

Subject:	Adult Support & Protection - Thematic Inspection Improvement Work Plan Update
Purpose:	To update the IJB in relation to the improvements being taken forward following the findings of the first ever, Joint Thematic Inspection of Adult Support & Protection
Recommendation:	To note the content of this report and approve the attached Improvement Plan.

Glossary of Terms	
NHS AA	NHS Ayrshire and Arran
HSCP	Health and Social Care Partnership
IJB	Integration Joint Board
ASP	Adult Support & Protection

1.	EXECUTIVE SUMMARY
1.1	During 2017 North Ayrshire volunteered to be involved in the first ever Joint Thematic Inspection of Adult Support and Protection (ASP). The Inspection was carried out over six Local Authority areas during Autumn 2017.
1.2	The Draft Report for North Ayrshire was received by us at the end of March 2018. Overall, the Report was extremely positive and highlighted numerous areas of good practice in relation to ASP across North Ayrshire.
1.3	<p>The North Ayrshire Report confirmed that the Care Inspectorate (as Lead Inspection Agency) and their Inspection Partners (Health Improvement Scotland and Her Majesty's Inspectorate of Constabulary Services) had agreed with our self-evaluation ratings, as follows:</p> <ul style="list-style-type: none"> • Outcomes for Adults at Risk of Harm: GOOD • Key Processes for ASP: VERY GOOD • Leadership and Governance: VERY GOOD
1.4	A paper updating the IJB on the individual Inspection feedback to North Ayrshire was submitted to the May 2018 IJB meeting. A further update in relation to the National feedback and North Ayrshire's Inspection Improvement Work Plan was requested to be submitted to a future meeting.
1.5	The full National Report (featuring all six Local Authority areas) was published in July 2018 and North Ayrshire rated highest overall across all three quality indicators.

2.	BACKGROUND
2.1	In May 2017, the Care Inspectorate announced its intention to conduct the first Inspection of ASP. North Ayrshire volunteered to be involved in this Inspection and it was confirmed in July 2017 that North Ayrshire would be one of the six areas inspected. During September 2017 the North Ayrshire Adult Protection Committee (APC) submitted information on redacted ASP cases and a variety of evidence to be read off site, to support our self-evaluation ratings.
2.2	The on-site inspection week commenced at the end of October 2017 and consisted of three days of detailed file reading (50 cases) and two days of 'Scrutiny Sessions' – staff focus groups.
2.3	In August 2018, the Care Inspectorate requested that each of the six areas inspected, submit an Improvement Work Plan by 14 th September 2018. The North Ayrshire Inspection Improvement Work Plan is attached at <i>Appendix 1</i> .
3.	PROPOSALS
3.1	<u>Anticipated Outcomes</u>
	The Adult Protection Committee – ASP Improvement Subgroup will ensure that the actions detailed on the Inspection Improvement Work Plan are amalgamated into their Work Plan and are implemented and regularly reviewed and reported on.
3.2	<u>Measuring Impact</u>
	<p>The improvement actions should result in improved information sharing between the Health and Social Care Partnership and Police Scotland. In addition, there should be an increase in those adults at risk who require advocacy, being offered this. This will be measured through regular Key Performance Indicator Report Updates to the Adult Protection Committee and the Child and Public Protection Chief Officers' Group.</p> <p>A further benefit accrued as a result of the Inspection process was the identification of better working arrangements being necessary in relation to Police Scotland staff attending Adult Support and Protection Case Conferences being better briefed in advance and being clear about their role. Training to Police Scotland staff in relation to this took place on 06.09.18 and a further session is planned for 26.09.18.</p> <p>As a result of our Inspection performance, to date, seven other Local Authorities have made contact with us to request information or to arrange a visit, to discuss how we organise Adult Support and Protection in North Ayrshire. We have also been invited to present at a National Conference, which will focus on how to improve practice in relation to Adult Support and Protection nationwide.</p>
4.	IMPLICATIONS
Financial:	There are potential new revenue costs associated to making more timely Advocacy Support available for Adults at Risk of Harm who require this
Human Resources:	None
Legal:	None
Equality:	None
Children and Young People	None

Environmental & Sustainability:	None
Key Priorities:	All improvement activity will be amalgamated into the North Ayrshire Adult Protection Committee Strategies and Work Plans.
Risk Implications:	None
Community Benefits:	Adults at risk will be better supported via improved Police Scotland involvement and Advocacy provision

Direction Required to Council, Health Board or Both	Direction to :-	
	1. No Direction Required	√
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

5.	CONSULTATION
5.1	None
6.	CONCLUSION
6.1	The ASP Inspection Improvement Work Plan will be submitted to the Care Inspectorate (as Lead Inspectors) on 14 th September 2018 and the Work Plan will be presented to The Chief Officers' Group at their next meeting on 20 th September 2018.

