



Date	19 September 2023
Agenda Item	18

Report to West Lothian Integration Joint Board

Report Title: Adult Support and Protection Improvement Activity

Report By: Senior Manager – Adult Services, Social Policy

Summary of Report and Implications	
Purpose	This report: (tick any that apply).
	- seeks a decision <input type="checkbox"/>
	- is to provide assurance <input type="checkbox"/>
	- is for information <input checked="" type="checkbox"/>
	- is for discussion <input type="checkbox"/>
	The purpose of this report is to provide an update to members on the progress of improvement activity following the Joint inspection of Adult Support and Protection and subsequent publication of the report on 6th September 2022.
Recommendations	It is recommended that members: <ol style="list-style-type: none"> 1) Note the contents of the report 2) Note the progress of work to date and ongoing actions being taken to address identified areas for improvement
Directions to NHS Lothian and/or West Lothian Council	A direction(s) is not required.
Resource/ Finance/ Staffing	Activity is being and will continue to be carried out within existing budgets.
Policy/Legal	Adult Support and Protection (Scotland) Act 2007
Risk	None
Equality, Health Inequalities, Environmental and Sustainability Issues	No specific requirements

Strategic Planning and Commissioning	None
Locality Planning	None
Engagement	None

Terms of Report	
1.	Background
1.1	In May 2022 a Joint Inspection of Adult Support and Protection (ASP) in West Lothian was undertaken by the Care Inspectorate and partners from Healthcare Improvement Scotland and His Majesty's Inspectorate of Constabulary.
1.2	Following 15-weeks of planned inspection activity, a report was subsequently published on 6 th September 2022 which identified areas of strength as well as a number of areas for improvement. Reports were submitted to the Integration Joint Board in September 2022 and April 2023 to provide board members with a detailed update on work that was being progressed to address the areas for improvement.
2.	Identified Areas for Improvement
2.1	<ul style="list-style-type: none"> • Social work should improve its initial inquiry process. Staff should always record the application of the three-point test. Inspectors however noted that the partnership had recently adopted a new template which they believed would better support managerial oversight in this key process; • Management of risk for adults at risk of harm needed improvement. All who require a chronology, a risk assessment and a risk management plan should have them. The partnership should use a standard template for adult protection risk assessments; • The partnership should revise its process for adult protection investigations. It should make sure investigations are carried out in line with legislation. Council Officers carrying out investigations should routinely interview adults at risk of harm; • The Partnership should strengthen its operational management oversight and improve strategic governance of social work adult protection practice. This will ensure strategic leaders are better informed about key process weaknesses; and • The lived experience of adults at risk of hare and their unpaid carers were not represented at the adult protection committee. It should make sure they are involved.
2.2	Following publication of the inspection report, the Adult Protection Committee agreed a multiagency inspection improvement plan to address the areas for improvement and are currently overseeing the implementation of these actions.
3.0	Inspection Improvement Plan – progress to date
3.1	<p>A number of actions were identified in relation to social work practice and processes in response to the identified areas for improvement:</p> <ul style="list-style-type: none"> • Establishment of a standalone Adult Support and Protection social work team; • Development and use of new templates to support the recording of Initial Inquiries and Investigations under ASP;

- Publication of revised ASP Procedures;
- Appointment of a dedicated Business Support Officer to support, develop and enhance public protection training; and
- Revision of Chairing and function of Adult Support and Protection Case Conferences.

A Social Work Leadership group was established and this group is responsible for overseeing and monitoring the progress of these actions.

3.2 **The Adult Support and Protection Team**

In September 2022 a standalone ASP social work team was established. This team is responsible for all ASP activity relating to individuals who do not have an allocated social worker at the time of a referral being submitted. For individuals who do have an allocated social worker, any ASP activity will be progressed by the allocated worker.

Recruitment to the ASP team has progressed well and there are now 4 permanent full-time staff in post with an additional 2 staff in temporary posts plus a Team Manager. There are 4 vacant posts (two of these are currently filled temporarily with potential for them to be made permanent) and recruitment is ongoing with further interviews planned for September 2023.

3.3 The Social Work Leadership group has conducted a range of quality assurance activity relating to key processes and a number of improvements have been noted since the ASP team was established, including:

- Provision of a Chronology in all initial inquiries and investigations under ASP;
- Clear recording of the application of the three-point criteria; and
- Clear recording of managerial oversight of initial inquiries and investigations.

3.4 The Social Work Leadership group has continued to carry out additional quality assurance audit activity to ensure that there are continuous improvements around key processes including those listed above and in relation to risk assessment and risk management. A report will be submitted to the Adult Protection Committee in November 2023 on behalf of the Social Work Leadership group and this report will provide members of the APC with an update on the progress of all actions held by the group as well as detailing findings of audit activity.

