

# Adult Support and Protection

2014-2016 | Biennial Report



West Lothian  
Public Protection  
Committee



POLICE  
SCOTLAND  
keeping people safe

NHS  
Lothian



West Lothian  
Council

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## Preface


The Chief Officer's Group (COG) endorses this Adult Protection (AP) Biennial report which reflects the work of the former West Lothian Adult Protection Committee (WLAPC) now the West Lothian Public Protection Committee (WLPPC) during the period 1<sup>st</sup> November 2014 – 31<sup>st</sup> October 2016.

In this report the WLPPC has taken the opportunity to reflect on individual agency and joint AP work, all of which is aimed at providing better outcomes for vulnerable people and adults at risk.

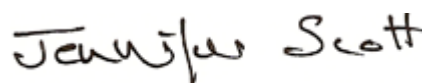
It has identified what it considers to be West Lothian's strengths and areas for development. The WLPPC has also considered the impact and outcomes of its work: examined service delivery; management; leadership; and identified areas for continuous improvement in Adults and Older Peoples Services.

Whilst the WLPPC structure is new, the work undertaken by it is progressed by a well-established partnership which continues to oversee the development, implementation and evaluation of AP policy and practice.

West Lothian continues to emphasise the principles of the Adult Support and Protection (Scotland) Act 2007 in all areas of work with adults and older people to enable early identification of concerns and proportionate preventative intervention to ensure that people get the help, support and protection they need when it is needed.



**Graham Hope**  
Chief Executive, West Lothian Council  
Chair Chief Officer's Group



**Jennifer Scott**  
Independent Chair West Lothian PPC

## **Context**

West Lothian has a population of about 178,550, accounting for 3.3% of Scotland's total population.

West Lothian has undergone significant change over the last ten years in demography, physical environment and its economy. These changes have presented opportunities and challenges for West Lothian's communities and the organisations that deliver services in the area.

West Lothian has been one of the fastest growing parts of Scotland and is predicted to continue this trend. By 2037 the population of West Lothian is projected to be 196,664, an increase of 11.7% compared to the 2012 population. The population of Scotland is projected to increase by 8.8% over the same period, comparatively slower growth than in West Lothian. The population aged under 16 in West Lothian is also projected to increase by 7.7% over the 25 year period. However the biggest area of growth is in the older population, it is projected that between 2012 and 2037 West Lothian will see an 89.9% increase in the over 65 population with an increase of 140.2% in the population aged over 75.

## **West Lothian Public Protection Committee**

Work commenced in July 2015 to develop a WLPPC which would bring together the separate committee structures for Adult Protection, Child Protection and the subcommittees for Violence against Women and Girls and Reducing Re-offending into a single committee structure.

The first meeting of the WLPPC took place in April 2016. The new WLPPC arrangements provide an opportunity for efficiencies, improved interagency working resulting in improved outcomes for the people of West Lothian. The Committee also aims to provide strong and consistent leadership in Public Protection work.

The membership of the WLPPC was reviewed and extended to represent key service areas which work in partnership with one another to support, assist, help and protect children and adults. This has enabled the WLPPC to continue to progress cross cutting multi-agency matters swiftly whilst identifying future training opportunities and developments.

The West Lothian Alcohol and Drugs Partnership (WLADP) is now represented at the WLPPC. All people affected by alcohol and drug misuse are considered vulnerable due to the risks associated with misuse of substances and the associated harms for health, emotional wellbeing and social lifestyle. As such it is a requirement that all commissioned WLADP services including those provided by Social Policy and the NHS are aware of adult protection issues. This is monitored by the WLADP Policy Officer during the commissioning of services and during the life of the contractual agreements.

WLADP commissions and monitors the outcomes for the Specialist Alcohol Service within the Social Work Addiction Team. A significant number of individuals within this service are subject to adult protection procedures due to their vulnerability and possible lack of capacity.

### **Areas of good practice**

The WLPPC is reviewing the policies and procedures from the previous separate committee and sub-committee structures to update them as necessary and to consider those that can become integrated WLPPC documents. This is in recognition of the cross-cutting issues between partners providing a public service and the importance of streamlining these processes to maximise a common understanding about their use amongst multi-agency practitioners.

The WLPPC recognises the importance of adults being able to express their views on their experience of being the subject of and participating at an adult protection meeting through the use of a service user questionnaire.

The WLPPC has developed an integrated complaints procedure setting out how complaints are dealt with in relation to multi-agency working. The document explains to members of the public and agencies how they can direct complaints to the WLPPC and the circumstances under which the WLPPC will take action and how it will conduct business in relation to these matters.

An area for development was the WLPPC securing representation from the voluntary sector at its meetings. This has proved difficult during this biennial period, but is now resolved with representation from Voluntary Sector Gateway West Lothian.

### **Integration Joint Board (IJB)**

In April 2016, NHS Lothian and West Lothian Council formed a partnership to provide adult health and social care services on a joined-up basis.

The IJB now manages Adult and Older Peoples' services but adult protection matters remain overseen by the WLPPC and COG—Appendix 1, IJB structure diagram.

The success of the IJB partnership in improving wellbeing and reducing health inequalities across all communities in West Lothian will depend on patients, other service-users, interested groups, staff and partners being kept up-to-date on service developments and, crucially, being able to influence changes to services.

The West Lothian Health and Social Care Partnership (WLHSCP) Strategic Plan for the period 2016 – 2026 recognises that the planning and delivery of services must take account of needs at local level and that this is critical to delivering the vision of better coordinated health and social care services.

The Strategic Plan stresses that a unified approach to participation and engagement is required by the partnership if outcomes for patients and other service-users are to be improved. The WLPPC is currently considering how it can align itself with the Strategic Plan to fulfil its engagement plan outcomes.

### **Performance Information**

The WLPPC considers Performance Information (PI) by using the council's Covalent Performance Management system as an improvement system as well as a monthly operational AP activity return. The WLPPC intends to scrutinise information of this type further by introducing consistent performance/ statistical information for all four areas of Public Protection. This will make it easier to analyse and understand trend information in order to identify exception reports—Appendix 2, Adult Protection Performance Report.

**Area of good practice**

Action has been taken by managers and operational staff when performance has been inconsistent. This has subsequently resulted in an achievement of targets. The process of monitoring each target's performance has enabled some targets to be increased by the WLPPC.

**Policies and Procedures**

The WLPPC has a range of AP policies and procedures to process Adult Protection concerns and complex and high risk cases through the West Lothian Case Review Framework for corporate governance considerations.

**Area of good practice**

The WL Case Review Framework in place ensures that cases of complexity and high risk are appraised at a senior level in a multi-agency forum

During 2014–2016 the following AP meetings have been held:

<b>Meeting type</b>		<b>Number held</b>
Initial Case Review (ICR) cases		4
Critical Review Team (CRT) cases		5
Adult Protection Case Conference meetings	2014–2015	30
	2015–2016	31
Adult Protection Case Conference Review cases	2014–2015	40
	2015–2016	48
Learning Review		2
Independent Review		1

The West Lothian Scottish Government Adult Protection Data set submitted for 2014–2015 and 2015–2016 identified a year on year increase in the number of AP referrals received and that the following areas were key:

<b>2014–2015</b>	<b>2015–2016</b>
<b>Client Group:</b> Mental Health Infirmary due to age	<b>Client Group:</b> Mental Health Infirmary due to age
<b>Place of Harm:</b> Own home Care home	<b>Place of Harm:</b> Own home Care Home
<b>Type of Harm:</b> Financial Physical	<b>Type of harm:</b> Financial Physical

It is of interest to note that the same two primary areas of concern have been noted in this biennial cycle for those cases proceeding through the Adult Protection Case Conference and Case Conference Review process.

The two primary areas of concern however for the 4 challenging and complex risk cases shown on the table above escalated to a CRT meeting for corporate oversight and governance, varied in client group, place of harm and harm type.

<b>5 Critical Review Team (CRT) Cases</b>
<b>Client Group:</b> Mental Health (2 cases) Domestic violence (1 case) Learning Disability (2 cases)
<b>Place of Harm:</b> Own Home Community
<b>Type of Harm:</b> Self-Harm (2 cases) Sexual exploitation and neglect (2 cases) Domestic violence (1 case)

The WLPPC recently introduced a Learning Review for those cases where potential learning was identified at an ICR meeting.

The initial pilot Learning Review identified improvements to the protocol and these were implemented prior to the holding of the second Learning Review.

The Learning Review process has helpfully brought together a multi-agency partnership structure to review, analyse, re-assess and make recommendations to the PPC and other governance structures in order to improve systems for the benefit of vulnerable members of the community.

