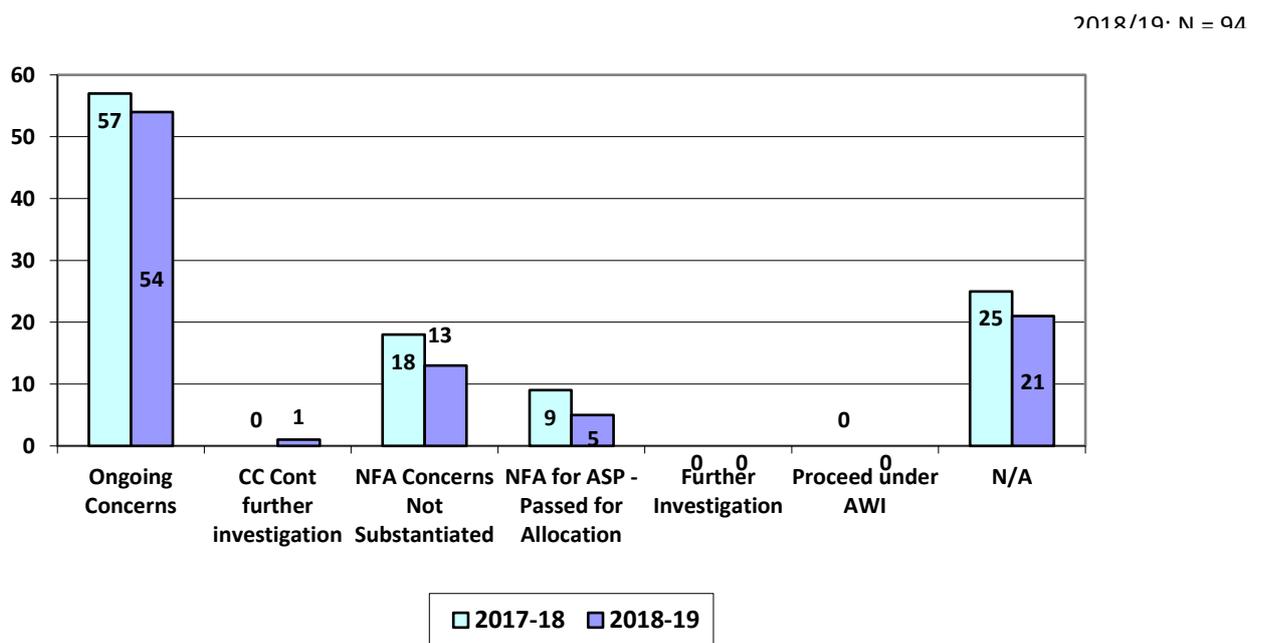


18% (94) of investigations progressed onto an initial case conference with Psychological harm (237) being the highest reason for investigation with Financial (68), Physical Neglect (60) and Physical Assault (59) coming next.

Case Conferences

There were 94 ASP initial case conferences and 49 ASP Review case conferences held for 2018-19. Both data sets are similar to last year and when considering the slight decrease in ASP referrals overall, this marks a small percentage increase comparison.

Referrals in Period Leading to Case Conference by Conference Decision (if known)



Statutory Orders/Functions

For the period 2018/19, North Lanarkshire Council, as part of Health and Social Care North Lanarkshire implemented eight (8) Protection Orders under ASP legislation. These are broken down as follows:

- 2 Temporary Banning Orders with Power of Arrest
- 6 Banning Orders with Power of Arrest

In addition to ASP work, qualified social workers within community care teams are continuing to see their role evolve as they take on more responsibilities, for example over 2018 -19 they undertook:

- Delegated Officer responsibility for 196 Guardianship Orders where the Council acts as Guardian
- Supervising Officer Responsibility for 748 private Guardianship Orders.

Large Scale Investigations

North Lanarkshire Council carried out zero (0) large scale investigations (LSI) this year, which is very positive. Local Care homes and other contracted provider's continue to have access to adult protection training and awareness sessions, which keeps them informed and supports good practice. NLC Quality Assurance Officers provide further support and scrutiny of adult protection issues. North Lanarkshire Guidance for the Protection of Adults within Registered and Contracted Services is currently under review.