3.5 **Publication of revised Adult Support and Protection Procedures**

Revised ASP procedures were agreed and published by the Adult Protection Committee in March 2023. In order to support staff and ensure consistent implementation of the new procedures, five briefing sessions were planned and a total of 60 staff attended from various teams across the partnership.

The ASP Lead Officer and Business Support Officer for public protection training are currently developing refresher briefing sessions which will be facilitated for staff in the coming months. These sessions will give staff an opportunity to refresh their knowledge in relation to the new procedures and they will also address some key learning points that have been identified through audit activity undertaken by the Social Work Leadership Group.

3.6 **Social Work Training**

In December 2022 a Business Support Officer (BSO) was appointed to aid the delivery of a range of training related to ASP. A training plan has been agreed with senior managers and is currently being progressed.

The BSO has reviewed and revised the training for Council Officers and this was initially delivered in August 2023 with further dates planned for September 2023. Staff who attended in August

provided positive feedback about the course and indicated that they felt confident in their ability to carry out Council Officer duties following the training.

Multiagency Level 1 and Level 2 ASP training was also delivered in August 2023 by the ASP Lead Officer and NHS Lothian's ASP Advisor. 22 individuals attended Level 1 training and 12 attended Level 2. A total of 14 staff completed the online evaluation survey for Level 1 training and 11 staff completed it for the Level 2 course. The feedback from staff was very positive with all staff who completed evaluations rating their overall experience as 'Good' or 'Excellent'.

3.7 Revision of Chairing and function of ASP Case Conferences

The Adult Support and Protection Lead Officer carried out a benchmarking exercise with other partnerships in order to establish how others approach the chairing of case conferences. For the most part, other partnerships adopted the same approach as West Lothian with social work team managers carrying out the role of independent chairs.

In order to support team managers in their role as an independent chair, updated training was provided to all team managers and the number of managers who act as independent chairs was also increased to ensure that case conferences are held within procedural timescales. Recent reporting data shows a marked increase in the percentage of initial case conferences and review case conferences being held within procedural timescales. In Quarter 1 of 2023/24, 89% of initial and review case conferences were held within procedural timescales compared with Quarter 1 of 2022/23 when this figure was 65%.

In addition to this, in July 2023 a review of the paperwork and templates associated with case conferences was reviewed following feedback from team managers, admin staff and from multiagency audits. Changes were subsequently agreed with a view to ensuring that analysis of risk is central to the discussion that takes place at case conferences. These documents will be in use from 1st September 2023.

3.8 Health Improvement Activity

A dedicated admin resource was established to support improvements in attendance of Health staff at all Adult Support and Protection Case Conferences. In addition to this, the process for recording attendance of Health staff at Case Conferences was also reviewed and as a result there has been a significant improvement in health attendance at case conference meetings. In Quarter 1 of 2023/24 75% of health staff who were invited attended initial ASP case conferences, a marked improvement when compared with attendance in the previous quarter which was 50%.

A pan-Lothian approach to recording ASP concerns is being taken forward including writing some guidance into the revision of the NHS ASP procedures which will guide staff to support their recording. The Director of Public Protection in NHS Lothian is leading on this along with the Chief Nurses and they are currently carrying out an audit of ASP recording on TRAK.

4. National Improvements

4.1 Updated Codes of Practice and National Implementation Group

Following consultation and planning, the Scottish Government published an updated Code of Practice as well as updated guidance for General Practice in July 2022. An ASP National Implementation group was established to support both national and local implementation of the revisions to the Code of Practice. West Lothian has a presence at meetings of the National Implementation group as well as it's workstream sub-groups where action plans for implementation are being developed.

4.2 National Minimum Dataset

A National ASP minimum dataset project commenced in 2022/23. This project is currently in its first of three phases with phase 1 focussing on co-designing with partners. The ASP Lead Officer has been involved in national meetings focussed around co-design and the first set of reporting data was submitted in August 2023.

Once phase 1 of the minimum dataset is embedded in all Local Authority areas it should result in a level of consistency in reporting that will allow for improved benchmarking and comparison activity to be carried out at a local level.

5. Conclusion

Adult Support and Protection remains a key priority for social work and multiagency partners in West Lothian. The Adult Protection Committee will continue to oversee the Inspection Improvement Plan and will monitor the progress of the actions identified within it. This report has highlighted a number of improvements that have been identified to date and work will continue to ensure that there is continuous improvement in all areas.

Appendices	None
References	None
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