### Outcomes

- 99% of women reported feeling safer as a result of intervention by the Domestic and Sexual Assault Team;
- 75% of adults at risk reported feeling safer as a result of action taken at Adult Protection Case Conferences and Reviews;
- 88% of Adult Protection Plans indicated a reduction in risk of harm in 2014/2015 increasing to 100% in 2015/2016;
- 67% of adults at risk indicated a positive feeling of engagement as a result of involvement in the adult protection process;
- 100% of staff have applied Adult Protection training in their work, [through an audit of the Level 1 and Level 2 training (20% of course evaluations) responses].

In addition, a recent independent report highlighted the following strengths of Adult Support and Protection work in West Lothian:

- Good interagency working with many strengths in each area, including multi-agency assessment and assessment of risk;
- Good senior management scrutiny;

- Strong support from managers to frontline staff;
- Good use of external expert advice;
- Good evidence of taking the client's views and wishes into account.

### **Self-Evaluation/ Continuous Improvement**

The Quality Assurance and Learning and Development subcommittees undertook several audits during 2014 and 2015. This activity, along with feedback from operational practitioners has formed the basis of the action plans for the 2016 WLPPC Quality Assurance and Practice and Development Subcommittees.

The audit findings from the completed Adult Protection Case Conference (APCC) / Case Conference Review (APCCR) Service User Feedback forms were positive and recommendations made to further enhance engagement with adults at risk.

An audit of Council Officer (CO) Adult Protection Reports and Risk Assessments in 2014 led to a pilot of a combined CO Report and risk assessment template in order to reduce duplication between the two forms and to highlight more succinctly areas of risk. This was successful and the revised form implemented.

The anticipated expected outcome from undertaking this audit was to ensure continuous improvement, review and revision if needed of the operational practices adopted at meetings and to ensure enhanced service user participation and quality of service.

Alongside the aforementioned improvements led by the WLPPC, the implementation of the Adults Integrated Solution (AIS) and the Electronic Social Care Record (ESCR) in West Lothian's Social Policy department involves the introduction of new technology to enhance current work practices and support a wider modernisation agenda. Benefits include improved workflow to reduce transmission of assessments and care plans via email, an integrated approach to the recording of client assessments and care plans, automated calculation of budgets to support Self-directed Support, and electronic scanning and storage of incoming and outgoing client documentation. All new adults' assessments from 4 July 2016 will be undertaken in the new system.

The Adult Protection Quality Assurance subcommittee's audit of the existing Electronic Inter-agency Referral Discussion (E-IRD) data system led to recommendations being made to improve this. These have been put in abeyance until the Lothian review of E-IRDs led by Health is complete.

West Lothian acknowledges its need for a refresh of its electronic information sharing system (E-IRD) across adults and children to better able agencies to share information. Work on this is in progress.

Police Scotland's Risk and Concern hub proof of concept was introduced in J Division, West Lothian and 2 other areas. This was to allow a newly developed training package to be tested, together with the new triage, research and assessment process and staff deployment model relating to the receipt, assessment and sharing of wellbeing concern reports. Other areas not involved in the pilot however have since adopted its principles. It is under ongoing review, and feedback will be given at the end of it to determine its continuation or not.

### **WLPPC activity in 2014–2016**

Over the last two years the focus of both the former APC and now WLPPC has been self-evaluation, promotion of good practice, data analysis to inform the SG national dataset and local performance management information, training and staff development to improve outcomes for people involved in the adult protection system.



- West Lothian has submitted two Adult Protection annual returns to the Scottish Government for the period 2014–2016 and attended the follow-up facilitated Lead Officers' meetings. The Scottish Government's analysis of this information has been considered by West Lothian in order to improve recording systems, monitor compliance with the local Adult Protection procedures and to invest resources to raise awareness about specific types of harm trends.
- The West Lothian Financial Harm Reduction Group (FHRG) initially came together in early 2014 to participate in the Scams Hub project, a UK-wide initiative dealing with potential victims of a multi-million pound mailing scam. In West Lothian, following the Community Safety Strategic Assessment the issue of Financial Harm was accepted as a Community Safety priority. It was agreed that existing Community Safety Partners, Trading Standards, Police, Fire Service, Victim Support, WLC Housing, and WLC Adult Protection would form a working group. 3rd sector partners Alzheimer's Scotland, Care and Repair and NHS have since joined this group. In addition to the Scams Hub project, the group have participated in the following initiatives; Royal Mail Project – an initiative that provides training to Royal Mail delivery staff that allows them to identify potential victims of mailing scams; Call Blockers – a project that looks to install call-blocking units in the homes of vulnerable adults to prevent them receiving nuisance calls; Winter Flu Programme – partners provided a staff presence and information packs on a range of home safety issues, including scams awareness materials, at flu clinics in GP surgeries across the council area and Adult Protection Awareness Training.

The FHRG Terms of Reference, Action plan and KPIs are now set and agreed by the Community Safety Strategic Steering Group. Updates on the work of the FHRG will continue to be given quarterly to meetings of the WLPPC.

- West Lothian continues to provide a robust and well administered Adult Support and Protection Learning and Development programme.

All ASP courses are reviewed and updated to reflect lessons from serious case reviews, lessons learned reviews, any relevant new research and local and national guidance and procedures.

- During February 2016, Scottish Government launched a national marketing campaign to raise awareness of the issue of 'adult harm' in Scotland; adults who are being harmed, neglected or taken advantage of, or appear to be at risk of it happening due to circumstances, illness, injury or another reason.

The campaign covered the various types of adult harm including physical, psychological, financial and sexual harm, and neglect.

The WLPPC was extremely supportive of this campaign to ensure that adults at risk of harm in our communities are supported and protected and to encourage members of the public to report any concerns if they believe someone is being harmed or is at risk.

Using the tool kit and available publicity materials every effort was made to support this marketing campaign to raise awareness.

- Police Scotland delivered a presentation to the WLPPC about its Missing Persons Protocol. The following information provides a breakdown of Police Scotland's J Division's Missing Persons (MP) statistics from 01.04.15 – 31.03.16.

## J Division's statistics

917– recorded incidents over this period. This includes the four Local Authority Areas of West Lothian, Midlothian, East Lothian and Borders.

**West Lothian** – 441 – 48% of the total recorded MP's for adults, older people and children

**West Lothian, Adults and Older People – 157 – 36% of the total West Lothian figure.**

**ADULTS**

- **Adults Care home**–5
- 2 males
- 3 females
- Aged between 77 to 85
- **Cared for Adults**–33
- Males–18
- Aged 23 to 77
- Female–15
- Aged 23 to 85
- **Home Address**–72
- Male–49
- Aged 20–78 years
- Female–23
- Aged 22–89
- **Hospitals**–46
- Male–26
- Aged 16–60
- Female–20
- Aged 22–92
- **Other**–1 (this could be relatives/ friends etc).

In addition, Police Scotland's–J Division piloted on the 1<sup>st</sup> September 2015 for 6 months the Care Home Plan Project for vulnerable adults in Care Home Settings. The missing person's coordinator made contact with all Care Homes in West Lothian and discussed the project with managers and assistant managers. The feedback received from Care Homes positively indicated the usefulness and relevance of this input. Nevertheless, J Division didn't receive any referral from West Lothian Care Homes.

- Appropriate Adult Services in Scotland have no statutory basis and vary in design and operation; this is due to the differences in local need that have driven their evolution. The West Lothian Appropriate Adult service is solely managed and funded by West Lothian Council and operates 365 days a year, 24 hours a day. The office hours and out of hours Social Care Emergency Team (SCET) extract social policy staff (mainly social workers and emergency care workers) from their substantive social work post to fulfil Appropriate Adult requests made by the police.

Throughout the period 2014–2016, all AA requests have been met and West Lothian continues to provide this service despite the lack of central financial support.

There remains no set pattern or frequency for Appropriate Adult requests made by the police and it therefore continues to be challenging to streamline the provision of current resources when needed.

## **Key challenges**

National issues:

- Human trafficking (three recent cases in West Lothian);
- Honour based violence;
- Female Genital Mutilation;
- Forced marriage;
- Counter terrorism – Prevent;
- Organised crime ;
- Internet safety ;
- Social media;
- Sexual exploitation ;
- Financial harm.