Additional Elements Supporting Adult Protection:

Appropriate Adult Services (AA) and Distress Brief Interventions (DBI) contribute to the work of reducing harm to 'adults at risk of harm' and who require additional support.

Appropriate Adults Services

Appropriate Adult (AA) Services within North Lanarkshire Council are fully operated, funded and delivered by Social Work Services. This service continues to place additional demands on operational staff as they are required to undertake this role while managing other social work responsibilities.

In January 2018, Part 1 of the Criminal Justice (Scotland) Act 2016 was incrementally implemented, which provided a number of key changes to the arrest and custody procedures and provisions for persons coming into police custody. A number of the provisions contained within this legislation have impacted upon the role of an Appropriate Adult (AA) and created additional demand to North Lanarkshire Appropriate Adult Services.

While AA requests reduced from the same time last year, there have been increases in the number of times AA are being asked to attend police stations (for the same offence) and AA are spending an increased amount of time supporting vulnerable adults whilst there.

North Lanarkshire Appropriate Adult Service requests by Year

2015/16	2016/17	2017/18	2018/19
110	138	158	108

The Scottish Government opened a public consultation to 'Establish a Statutory Appropriate Adult Service in Scotland', which closed on 26th June 2018. North Lanarkshire Council submitted a detailed response. The consultation covered the proposed statutory footing of Appropriate Adult Services in Scotland, as well as training, quality assessment and oversight.

The Scottish Government have confirmed that a statutory duty will be placed upon the Police to request an Appropriate Adult, while the Council will have a statutory duty to provide Appropriate Adult Services, and the training of AA's. These duties will become enacted via the Criminal Justice (Scotland) Act 2016. Guidance to support service models and service delivery is currently being prepared and will be launched by the Scottish Government to coincide with the implementation of the AA Statutory Service planned for January 2020.

NLC Senior Social Work Managers are currently exploring future service models to deliver North Lanarkshire Appropriate Adult Services.

AA training was delivered to 25 North Lanarkshire Council employees. This now means we have 40 employees trained to perform AA roles during business hours and 10 full time SWES staff trained to perform AA roles (e.g. out of hours requests).

Distress Brief Intervention (DBI)

The Scottish Government announced that Health and Social Care North Lanarkshire were successful in their bid to host the Central Team for the Distress Brief Intervention (DBI) test programme as well as run one of the pilot sites. The test sites became live in the spring of 2017. The pilot has recently been extended to 16 and 17 year olds across the pilot sites.

A Distress Brief Intervention is a time limited and supportive problem solving contact with an individual in distress. It is a two-level approach. DBI level 1 is provided by front line staff and involves a compassionate response, signposting and offer of referral to a DBI level 2 service. DBI level 2 is provided by commissioned and trained third sector service Life Link (North Lanarkshire) who will contact the person within 24-hours of referral and provide compassionate community-based problem solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days.

In preparation of the service providers becoming active in DBI interventions in North Lanarkshire, ASP training was delivered to service providers Life Link and SAMH to raise awareness of potential and actual harm issues and reinforce roles and responsibilities in relation to the reporting of adult harm. In addition, the Senior Officer also contributed to the delivery of DBI training to local North Lanarkshire Police Scotland personnel, again reinforcing the roles and responsibilities of the 2007 Act, but also, assisting local officers to differentiate ASP and DBI situations and consider appropriate pathways for adults experiencing distress in North Lanarkshire.

Over the last 6 month period, average monthly referrals to Life Link has been 68, with the main sources being University of Monklands and University of Wishaw Hospital Emergency Departments. Recent published data confirms that Life Link have achieved the highest planned exit from DBI than any other Level 2 service provider.

North Lanarkshire Adult Protection Committee

The APC has statutory duties to promote communication and co-operation within and between the public bodies, to be involved in the development of local adult protection policies, procedures and practice, and to provide adult protection learning and development opportunities for multi-agency employees.

Independent APC Chairs have a statutory duty to submit a Biennial Report to the Scottish Government every two years, outlining activity and progress of implementing the 2007 Act in their area. This has been helpful in measuring local performance and how far adult protection has progressed over such a short period. The Biennial report for 2016 -18 was submitted to Scottish Government in October 2018.

The Biennial Report for 2016 -18 is available on the Adult Protection Committee Website and can be accessed by clicking [here](#).

