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**To: Renfrewshire Integration Joint Board Audit, Risk and Scrutiny Committee**

**On: 18 June 2021**

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**Report by: Interim Chief Officer**

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**Heading: Renfrewshire Adult Protection Committee Improvement Plan**

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## **1. Summary**

- 1.1. The purpose of this report is to provide the Integration Joint Board Audit, Risk and Scrutiny Committee with an update on progress of the Renfrewshire Adult Protection Committee Improvement Plan, following the ASP Joint Inspection undertaken in March 2020.
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## **2. Recommendation**

It is recommended that the IJB Audit, Risk and Scrutiny Committee:

- Note the contents of this report.
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## **3. Background**

- 3.1. The pre-onsite phase of the joint inspection concluded successfully with the provision of a Renfrewshire position statement, which was highly commended; advanced evidence; and the completion of an inter-agency electronic staff survey. Due to the COVID-19 pandemic not all activities for the onsite file reading phase were completed.
- 3.2. Verbal feedback was provided by the Care Inspectorate, in collaboration with joint inspection partners Health Improvement Scotland (HIS) and Her Majesty's Inspectorate of Constabulary in Scotland (HMICS), to senior officers from key partners on 1 June 2020.
- 3.3. The findings of the inspection were well balanced and highlighted key strengths together with areas for improvement. As a result, an improvement plan was swiftly developed, in consultation with partners.
- 3.4. The Inspection Improvement Plan was approved by RAPC on 15 June 2020. This was amalgamated with an existent Improvement Plan for the Adult Protection Committee with the support of the HSCP's Change and Improvement Team. It was agreed by RAPC that the RAPC Continuous Improvement Subcommittee will be responsible for

monitoring and reviewing the collated improvement plan, with actions in the plan led by each of the RAPC subcommittees.

3.5. This plan was subsequently brought to the Renfrewshire Chief Officers Group in October 2020 and will continue to be regularly reviewed by the Adult Protection Committee.

3.6. The current version of the amalgamated plan was signed off by RAPC on 8 June 2021. This included an Excel version of the plan (Appendix 2), which provides higher level oversight of outstanding and completed improvement actions.

#### **4. ASP Joint Inspection 2020 Summary**

4.1 On 7 January 2020, the Care Inspectorate, Her Majesty's Inspectorate of Constabulary in Scotland (HMICS) and Healthcare Improvement Scotland (HIS) formally notified Renfrewshire Health and Social Care Partnership (HSCP) and Renfrewshire Council that they would be undertaking a joint inspection of adult support and protection arrangements in the Renfrewshire partnership area commencing on Monday 16 March 2020.

4.2 The scrutiny work has been programmed around the 13 Police Scotland Divisional areas and their associated Risk and Concern Hubs and therefore an inspection in the Inverclyde partnership area was undertaken concurrently. Inverclyde's onsite file reading was due to commence one week after that for Renfrewshire.

4.3 The focus of the joint inspection was to provide:

- Independent scrutiny and assurance of how partnerships ensure that adults at risk of harm are kept safe, protected, and supported.
- Assurance to Scottish Ministers about how effectively partnerships have implemented the Adult Support and Protection (Scotland) Act 2007.
- An opportunity to identify good practice and support improvement more broadly across Scotland.

4.4 The inspection focussed on the two key areas:

- Key adult support and protection processes.
- Leadership for adult support and protection.

4.5 Although the onsite phase began on Monday 16 March 2020, due to the covid-19 emergency not all activities were completed. From the 50 file samples of adults at risk of harm only 23 social work, police and health records were read. None of the 40 recordings of initial inquiry episodes for which no further adult protection related action was required were reviewed. However, the inspectors were able to undertake an analysis of the staff survey (562 responses) and review the supporting evidence and position statement.

- 4.6 Despite the outbreak of the pandemic, on 1 June 2020, the Care Inspectorate provided feedback through a virtual meeting which was also attended by inspectors from HMICS and HIS together with senior officers from across the partnership including: Renfrewshire Council, Renfrewshire HSCP, Police Scotland and NHS Greater Glasgow and Clyde.
- 4.7 The feedback was balanced and highlighted key strengths and areas for improvement as detailed below.