Local Issues:

- Continuous improvements of existing processes, policies and procedures;
- Communication and engagement with adults and older people;
- AP awareness raising in the community, residential and day care settings;
- Capacity considerations and associated awareness raising training for staff;
- Financial Harm;
- Self-harm;
- Continued resourcing of Appropriate Adult service. The forthcoming Criminal Justice (Scotland) Act 2016 proposes a legislative requirement for a vulnerable adult suspect to be provided with the services of an Appropriate Adult. The 2016 Act will also enable duties to be placed on a person or persons to provide appropriate adult services, to oversee the quality and delivery of those services, to make recommendations, and to provide training;
- Continuing to develop an Engagement Plan which leads to meaningfully engaging with the public to hear from them which adult protection issues affect them or they have concerns about. Previous methods of engagement have not been sustainable and therefore various new approaches of engaging successfully will have to be considered. The PPC recognises however that the success of an Engagement Plan depends on an interagency approach as and when appropriate during engagement with the public;
- Improving information sharing between the WLPPC and West Lothian's Integration Joint Board on adult support and protection issues;
- Continuing to ensure greater compliance by multi-agency practitioners to submit a report in advance of an adult protection meeting especially when they are unable to attend it, to ensure, full information sharing and participation by them;
- Electronic information sharing and a refresh of the E-IRD system.

## **Conclusion**

The implementation of the West Lothian Health and Social Care Partnership and the setting up of the Integration Joint Board are a recent development within the timescale of this report. Such a major change however to the legal landscape will continue to be a primary

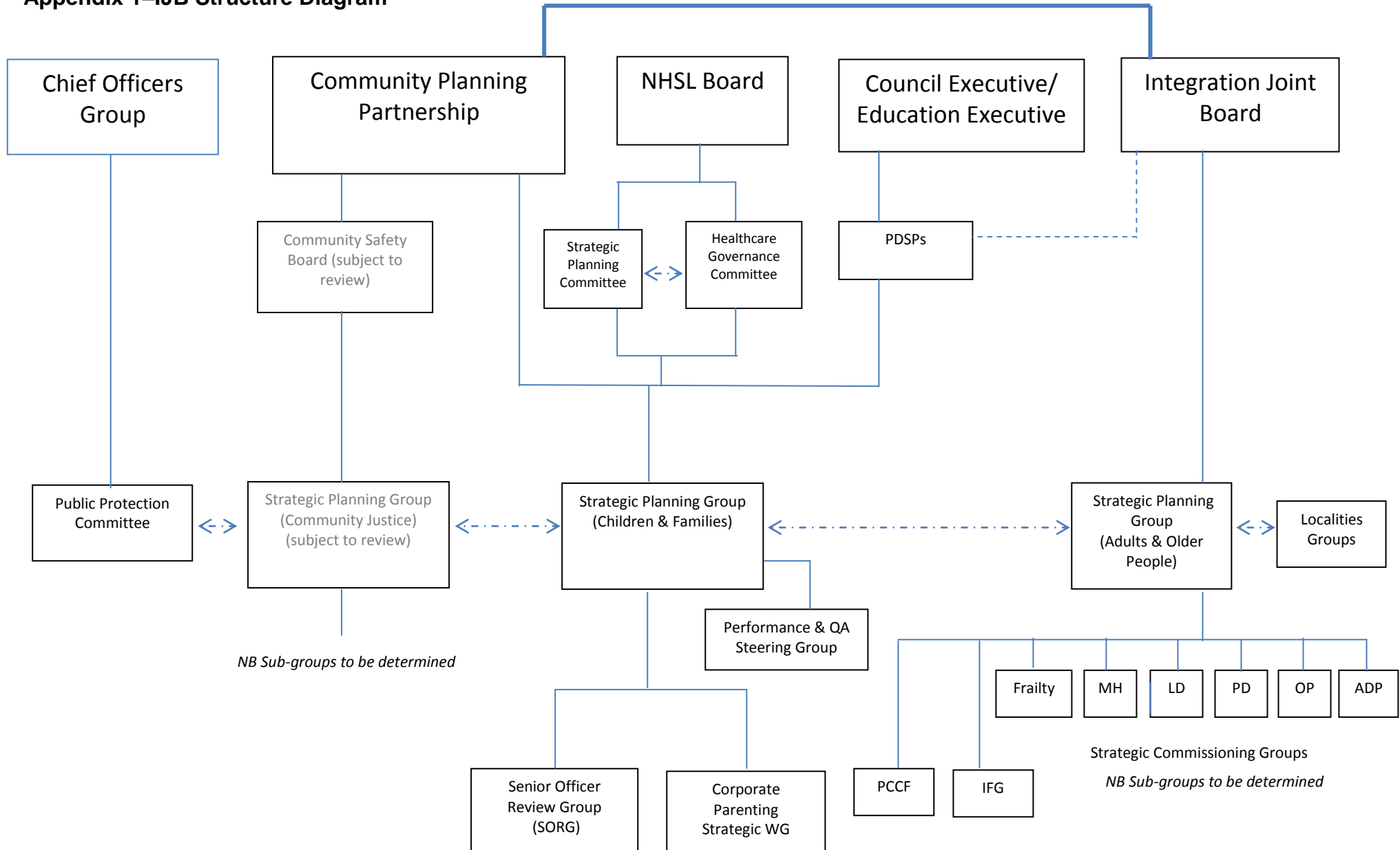
consideration for West Lothian's responsibilities in Adult Support and Protection and will require robust communication between the WLPPC and the IJB.

The growing numbers of adults and older people with complex care requirements continue to be a challenge in times of economic difficulties. The requirements of joined up services through the recent health and social care legislation does not change the duties and responsibilities of adult support and protection but it should lead to enhanced awareness in the new arrangements.

This report has set out the challenges for West Lothian on both a national and local basis. The development of the WLPPC will ensure that cross cutting issues such as domestic violence, alcohol and drug issues and mental health will be considered and addressed in an efficient, co-ordinated and streamlined way.

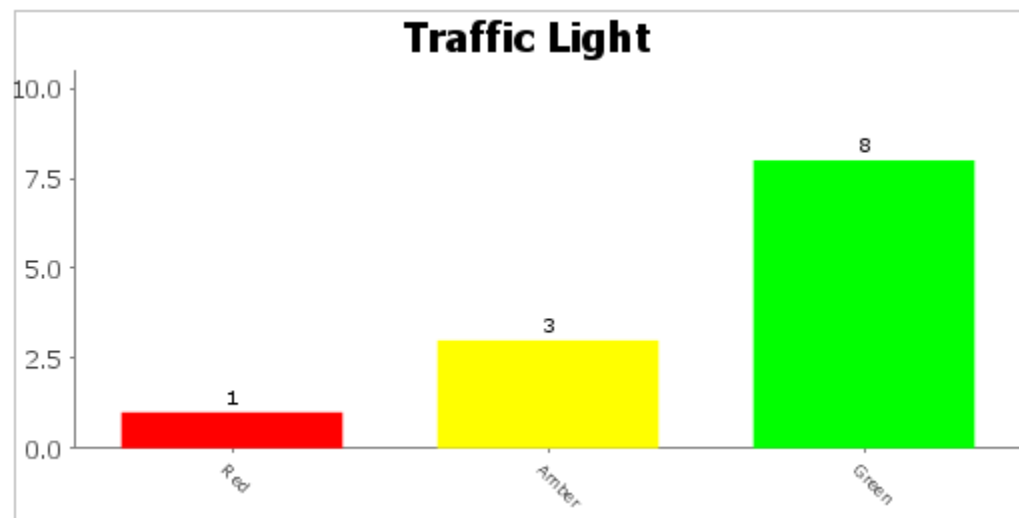
The last 2 years have seen a steady rise in the level of performance in the area of adult protection, and with the priorities identified for the next 2 years this gives West Lothian a good base from which to continue to grow, develop and improve the way vulnerable adults are protected and supported at home and in all community based settings.

## Appendix 1–IJB Structure Diagram



## Adult Protection Performance Report

Generated on: 05 October 2016



# CPP13\_West Lothian Council

## PI Code & Short Name

## SOA1305\_04 Percentage of women who report that they feel safer as a result of intervention by the Domestic and Sexual Assault Team

## Description

This relates to the percentage of women who report that they feel safe as a result of intervention by the Domestic and Sexual Assault Team. The figure is taken at the point when women withdraw from the service, whether that is as a consequence of short term court advocacy or longer term prolonged support and intervention.



## Trend Chart Commentary :

This indicator is now being annually reported. The trend since 2011/12 has shown consistently above 90% with 2015/16 reaching a performance of 99%. This is a positive trend as it shows that the perception of women being protected by services is an important indicator of how effective the service is.