For more information please contact: Brenda Walker (Senior Officer – ASP) on 01294 310619 or brendawalker@north-ayrshire.gcsx.gov.uk

Appendix 1 - North Ayrshire – Adult Support and Protection - Inspection 2017

Improvement Action Plan

1. Background

- 1.1 During Autumn 2017, North Ayrshire were included in the First Thematic Inspection of Adult Support and Protection (ASP).
- 1.2 The Inspection Report was published in July 2018 and there were two main areas for improvement highlighted for North Ayrshire.
- 1.3 The areas for potential improvement from a National perspective were discussed at the August meeting of the North Ayrshire Adult Protection (APC) Committee and a rationale provided and explored for whether the APC felt there were National improvements which required to be implemented within North Ayrshire. The consensus was that while the National areas identified for potential improvement were helpful to be aware of, these were not a particular issue in North Ayrshire and the APC should focus its efforts on the two specific areas for improvement identified for North Ayrshire. The APC then discussed at length the two specific areas for improvement and agreed the way forward.
- 1.4 The Improvement actions have been incorporated into the APC – ASP Improvement Subgroup Work Plan 2018 – 2020 and will be reported on as a quarterly Key Performance Indicator at the North Ayrshire APC and the Child and Public Protection Chief Officer's Group over the next ASP biennial period 2018 – 2020.
- 1.5 As a result of discussions arising from the Inspection process, we will be undertaking a project between ASP staff and Police Scotland to identify a group of Police Officers who will be trained in what is expected in relation to attendance at ASP Case Conferences, where there is a remit for Police Scotland. These identified Officers will receive information about the Conference in advance and be able to attend all relevant ASP Case Conferences in North Ayrshire, better briefed and with a clear idea about how to ensure the benefits of their attendance is maximised.

North Ayrshire – Inspection Improvement Action Plan

Improvement Action	Responsibility	Action to be taken	Comments	Timescales
Sending ASP Case Conference Minutes to Police	<p>Senior Officer to devise process</p> <p>ASP Administrative Staff to implement</p>	<p>We will pilot a process whereby we will send a short pro-forma to Police Colleagues alerting them to the fact that someone is going to ASP Case Conference and providing them with brief details and a contact for the Council Officer working with the Adult. The process will include the ability to provide updates if something important arises (e.g. Protection Order etc.) and will also include the ability to alert Police when the Adult is no longer under the auspices of ASP legislation.</p>	<p>When Police are invited to an ASP Case Conference – they routinely receive the ASP Case Conference minute – whether they have attended or not. In order not to provide very detailed, sensitive information contained within ASP Case Conference minutes, about adults, their families and potential harmers – in cases where Police have no locus (and to meet GDPR minimisation criteria) – we will implement a flag system which gives brief details and provides a contact to obtain more information if necessary.</p>	<p>September 2018 – December 2018</p> <p>Monitor new pilot (commencing 03.09.18) of this process for NHS colleagues and learn lessons.</p> <p>Review and report on numbers of Case Conference minutes being sent to Police Scotland</p> <p>January 2019</p> <p>Commence new Police pilot process for alerting Police colleagues when an adult is going to ASP Case Conference</p> <p>June 2019</p> <p>Review and revise Pilot activity and finalise process</p> <p>Capture data and report under new KPI to APC and COG</p> <p>July 2019</p> <p>Mainstream Pilot process and thereafter continue to monitor and report on compliance</p>

Improvement Action	Responsibility	Action to be taken	Comments	Timescales
Extending an offer of advocacy to all adults under ASP	Lead Officer and APC – ASP Improvement Subgroup	<p>Issue of Advocacy provision in North Ayrshire to be discussed with Senior Managers</p> <p>Ensure that systems are robust to make certain that relevant staff do record whether Advocacy has been considered, offered and taken up and the reasons for this, to enable this to be robustly recorded and reported on</p>	The target of 100% compliance with the consideration of advocacy for all adults will be monitored. The KPI of 85% of adults being offered advocacy will be trialled – initial interrogation of the systems to ascertain in what circumstances advocacy is considered, but not offered, have revealed that there is often good reason for advocacy not to be offered – this will be monitored on an on-going basis.	<p>Sept – Dec 2018</p> <p>Discuss Advocacy provision within North Ayrshire with Senior Managers</p> <p>Monitor and report on advocacy offered figures to gain a picture of how systems operate and what is being recorded.</p> <p>Ensure all staff are aware of the necessity to always consider advocacy and offer unless there is a very good reason not to – which should be recorded</p> <p>Jan – June 2019</p> <p>Review KPI in light of information gleaned from systems</p> <p>Make required changes to systems and thereafter continue to monitor and report on compliance</p>

End of North Ayrshire Improvement Action Plan – September 2018