Case Reviews

There were three (3) notifications of case reviews or significant incidents made to the APC, for the year 2018/19. Due to the issues presented within two of these cases, and after careful consideration, the APC decided that it would be appropriate for internal agencies to conduct joint internal learning reviews and implement action plans as required.

The APC Chair received a notification from Social Work Services on 1 November 2018 of the intention to carry out a review following the death of service user. The Strategic Review Team, chaired by the Chair of the Child Protection Committee, drafted Terms of Reference and identified senior managers from both NLC and NHSL to jointly lead on and undertake the review. This Significant Case Review is currently underway.

Local Developments and Events:

Public Protection Newsletter – PPN

North Lanarkshire Public Protection Newsletter was updated last year and is issued across both the Council, NHSL and Police Scotland monthly. This has seen an increase in subscription and has proven an effective way to disseminate public protection information.

Public Protection Team Event

An event was held on 28th February 2019 by the four public protection partnerships in North Lanarkshire namely North Lanarkshire's Child Protection Committee, Adult Protection Committee, Violence Against Women, Working Group and the Multi Agency Public Protection Agency (MAPPA) which deals with the management of sexual and serious violent offenders.

A key aim of the event was to reinforce that North Lanarkshire Public Protection agencies are committed to raising awareness across the partnership on protection issues. Input from key speakers and the four Public Protection Co-ordinators reinforced the importance of employees being aware and having an understanding of, the legislative framework that guides their practice, but also, of the significance that sharing information and working together can have on keeping children, young people and adults safe in North Lanarkshire.

The full report can be accessed by clicking [here](#)

ASP Multi agency Forums

In partnership with the AP Co-ordinator, the Senior Officer designed, developed and delivered the twelfth series of the multi-agency fora which took place in March 2019. The aims and purpose of the forum is to:

- share information and practice developments;
- bring together operational staff with a responsibility for adult protection across North Lanarkshire, locality by locality, and;
- provide opportunities for communication both within and across agencies.

The theme for the multi-agency forum was 'Adult Protection in Services' which highlighted the importance of timely communication and co-operation across agencies to keep adults safe. The forums were well received and attended by professionals across the main public bodies with 25 social work employees attending.

The full report can be accessed by clicking [here](#)

Joint North and South Lanarkshire Events

North and South Lanarkshire Adult Protection Committees deliver an annual joint learning event. This year the event was held on 6th November 2018 with the aim of:

- Highlighting findings from a recent Pan Lanarkshire Self Evaluation exercise which focused on Adult Protection in care homes
- Exploring the roles and responsibilities of partner agencies in relation to Adult Protection in care homes
- Highlighting the adult's lived experience of the transition from their home to a care home
- Sharing experience and knowledge across agencies
- Reflecting on challenges in service delivery
- Highlighting examples of innovative practice
- Improving outcomes for adults within our care homes.

The findings from the self-evaluation exercise were presented, which focused upon concerns around a recurring theme of resident on resident incidents within care homes. North and South Lanarkshire Adult Protection Co-ordinators carried out a joint audit of 50 residents (25 per area) across Lanarkshire that were subject to ASP referrals within care homes. Attempts were made to identify patterns and/or trends as well as outcomes for the adults concerned (either positive or negative).

The review acknowledged that the move into a care home can be a difficult transition for both the adult and their families. It is therefore crucial that this transition is planned (where possible) and supported throughout to enhance the adult's quality of life and their safety.

One significant finding from the review highlighted that within our care homes physical assault continues to feature highly resulting in some cases significant injury or distress to the adult. An improvement plan was drafted and a joint event with care home managers on the findings and how better to support adults in their care was completed in November 2018.

The full report can be accessed by clicking [here](#)

Public Awareness Raising Campaign

Since the Scottish Government advised that they were no longer planning to hold any further National Adult Protection Awareness Campaign's in February 2017, North Lanarkshire have actively contributed to national awareness raising by liaising with colleagues via Social Work Scotland and committing to raise national and local awareness by holding an annual Adult Protection Day, held on 20th February 2018 and 2019. Within North Lanarkshire the APC and their partners contributed to the local campaign by the following:

- Press releases across North Lanarkshire
- Regular posts on Face book and Twitter across the partners
- Promotional posters and leaflets delivered across a number of community resources
- Newsletters and e-bulletins across the voluntary and public agencies

Social Work Scotland are currently consulting on whether a national annual Adult Support and Protection Conference is required to continue with raising the profile and awareness of ASP and also to share best practices. A provisional date has been set for 2nd October 2019.