## PI Owner(s):

SOA13\_Senior Manager 3 Social Policy(Tim Ward)

## HOS Approved for public/PDSP display/reporting ?:

No

## Categories:

5. People most at risk are protected and supported.; Life Stage All 6. People most at risk are protected and supported; 8. We have improved life chances for people and families at risk; SOA13:Single Outcome Agreement 2013; SOA13\_Community Safety Forum; SOA13\_High Level PIs

**Last Updated :** 2015/16

**Status:**

**Current Value:** 99%

**Current Target:** 90%

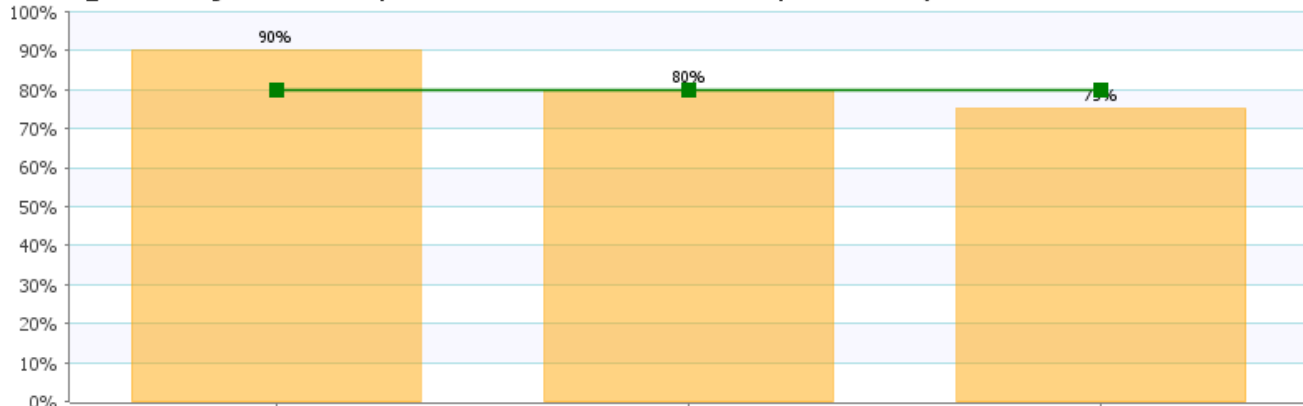

**Red Threshold:** 81%

**Amber Threshold:** 85.5%

**2015/16 result**



## Latest Note :

PI Code & Short Name	SOA1305_05 Percentage of closed adult protection cases where the adult at risk reported that they felt safer as a result of the action taken.	PI Owner(s):	SOA13_Senior Manager 3 Social Policy(Tim Ward); Robin Allen								
Description	<p>The Adult Support and Protection (Scotland) Act 2007 places duties on Local Authorities and other public bodies to make inquiries, undertake investigations and, where necessary, take action to protect adults who are at risk of harm or who are being harmed. To supplement the legislation, West Lothian Council, as the lead agency in Adult Protection work, has developed detailed Adult Protection Procedures and Guidance to assist practitioners. An aspect of the Adult Protection process, set out in these Procedures, are Adult Protection Case Conferences. Whilst it may not always be appropriate that they attend, there is a strong ethos of involving the adult at risk in these Case Conferences.</p>	HOS Approved for public/PDSP display/reporting ?:	No								
	<p>Measuring progress in Adult Protection work is challenging. Quite often, small measures can indicate significant improvements in peoples' lives. However, one area where progress can be measured is if the adult themselves feels safer as a result of the action taken. This indicator measures this on an annual basis.</p> <p>This figure is gathered via an audit sample of the Service User Questionnaires provided to Adults at Risk attending Adult Protection Case Conferences and Reviews. Adults at Risk are asked a range of questions about the meeting they have just attended, key of which is whether they felt safer as a result of the action taken. The next update will be due on 1st April 2017 for year 2016-17.</p>										
SOA1305_05 Percentage of closed adult protection cases where the adult at risk reported that they felt safer as a result of the action taken.											
 <table><caption>SOA1305_05 Percentage of closed adult protection cases where the adult at risk reported that they felt safer as a result of the action taken.</caption><tr><th>Year</th><th>Percentage</th></tr><tr><td>2015/16</td><td>90%</td></tr><tr><td>2016/17</td><td>80%</td></tr><tr><td>2017/18</td><td>75%</td></tr></table>				Year	Percentage	2015/16	90%	2016/17	80%	2017/18	75%
Year	Percentage										
2015/16	90%										
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		Last Updated :	2015/16								
		Status:									
		Current Value:	75%								
		Current Target:	80%								
		Red Threshold:	64%								
		Amber Threshold:	72%								



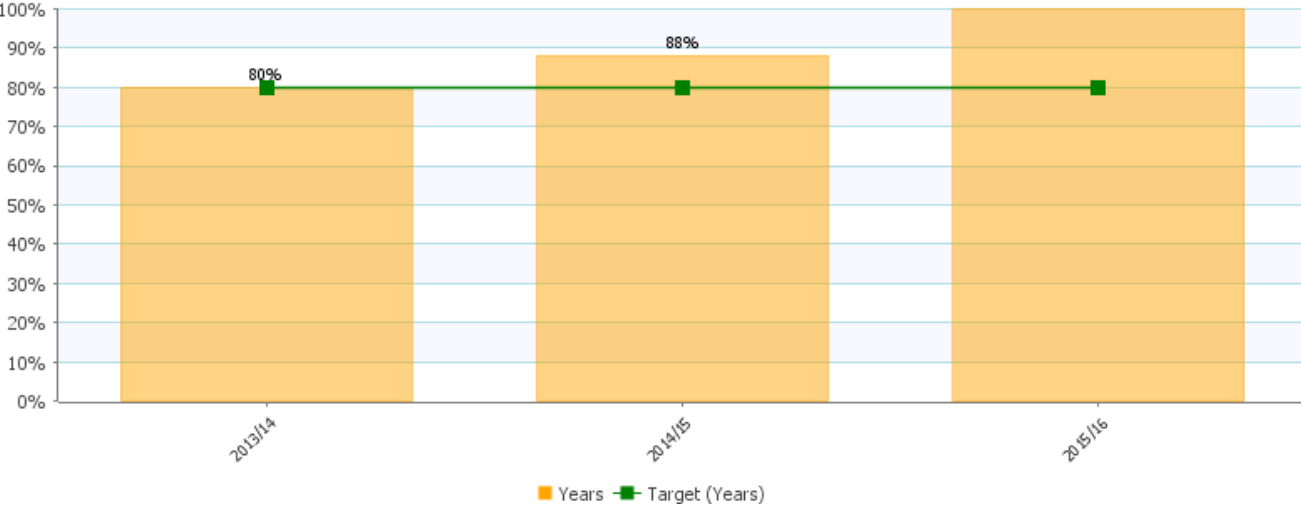




#### Latest Note :

#### **Trend Chart Commentary :**

This indicator is collected on an annual (financial yearly) basis. The figure for 2015-16 remains positive although it has dipped slightly to 75% from 80% in 2014-15. This was only a small number with three out of four indicating they felt safer. Only one case did not and this individual indicated they were unhappy because they did not get their own way. This is not a poor reflection on services as they may have had to impose a measure that was unpopular if it made the individual safer.

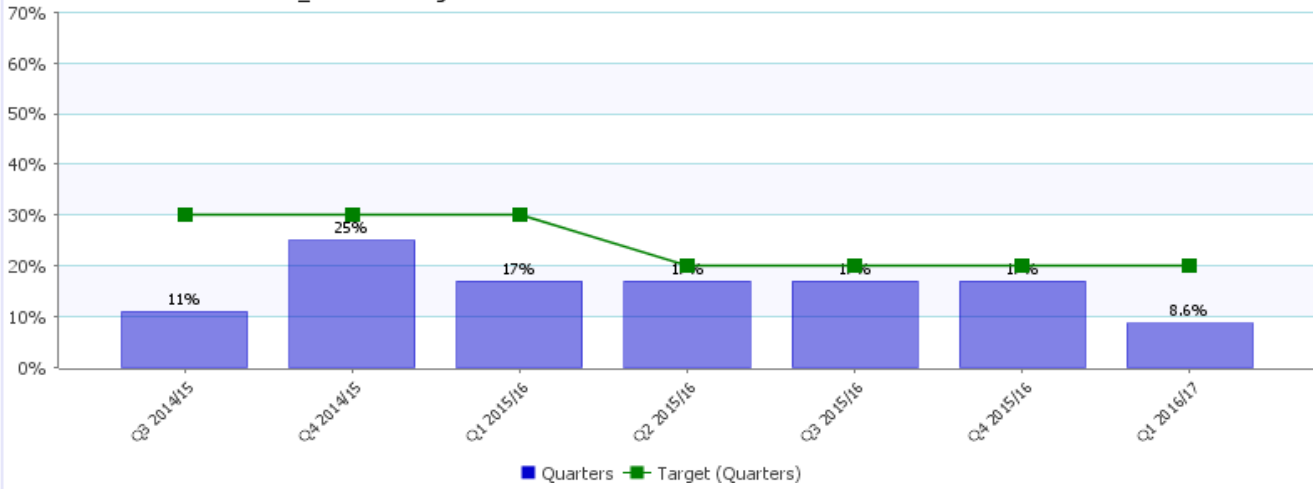


The target will remain at 80% for 2016-17.