### Key Strengths

- The staff survey showed that staff across the partnership held positive views about adult support and protection, and the partnership's efforts to keep adults at risk of harm safe, protected and supported;
- Operational adult support and protection practice across the partnership was sound in many areas, with effective collaborative working to keep adults at risk of harm safe;
- Partnership staff shared information coherently to identify harm to adults at risk of harm and then protect them;
- Adults at risk of harm were supported and listened to for the key processes undertaken to keep them safe and protected;
- Adults at risk of harm received good support from health staff. They worked collaboratively to manage the risks for adults at risk of harm and improve their health and wellbeing.
- Strategic leadership for adult support and protection exercised sound governance, robust quality assurance, and improvement work that was undertaken collaboratively.

### Areas for Improvement

- The partnership should ensure that a cogent, collaborative adult protection plan is prepared timeously for all adults at risk of harm who require one.
- The partnership should make sure that the police are appropriately involved in adult protection investigations.
- The partnership should strive to ensure all organisations required to attend adult protection case conferences attend.
- The partnership should do everything possible to encourage and assist adults at risk of harm to attend adult protection case conferences that are held about them.
- The partnership should make sure that adults at risk of harm and their unpaid carers are represented at a strategic level on the Adult Protection Committee

## **5. RAPC Improvement Plan development and update**

- 5.1 The areas for improvement highlighted above formed the basis of the Improvement Plan, which was developed in consultation with partners.
- 5.2 Because there was already an RAPC Improvement Plan, which contained several overlapping areas for improvement as identified by

the inspectors, RAPC amalgamated the two plans to ensure a cohesive approach to improvement and to reduce confusion. The amalgamated plan is attached as Appendix 1; for clarity, the left-hand column indicates whether the action arose from the Joint Inspection. Appendix 2 is an Excel version of the plan, which provides higher level oversight of outstanding and completed improvement activity.

- 5.3 Further work is being done on the plan to align its objectives with those of the Scottish Government National ASP Improvement Plan. The RAPC Improvement Plan is a “live” documents that will continue to evolve as new improvement areas are identified.
- 5.4 Some date targets have not been met due to the resource and operational impact of the Covid-19 response and several Large Scale Investigations throughout 2020 until the present.

## 6. **ASP Joint Inspection update**

- 6.1 A letter from Cabinet Secretary for Health and Sport, Jeane Freeman, MSP, was received to all Health and Social Care Partnerships across Scotland on 3 March 2021.
- 6.2 Ms Freeman advised that the Adult Support and Protection Joint Inspection Programme would resume at the end of March 2021 to ensure ongoing protection for adults at risk of harm while managing the risks to individuals and the wider Covid response. Inspection partners have begun formally advising HSCPs about their participation.
- 6.3 The letter makes reference to the “completion of the first inspection in January 2021.” We understand this to be referring to Renfrewshire and therefore we do not anticipate further ASP Joint Inspection activity until Phase 2 of the national programme. IJB Audit Committee members will be informed if information contradicting this assumption is received from the Care Inspectorate.
- 6.4 There has been no update provided by Scottish Government or by the Care Inspectorate as to when Phase 2 will be commenced due to the development of a new timetable for Phase 1. However, the Care Inspectorate may wish to receive progress on our Improvement Plan prior to formal commencement of Phase 2.

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## Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – None.
3. **Community Planning** – None.
4. **Legal** – None.
5. **Property/Assets** – property remains in the ownership of the parent bodies.
6. **Information Technology** – None.
7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights.

No negative impacts on equality groups or potential for infringement have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None.
9. **Procurement** – procurement activity will remain within the operational arrangements of the parent bodies.
10. **Risk** – None.
11. **Privacy Impact** – None.

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**List of Background Papers** – None.