ASP Learning and Development

The Senior Officer, in partnership with the AP Co-ordinator and members of the APC Training and Development sub group, reviewed all ASP Multi agency training to reflect the updated SW AP Procedures and learning from key reports such as the Miss A SCR and Mental Welfare Commission Report, Left Alone - The Care and Treatment of Mr JL.

ASP Level 1 and 2 Multi-agency training is ongoing and delivered jointly with NHSL. This year 22 social work staff attended Level 1 (half day) with 63 social work staff attending Level 2 training (full day).

A range of tailored ASP training has taken place during 2018/19, for example, a number of newly contracted independent providers in North Lanarkshire have received ASP training that reinforces duties, roles, responsibilities and expectations (e.g. Life Link, SAMH and North Lanarkshire Advocacy).

In partnership with the APC, Social Work Services have contributed to the delivery of ASP training for all North Lanarkshire Council Homecare staff. As local adult protection statistics demonstrate that adults are more likely to experience harm within their own homes, this training is therefore vital for frontline practitioners to ensure harm is recognised and reported at the earliest opportunity. Phase one of the training programme concluded in August 2018 with the training of 1200 staff and managers. Phase two of the programme commenced in February 2019 with a further 136 staff trained in adult protection. This training programme will continue to ensure those staff delivering care at home and who are commissioned by NLC will also be trained to identify and report ASP.

ASP Council Officer Training (Day 2) and Investigative Interviewing Training (Day 3) materials have been reviewed and updated in line with ASP Code of Practice 2014, the updated SW AP Procedures and other key reports e.g. SCR's. ASP Council Officer Training courses were delivered in June 2018 for 20 employees who are required to undertake investigations under Adult Support and Protection (Scotland) Act 2007.

Medical Education training for consultants builds on professional development and is part of the medical revalidation process. The NHS Lanarkshire training representative with support from North/ South Lanarkshire ASP Co-ordinators and the Senior Officer, have been involved in delivering adult protection training twice a year to this group of medical staff. This is across the three Emergency Departments and acute care sites in Lanarkshire and has helped to drive investment and confidence in staff reporting adult protection.

Key Areas for Reflection

- During the period 2018/19, Social Work Services received 2184 ASP referrals which marks a 6% decrease from the same time last year. The Council additionally received 3148 Police 'Adult Concern' Reports, therefore the total number of activity to keep adults safe across North Lanarkshire for 2018-19 was 5332.

- Police Scotland ASP referrals reduced by 29% however they still remain the main referrer group. While Police referrals reduced, there were significant increases in referrals being submitted by Health (up 26%) and Social Work (up 27%).
- The percentage conversion rate for referrals which progress from inquiry to investigation has increased from 20% last year to 23% in 2018/19. In comparison to other local authority areas, this figure remains a higher proportion as confirmed by the ASP National Data produced by Scottish Government.
- Scottish Government via the National Strategic Forum for ASP have published a detailed three year plan covering Assurance, Governance, Data and Information, Policy and Guidance, Practice Improvement and Prevention. This plan confirms all adult protection partnerships in Scotland will be jointly inspected over the next two year period. While the review of SW AP Procedures and employee ASP learning and development will provide evidence of ongoing improvement activity here in North Lanarkshire, the Council continues to undertake a range of AP quality assurance activities in preparation of the forthcoming joint inspection.
- A key focus for the APC along with Health and Social Care North Lanarkshire has been in relation to how we can ensure high ethical standards of care are delivered to service users (adults and children) in residential and community settings. To support this commitment, the APC in partnership with Social Work Services have delivered ASP training to all employees across North Lanarkshire who deliver Care at home services. This will assist employees to recognise harm and the impacts of this, reinforce roles and responsibilities and the processes required to report adults at risk of harm to their local social work services.
- The action plan for the Miss A SCR has influenced strategic and front line development's such as policy, training and development reviews, and a number of learning opportunities. Last year the APC completed the action plan with the exception of one area which related to accessing capacity assessments. This is a national issue that the Scottish Government hope will be addressed further via the national review of the Adults with Incapacity (Scotland) Act 2000. North Lanarkshire APC commissioned another SCR in January 2019 and further information will be available in future reports.
- North Lanarkshire Social Work Services continues to work in partnership with other agencies and the APC to ensure adults who may be at risk of harm are supported to keep themselves safe. Regular audits and reviews are undertaken with the results of this activity used to shape and influence policy, practice and employee learning to help retain a focused approach to adult protection and ensure staff and services are suitably trained to deliver positive outcomes for those who may be subject to harm.