PI Code & Short Name	SOA1305_06 Percentage of adult protection plans reviewed indicating a reduction in risk of harm	PI Owner(s): SOA13_Senior Manager 3 Social Policy(Tim Ward); Robin Allen								
Description	<p>The Adult Support and Protection (Scotland) Act 2007 places duties on Local Authorities and other public bodies to make inquiries, undertake investigations and, where necessary, take action to protect adults who are at risk of harm or who are being harmed. To supplement the legislation, West Lothian Council, as the lead agency in Adult Protection work, has developed detailed Adult Protection Procedures and Guidance to assist practitioners. An aspect of the Adult Protection process, set out in these Procedures, are Adult Protection Case Conferences An outcome from most Adult Protection Case Conferences is the production of an Adult Support and Protection Plan.</p> <p>Measuring progress in Adult Protection work is challenging. Quite often, small measures can indicate significant improvements in peoples' lives. However, one area where progress can be measured is through an audit of the Adult Protection Plans to determine whether there has been a reduction in the risk of harm. This indicator measures this on an annual basis. The next update will be due on 1st April 2016 for year 2015-16.</p>	HOS Approved for public/PDSP display/reporting ?: No								
<div>SOA1305_06 Percentage of adult protection plans reviewed indicating a reduction in risk of harm</div>  <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2013/14</td><td>80%</td></tr><tr><td>2014/15</td><td>88%</td></tr><tr><td>2015/16</td><td>100%</td></tr></tbody></table> <p>Legend: Yellow bars represent 'Years' data, and the green line represents the 'Target (Years)' at 80%.</p>		Year	Percentage	2013/14	80%	2014/15	88%	2015/16	100%	<div>Categories: 5. People most at risk are protected and supported.; Life Stage All 6. People most at risk are protected and supported; 8. We have improved life chances for people and families at risk; SOA13:Single Outcome Agreement 2013; SOA13_Community Safety Forum</div> <div>Last Updated : 2015/16</div> <div>Status: </div> <div>Current Value: 100%</div> <div>Current Target: 80%</div> <div>Red Threshold: 72%</div> <div>Amber Threshold: 76%</div> <div>2015/16 result</div> 
Year	Percentage									
2013/14	80%									
2014/15	88%									
2015/16	100%									
Trend Chart Commentary :		Latest Note : 25-Aug-2016 data indicates good improvement								

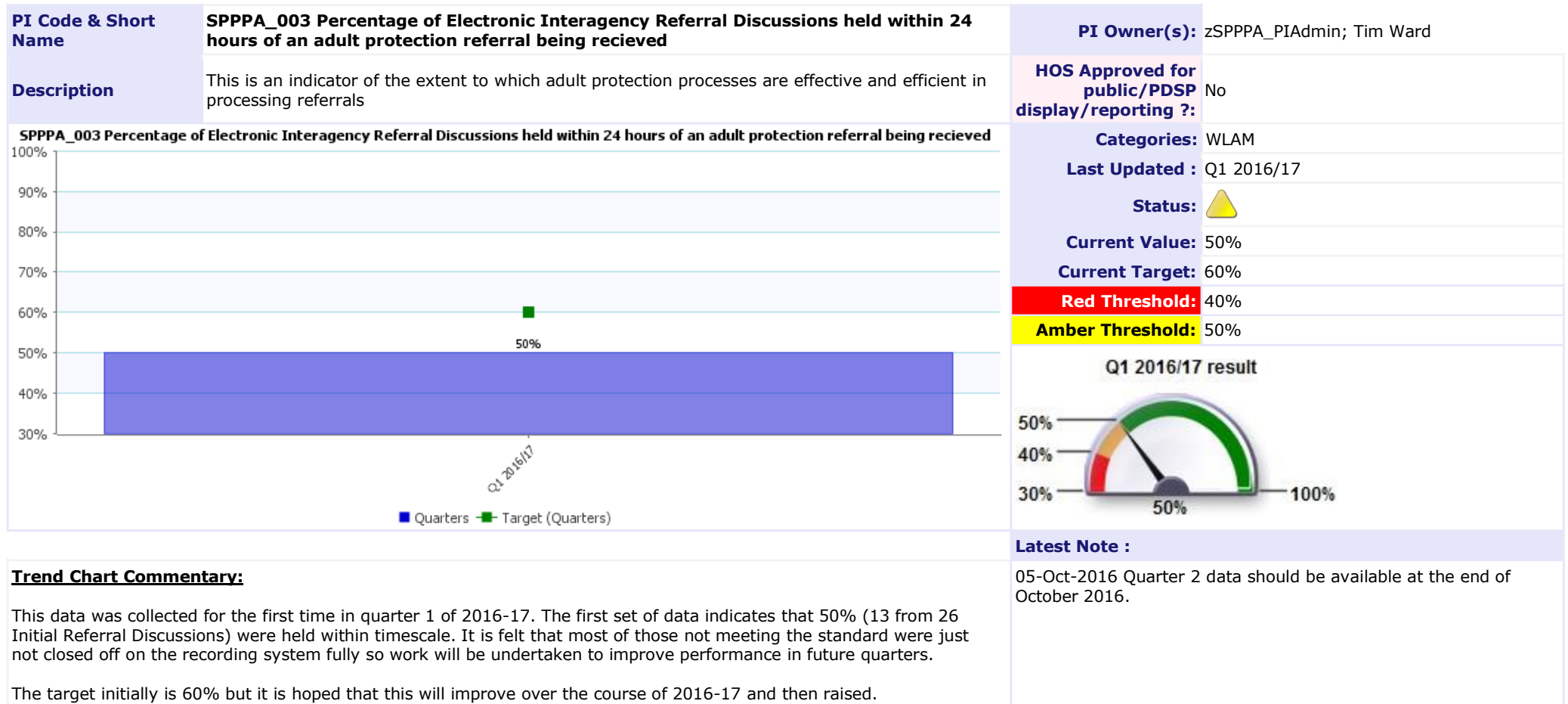
This indicator is collected on an annual basis. The figure for 2015/16 was 100% which is very positive and an increase from 88% in 2014-15. Eight cases from 31 APCC's were audited all of which showed that harm had been reduced. This indicates that Case Conference processes for keeping adults at risk safe from harm are robust and that multi-agency processes are effective.

The target for 2016-17 should remain but if the positive trend continues consideration should be given to raising this in 2017-18.

## PPA Public Protection - Adults

<b>PI Code &amp; Short Name</b>	<b>CP:SPPPA_001 Percentage of Adult Protection referrals closed and re-referred within 12 months</b>	<b>PI Owner(s):</b> zSPPPA_PAdmin; Tim Ward																								
<b>Description</b>	<p>This is an indicator of the extent to which adult protection processes are effective in avoiding Adults at Risk from being reconsidered through multi-agency processes. It is accepted that there will always be a number of repeat referrals due to the nature of the issues some Adults experience, particularly those that live in very entrenched situations. However, generally, if an Adult is not re-referred within a 12-month period, that could be viewed as a positive indicator of progress and intervention. The figures are gathered from SWIFT.</p>	<b>HOS Approved for public/PDSP display/reporting ?:</b> Yes																								
<p><b>CP:SPPPA_001 Percentage of Adult Protection referrals closed and re-referred within 12 months</b></p>  <table border="1"> <caption>CP:SPPPA_001 Percentage of Adult Protection referrals closed and re-referred within 12 months</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>11%</td> <td>30%</td> </tr> <tr> <td>Q4 2014/15</td> <td>25%</td> <td>30%</td> </tr> <tr> <td>Q1 2015/16</td> <td>17%</td> <td>30%</td> </tr> <tr> <td>Q2 2015/16</td> <td>17%</td> <td>20%</td> </tr> <tr> <td>Q3 2015/16</td> <td>17%</td> <td>20%</td> </tr> <tr> <td>Q4 2015/16</td> <td>17%</td> <td>20%</td> </tr> <tr> <td>Q1 2016/17</td> <td>8.6%</td> <td>20%</td> </tr> </tbody> </table>		Quarter	Percentage	Target	Q3 2014/15	11%	30%	Q4 2014/15	25%	30%	Q1 2015/16	17%	30%	Q2 2015/16	17%	20%	Q3 2015/16	17%	20%	Q4 2015/16	17%	20%	Q1 2016/17	8.6%	20%	<p><b>Categories:</b> CP6 Reducing crime and improving community safety.; CPPR Corporate Plan Public Performance Reporting; PPR Public Performance Reporting</p> <p><b>Last Updated :</b> Q1 2016/17</p> <p><b>Status:</b> </p> <p><b>Current Value:</b> 8.6%</p> <p><b>Current Target:</b> 20%</p> <p><b>Red Threshold:</b> 30%</p> <p><b>Amber Threshold:</b> 25%</p> <p><b>Q1 2016/17 result</b></p> 
Quarter	Percentage	Target																								
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Q1 2016/17	8.6%	20%																								
<p><b>Trend Chart Commentary:</b></p> <p>This represents one indicator where outcomes are generally positive for those adults at risk of harm in the Adult Protection process. Data is collected on a quarterly basis and the trend at present is positive. In quarter 1 of 2016-17 Performances improved strongly to 8.6%. It is felt this is due to strong case management of cases and a more robust approach taken in analysing data. The target moved from 30% to 20% in 2015-16 to reflect the positive trend. Performance was consistent through 2015-16 and the figure for all four quarters of 2015-16 was 17%. The aim should be that the lower the figure the more positive the outcome. The data will be monitored closely throughout 2016-17 and a view then taken as to whether to reduce the target further.</p>		<p><b>Latest Note :</b></p> <p>5- Oct-2016 data for quarter 2 will be available in late October 2016.</p>																								

PI Code & Short Name	SPPPA_002 Percentage of adults at risk indicating positive feeling of engagement as a result of involvement in the adult protection process	PI Owner(s): zSPPPA_PIAAdmin; Tim Ward								
Description	<p>This is an indicator of the extent to which adult protection processes are effective in making adults at risk feel engaged. It is viewed as important that Adults at Risk participate in the Adult Protection process and part of this engagement process is ensuring that the process is understood. It is acknowledged that, due to the nature of the prevalent issues, there will be occasions when the Adults may feel decisions are being taken that they disagree with. This needs to be viewed as distinct from ensuring that they are engaged in the process but it is accepted that this distinction may be challenging to articulate to some Adults. This may affect the figure.</p> <p>The figure is gathered from an annual audit sample of the Service User Questionnaires that are provided after each Adult Protection Case Conference and Review.</p>	<p>HOS Approved for public/PDSP display/reporting ?:</p> <p>No</p>								
<p>SPPPA_002 Percentage of adults at risk indicating positive feeling of engagement as a result of involvement in the adult protection process</p> <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2013/14</td><td>67%</td></tr><tr><td>2014/15</td><td>82%</td></tr><tr><td>2015/16</td><td>67%</td></tr></tbody></table> <p>■ Years ■ Target (Years)</p>		Year	Percentage	2013/14	67%	2014/15	82%	2015/16	67%	<p>Categories: PDSP_Social Policy; WLAM</p> <p>Last Updated : 2015/16</p> <p>Status: </p> <p>Current Value: 67%</p> <p>Current Target: 80%</p> <p>Red Threshold: 60%</p> <p>Amber Threshold: 70%</p> <p>2015/16 result</p>
Year	Percentage									
2013/14	67%									
2014/15	82%									
2015/16	67%									
<p><b><u>Trend Chart Commentary:</u></b></p> <p>Performance for 2015-16 dipped slightly to 67% from 82%. There were 12 returns from 9 individuals. Of the nine people, two said they did not feel positive and one said they didn't know. The two negative responses were both very challenging cases requiring statutory measures and there are no concerns about services engagement.</p> <p>Work is ongoing to ensure adults at risk are at the centre of any processes involving them. It should be noted that, within West Lothian, there is a strong emphasis on the tenets of the legislation that emphasise the responsibilities placed on agencies to support (as well as protect) adults at risk of harm. The target will remain at 80% for 2016-17.</p>		<p><b>Latest Note :</b></p> <p>6- Sep-2016 Close monitoring takes place. Those indicating dissatisfaction were subject to involuntary statutory measures.</p>								



<b>PI Code &amp; Short Name</b>	<b>SPPPA_004 Percentage of professional concerns meetings taking place within the 5 working day standard</b>	<b>PI Owner(s):</b> zSPPPA_PAdmin; Tim Ward																											
<b>Description</b>	<p>This is an indicator of the extent to which adult protection processes are effective and efficient in processing referrals. Professional Concerns Meetings do not take place following every referral but, where a decision is taken by a Team Manager to hold one, they should be convened within 5 working days. This indicator measures whether that standard is met.</p> <p>Whilst a quantitative measure, it does assist in ensuring that the Adult Protection process is running smoothly and that positive outcomes are being worked towards in relation to Adults at Risk of harm.</p> <p>The figure is gathered from SWIFT.</p>	<b>HOS Approved for public/PDSP display/reporting ?:</b> No																											
<p><b>SPPPA_004 Percentage of professional concerns meetings taking place within the 5 working day standard</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q3 2014/15</td><td>100%</td><td>90%</td></tr> <tr><td>Q4 2014/15</td><td>67%</td><td>90%</td></tr> <tr><td>Q1 2015/16</td><td>67%</td><td>90%</td></tr> <tr><td>Q2 2015/16</td><td>100%</td><td>90%</td></tr> <tr><td>Q3 2015/16</td><td>100%</td><td>90%</td></tr> <tr><td>Q4 2015/16</td><td>80%</td><td>90%</td></tr> <tr><td>Q1 2016/17</td><td>90%</td><td>90%</td></tr> <tr><td>Q2 2016/17</td><td>70%</td><td>90%</td></tr> </tbody> </table>		Quarter	Quarters (%)	Target (Quarters) (%)	Q3 2014/15	100%	90%	Q4 2014/15	67%	90%	Q1 2015/16	67%	90%	Q2 2015/16	100%	90%	Q3 2015/16	100%	90%	Q4 2015/16	80%	90%	Q1 2016/17	90%	90%	Q2 2016/17	70%	90%	<p><b>Categories:</b> WLAM</p> <p><b>Last Updated :</b> Q2 2016/17</p> <p><b>Status:</b> </p> <p><b>Current Value:</b> 70%</p> <p><b>Current Target:</b> 90%</p> <p><b>Red Threshold:</b> 75%</p> <p><b>Amber Threshold:</b> 85%</p> <p><b>Q2 2016/17 result</b></p>
Quarter	Quarters (%)	Target (Quarters) (%)																											
Q3 2014/15	100%	90%																											
Q4 2014/15	67%	90%																											
Q1 2015/16	67%	90%																											
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Q4 2015/16	80%	90%																											
Q1 2016/17	90%	90%																											
Q2 2016/17	70%	90%																											
<p><b><u>Trend Chart Commentary:</u></b></p> <p>Performance has been extremely variable since recording began. Work to ensure compliance with timescales is ongoing. In quarter Q2 and Q3 of 2015/16 performance was positive at 100%. In Quarter 4 of 2015-16 performance dipped to 80% but improved again in quarter 1 of 2016-17 to 90%. This represented nine from ten cases. In quarter 2 of 2016-17 performance dipped to 70% with 7 from 10 meetings taking place within timescale. Work is being undertaken to explain the reasons for this. Whilst numbers of Professional Concerns Meetings remain low, much work has been done to ensure staff comply with the standard. Target will remain at 90% at present.</p>		<p><b>Latest Note :</b></p> <p>05-Oct-2016 Action being taken to explain why 3 professional concerns meetings were outwith timescales.</p>																											

**PI Code & Short Name****SPPPA\_006 Percentage of Adult Protection Case Conference Council Officer reports provided within the 5 day working standard****Description**

This is an indicator of the extent to which adult protection processes are effective and efficient in managing Adult Protection Case Conference processes. Council Officer Reports are provided by Council Officers (who are Social Workers) for Adult Protection Case Conferences. The Adult Protection procedures stipulate that these should be provided to Public Protection Administration at least 5 days prior to the Case Conference. This allows them to be circulated to invitees timeously and should help ensure that meetings spend more time on risk analysis and decision-making.