Summary of Adult Protection Activity for 2019/19

Total Referrals	2184			
		Investigation	508	23%
		Ongoing Work	29	1%
		NFA - Other Service	464	21%
		NFA	1124	51%
		Not Recorded	59	3%
Investigations	508	Initial Case Conference	94	18%
		Application to Court	0	0%
		Ongoing Work	9	2%
		NFA - Other Service	70	14%
		NFA	308	61%
		Not Recorded	29	6%
Initial Case Conferences	94	Application to Court	0	0%
		Ongoing Concerns	54	57%
		Ongoing Work	1	1%
		NFA - Other Service/Legis.	5	5%
		NFA	13	14%
		Not Recorded	21	22%
Cases Reviewed (at least once)	49	Ongoing AP Concerns	10	20%
		No Further AP Concerns	38	78%
		Review Conference Continued	1	2%
Active At End Of Period	216			

Individual Agency Referral Summary (Main Referring Agencies)

The following table shows referral data from the four main referring agencies, as recorded on the social work management information system (MIS), hence the total referrals shown is less than the actual total received in the year.

This shows the number and proportion of referrals reaching different stages within the ASP process, and the numbers went on to receive service from other areas of social work. The differences between agencies cannot easily be explained, as they are due to a combination of factors, such as individual's refusal to engage in the process, individual's backgrounds and previous involvement with services, reasons for and circumstances of referral, the capacity of individuals at the time of referral, and other individual factors.

A graphical summary of each agency's referral data is shown in appendices 3 to 6, along with a table showing the number of referrals each agency recorded as making on their own MIS, if available. Differences between the two systems are due to the possibility that referrals can go through more than one source before reaching social work, so may be recorded against another source.

			Social Work		Police		Health		Housing		Fire Service		Care Home	
			No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Total Referrals	1808	Investigation	158	43%	84	16%	90	26%	31	28%	8	9%	37	10%
		Ongoing Work	9	2%	7	2%	5	1%	2	2%	0	0%	2	1%
		NFA - Other Service	58	16%	143	27%	76	22%	28	25%	19	22%	68	18%
		NFA	133	37%	263	50%	176	50%	46	41%	54	64%	263	70%
		N/A	6	2%	27	5%	3	1%	5	4%	4	5%	3	1%
		Total	364	100%	524	100%	350	100%	112	100%	85	100%	373	100%
Investigations	408	Initial Case Conference	37	24%	14	17%	13	15%	6	19%	0	0%	1	3%
		Planning Meeting	3	2%	3	3%	1	1%	0	0%	0	0%	0	0%
		NFA – Ap proc in place	2	1%	3	4%	1	1%	0	0%	0	0%	1	3%
		NFA – Other services	21	13%	8	9%	19	21%	7	23%	6	75%	2	5%
		NFA	85	54%	52	62%	52	58%	17	55%	1	12%	30	81%
		App. Temp banning order	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
		N/A	10	6%	4	5%	4	4%	1	3%	1	13%	3	8%
		Total	158	100%	84	100%	90	100%	31	100%	8	100%	37	100%
Initial Case Conferences	73	Ongoing Concerns	27	69%	6	43%	9	69%	3	50%	0	0%	0	0%
		CC cont further investigation	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
		NFA concerns not substantiated	5	13%	2	14%	0	0%	2	33%	0	0%	0	0%

		NFA for ASP – passed for allocation	2	5%	0	0%	2	16%	0	0%	0	0%	1	100%
		N/A	5	13%	6	43%	2	15%	1	17%	0	0%	0	0%
		Total	39	100%	14	100%	13	100%	6	100%	0	100%	1	100%