**PI Owner(s):** zSPPPA\_PIAAdmin; Tim Ward

**HOS Approved for public/PDSP display/reporting ?:** No

**Categories:** WLAM

**Last Updated :** Q2 2016/17

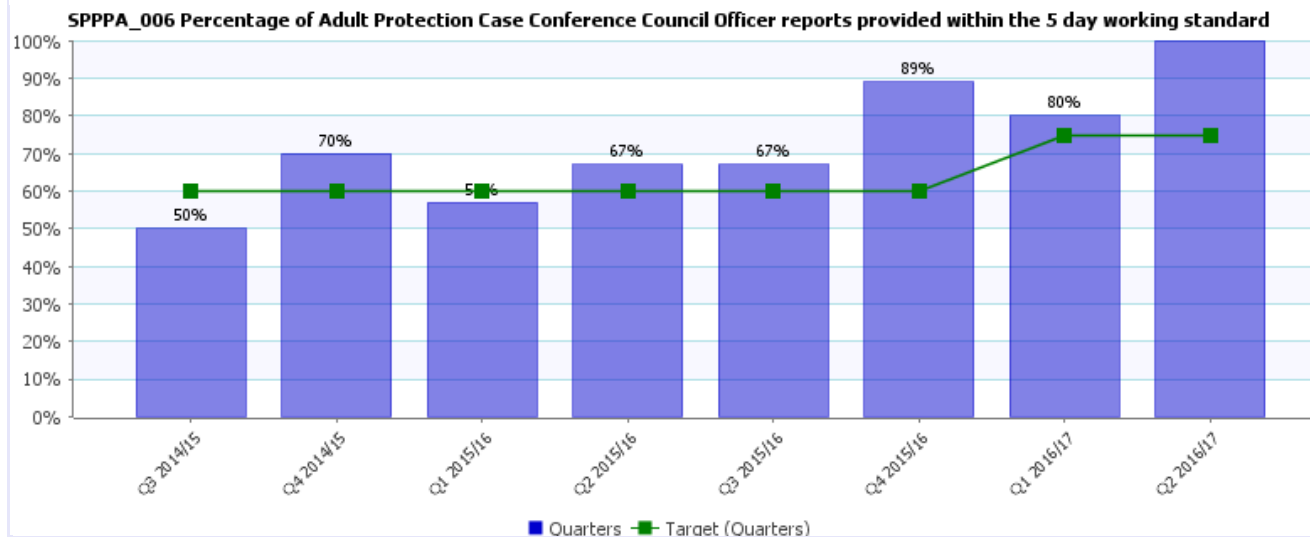
**Status:** 

**Current Value:** 100%

**Current Target:** 75%

**Red Threshold:** 55%

**Amber Threshold:** 65%



**Q2 2016/17 result**

**Trend Chart Commentary:**

Figures for this Indicator have been variable but have, in recent quarters, exceeded target. Performance for Quarter 2 of 2016-17 has seen a strong improvement to 100%, 7 case conferences. This is an improvement from 80% in quarter 1.

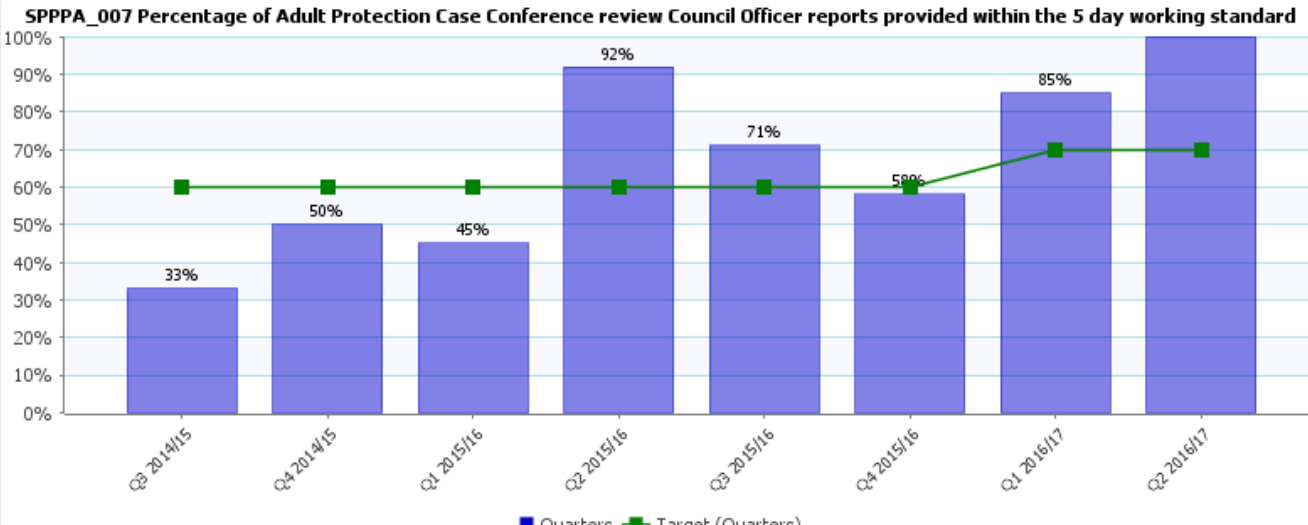


Work remains to ensure consistency of compliance and that will be taken up with relevant Managers.

There is now a joint Risk Assessment/Report template. This has simplified the process.

The target has been raised to 75% for 2016-17 to reflect improvements and can be revised again further should improvement be maintained and consolidated.

**Latest Note :**

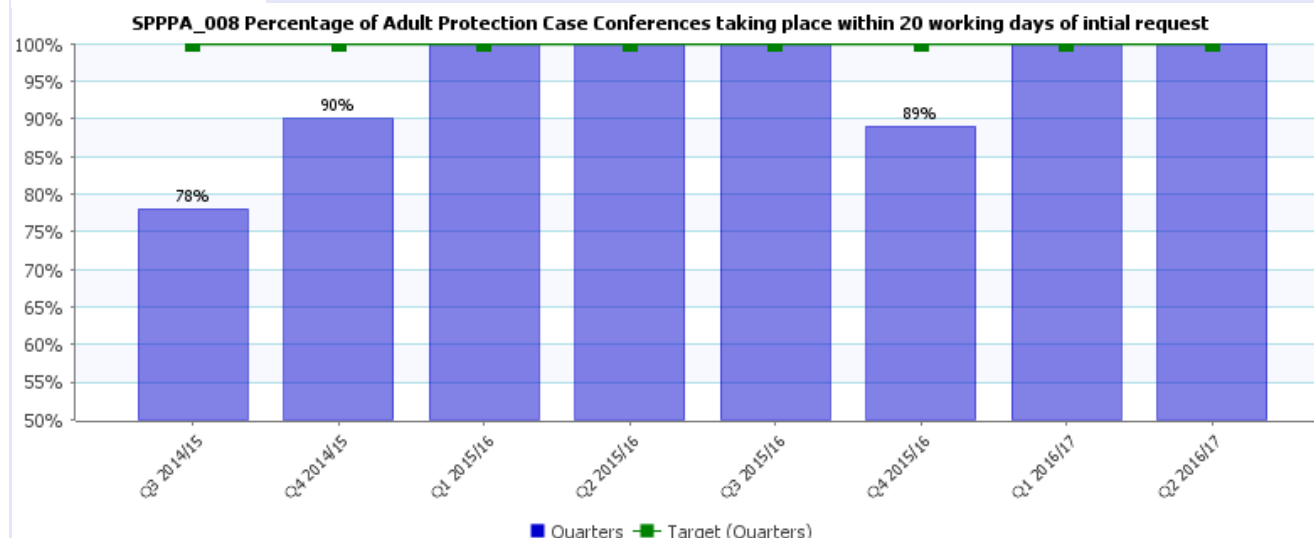


<b>PI Code &amp; Short Name</b>	<b>SPPPA_007 Percentage of Adult Protection Case Conference review Council Officer reports provided within the 5 day working standard</b>	<b>PI Owner(s):</b> zSPPPA_PIAAdmin; Tim Ward																		
<b>Description</b>	<p>This is an indicator of the extent to which adult protection processes are effective and efficient in managing Adult Protection Case Conference Review processes. As for Case Conferences, Council Officer Reports are provided by Council Officers (who are Social Workers) for Adult Protection Case Conference Reviews. The Adult Protection procedures stipulate that these should be provided to Public Protection Administration at least 5 days prior to the Case Conference. This allows them to be circulated to invitees timeously and should help ensure that meetings spend more time on risk analysis and decision-making.</p> <p>Data for this indicator is gathered from SWIFT.</p>	<b>HOS Approved for public/PDSP display/reporting ?:</b> No																		
<p><b>SPPPA_007 Percentage of Adult Protection Case Conference review Council Officer reports provided within the 5 day working standard</b></p>  <table><thead><tr><th>Quarter</th><th>Value (%)</th></tr></thead><tbody><tr><td>Q3 2014/15</td><td>33%</td></tr><tr><td>Q4 2014/15</td><td>50%</td></tr><tr><td>Q1 2015/16</td><td>45%</td></tr><tr><td>Q2 2015/16</td><td>92%</td></tr><tr><td>Q3 2015/16</td><td>71%</td></tr><tr><td>Q4 2015/16</td><td>58%</td></tr><tr><td>Q1 2016/17</td><td>85%</td></tr><tr><td>Q2 2016/17</td><td>100%</td></tr></tbody></table> <p>■ Quarters ■ Target (Quarters)</p>		Quarter	Value (%)	Q3 2014/15	33%	Q4 2014/15	50%	Q1 2015/16	45%	Q2 2015/16	92%	Q3 2015/16	71%	Q4 2015/16	58%	Q1 2016/17	85%	Q2 2016/17	100%	<p><b>Categories:</b> WLAM</p> <p><b>Last Updated :</b> Q2 2016/17</p> <p><b>Status:</b> </p> <p><b>Current Value:</b> 100%</p> <p><b>Current Target:</b> 70%</p> <p><b>Red Threshold:</b> 30%</p> <p><b>Amber Threshold:</b> 45%</p> <p><b>Q2 2016/17 result</b></p> 
Quarter	Value (%)																			
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Q2 2016/17	100%																			
<p><b>Trend Chart Commentary:</b></p> <p>Until quarters 2 and 3 of 2015/16 figures for this PI had been disappointingly low. Work was undertaken to ensure operational staff were encouraged comply with timescales. It should be noted that following a discussion with key partners, attainment improved significantly and increased to 92% and 71% in quarters 2 and 3 of 2015-16 as work was done with managers to ensure greater compliance. It is to be hoped that this positive trend continues. The most recent figure for Quarter 2 of 2016-17 is 100% which is very positive and continues an upward trend following an increase from 58% to 85% between quarter 4 of 2015-16 and quarter 1 of 2016-17. Work will take place to ensure performance can be analysed and made to be as consistent as possible. Work will again take place to continue to remind staff of the importance of performing to timescales.</p> <p>The Public Protection Committee agreed that from 2016-17 onwards the target would be raised to 70% to better encourage improvement.</p>		<p><b>Latest Note :</b></p>																		

**PI Code & Short Name****SPPPA\_008 Percentage of Adult Protection Case Conferences taking place within 20 working days of initial request****Description**

This is an indicator of the extent to which adult protection processes are effective and efficient in managing Adult Protection Case Conference processes. The Adult Protection procedures stipulate that Case Conferences should take place within 20 working days of the initial request.

Data for this indicator is gathered from SWIFT.

**Trend Chart Commentary:**

The figures have demonstrated a largely positive and consistent picture over the course of 2015-16 and into 2016-17. After a dip in the latter half of 2014/15, the figures for Quarters 1, 2 and 3 of 2015/16 improved to 100%. There was a slight dip to 89% in quarter 4 of 2015-16 but in quarter 1 of 2016-17 performance returned to 100%. In quarter 2 this 100% performance was sustained (9 case conferences). Numbers of Adult Protection Case Conferences remain relatively stable and consistent.

The target will remain at 100% for 2016-17.

**PI Owner(s):** zSPPPA\_PIAAdmin; Tim Ward

**HOS Approved for public/PDSP display/reporting ?:** No

**Categories:** WLAM

**Last Updated :** Q2 2016/17

**Status:**

**Current Value:** 100%

**Current Target:** 100%

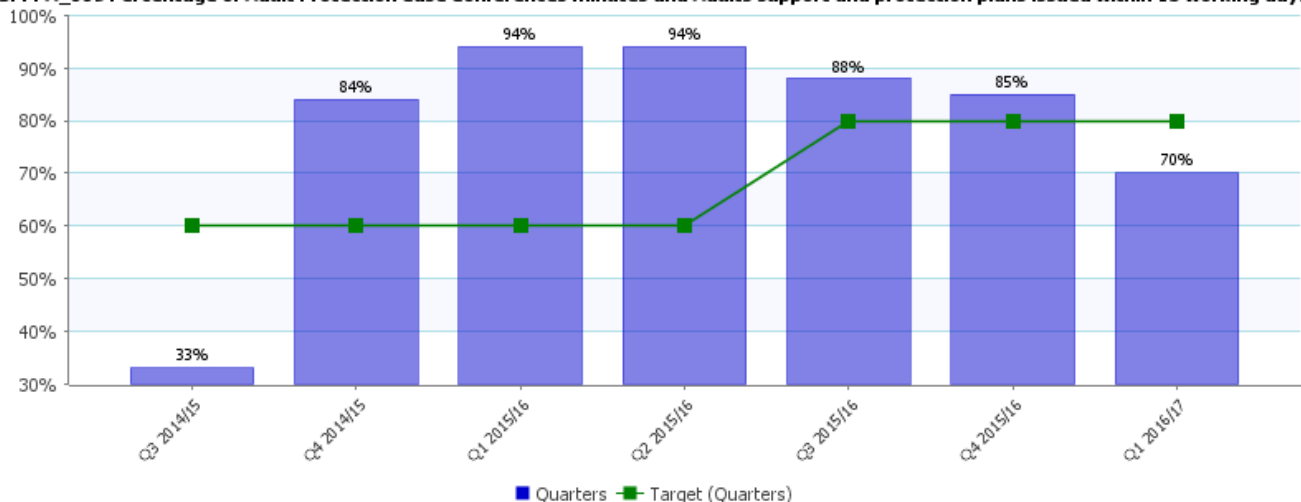


**Red Threshold:** 80%

**Amber Threshold:** 90%

**Q2 2016/17 result**



**Latest Note :**

<b>PI Code &amp; Short Name</b>	<b>SPPPA_009 Percentage of Adult Protection Case Conferences minutes and Adults support and protection plans issued within 15 working days</b>	<b>PI Owner(s):</b> zSPPPA_PIAAdmin; Tim Ward																								
<b>Description</b>	<p>This is an indicator of the extent to which adult protection processes are effective and efficient in managing Adult Protection Case Conference processes. The Adult Protection procedures stipulate that Minutes and Adult Support and Protection Plans should be issued within 15 working days of the Case Conference and Review taking place. It is the job of Public Protection Administration to administer this process.</p> <p>Data for this indicator is gathered from SWIFT.</p>	<b>HOS Approved for public/PDSP display/reporting ?:</b> No																								
<p><b>SPPPA_009 Percentage of Adult Protection Case Conferences minutes and Adults support and protection plans issued within 15 working days</b></p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q3 2014/15</td><td>33%</td><td>60%</td></tr> <tr><td>Q4 2014/15</td><td>84%</td><td>60%</td></tr> <tr><td>Q1 2015/16</td><td>94%</td><td>60%</td></tr> <tr><td>Q2 2015/16</td><td>94%</td><td>60%</td></tr> <tr><td>Q3 2015/16</td><td>88%</td><td>80%</td></tr> <tr><td>Q4 2015/16</td><td>85%</td><td>80%</td></tr> <tr><td>Q1 2016/17</td><td>70%</td><td>80%</td></tr> </tbody> </table>		Quarter	Quarters (%)	Target (Quarters) (%)	Q3 2014/15	33%	60%	Q4 2014/15	84%	60%	Q1 2015/16	94%	60%	Q2 2015/16	94%	60%	Q3 2015/16	88%	80%	Q4 2015/16	85%	80%	Q1 2016/17	70%	80%	<p><b>Categories:</b> WLAM</p> <p><b>Last Updated :</b> Q1 2016/17</p> <p><b>Status:</b> </p> <p><b>Current Value:</b> 70%</p> <p><b>Current Target:</b> 80%</p> <p><b>Red Threshold:</b> 65%</p> <p><b>Amber Threshold:</b> 80%</p> <p><b>Q1 2016/17 result</b></p> 
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Q1 2016/17	70%	80%																								
<p><b><u>Trend Chart Commentary:</u></b></p> <p>Performance in this PI had been steadily meeting the target and the target increased from 60% to 80% in quarter 3 of 2015-16. The target was exceeded in quarters 3 and 4 of 2015-16 but dipped below target in quarter 1 of 2016-17 to 70%. There have been a number of changes in administrative support and a lack of cover for annual leave. The changes in administrative arrangements will be embedded during quarter 3 of 2016-17 and improvement will be expected by the end of the year.</p> <p>Much work has been done to comply with the standard. It should be noted that there is always pressure on staff with this PI as minutes have to be written up, sent to both the Council Officer and Chair of the Adult Protection Case Conference and returned to the minute-taker to then send out. This requires tight deadlines to be met across the board in order for the standard to be met.</p> <p>The target of 80% will be retained and reviewed at the start of 2017-18.</p>		<p><b>Latest Note :</b></p> <p>05-Oct-2016 Data for quarter 2 of 2016-17 will be available at the end of October 2016.</p>																								