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**Author:** Jamie Aarons, Lead Officer RAPC

Any enquiries regarding this paper should be directed to Carron O'Byrne, Head of Health and Social Care ( <a href="mailto:carron.obyrne@renfrewshire.gov.uk">carron.obyrne@renfrewshire.gov.uk</a> or 0141 618 6855)
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## Appendix 1

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Renfrewshire Adult Protection Committee

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Inter-agency Improvement Plan 2020-2023

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**Renfrewshire Adult Protection Committee – Improvement Plan**

**Introduction and Multi-agency Improvement Strategy**

**RAPC vision statement**

*In Renfrewshire everyone is committed to keeping adults at risk of harm safe and protected.*

**Introduction**

We are pleased to present the 2020-2022 RAPC multi-agency Improvement Plan. This is a live, working document that sets out identified outcomes and associated actions for practice, policy and performance improvement for Adult Support and Protection in Renfrewshire. It is designed so that it can record newly identified areas for development while tracking the progress and achievement of actions already established.

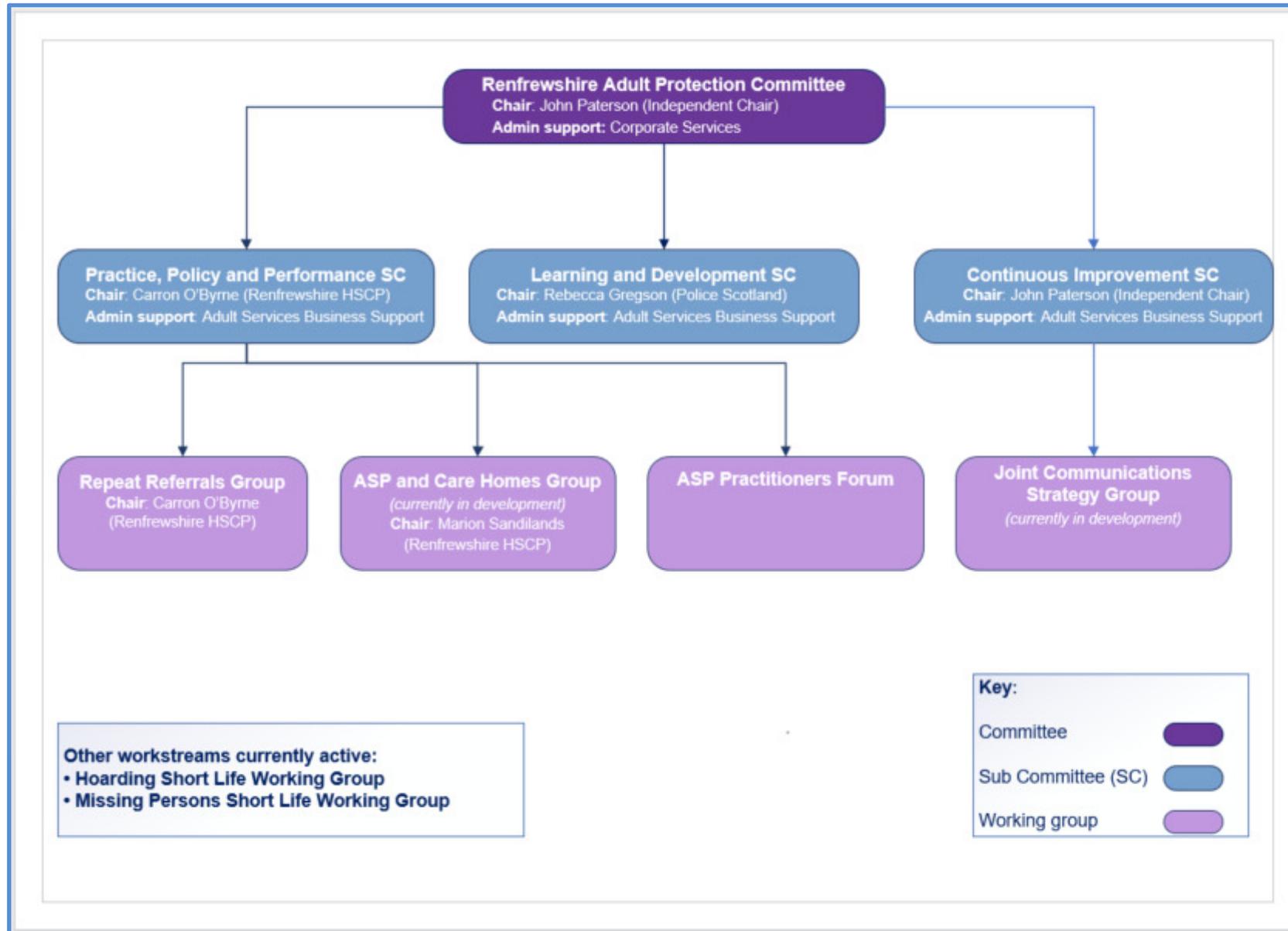
The Improvement Plan was developed under the remit of the Renfrewshire Adult Protection Committee's Practice, Policy and Performance subcommittee. The current form, layout and content of the plan is influenced and driven by the following:

- The review of 2013-14, 2016-17 and 2017-19 RAPC Improvement Plans and associated outcomes
- RAPC Biennial Reports 2012-2014, 2014-2016 and 2016-2018
- National Priorities for Adult Support and Protection as described in Scottish Government's ASP Improvement Plan June 2019
- Key themes emerging from the Care Inspectorate's Joint ASP Thematic Inspection 2018
- Improvement Areas from Renfrewshire's ASP Joint Inspection of March 2020
- Local priorities and areas for action emerging from:
  - Biennial Adult Protection Conference feedback
  - Review and audit activity, including RAPC Self-Evaluation and Case File audit 2018
  - Feedback from RAPC Members 2019

The Scottish Government Adult Support Protection Plan was updated in May 2021, our intention is to align these national objectives with our local priorities, and this will be included in our improvement and action plans. The national improvement themes are as follows: Assurance, Governance, Data and Information, Legislation, Policy and Guidance, Practice Improvement and Prevention.

## RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

The Renfrewshire Adult Protection Committee is supported by three sub committees and two subgroups who collectively (with partners) are responsible for delivering this overarching plan (see diagram below).



For example, the RAPC Inter-agency Learning and Development Strategy (2017-2020) underpins the work done by the RAPC Learning and Development Subcommittee. The Renfrewshire Financial Harm Subgroup is responsible for its strategy and accompanying action plan. Action plans arising from initial or significant case reviews; appreciative inquiries; or relevant case discussions are monitored by RAPC. Where appropriate, these actions are incorporated into the RAPC Improvement Plan.

In collaboration with the Renfrewshire Child Protection Committee, a Joint Engagement and Communications Strategy has been developed. The communications strategy and relevant actions arising from the current RAPC Improvement Plan work in parallel.

The RAPC Improvement Plan has been revised so that Key Improvement Themes align with those reported by the quarterly RAPC Scorecard. This means that desired outcomes and actions are directly linked to measures reported to RAPC and, subsequently, to Renfrewshire’s Chief Officers for Public Protection. The scorecard fields are ever evolving, which means that they can be amended to ensure consistency with aspirations laid out in the Improvement Plan. The “reference” column of the plan refers to actions stemming from our previous RAPC Improvement Plan or from recommendations emergent from the ASP Joint Inspection 2020.

The RAG status indicates progress against our outcomes. Status is measured as:

Red (R)	Not met
Amber (A)	Potential delay
Green (G)	On track
Complete (C)	Complete

### Looking forward - new outcomes and activities

The RAPC will continue to support partner agencies to implement any recommendations that emerge from review and audit activity. This will include early intervention and preventative work to reduce the frequency of repeat referrals. Focus in the coming year will be on advocacy and participation of all ASP partners, including people subject to adult protection referrals. RAPC is committed to upholding individual’s rights and recognises the need for enhanced attention on communicating with adults who are at the centre of the work we do. RAPC intends to continue strengthening links with care homes and care at home services, promoting consistent understanding of adult protection referral thresholds, referral pathways, and processes.

We will further focus on the support required for staff in their varied roles in Adult Support and Protection activity and intervention. Commitment to ensuring clarity and a working knowledge of current protocols, procedures, legislation, and practice guidance will be paramount. The RAPC is also committed to the

ongoing development of strong leadership and management that focuses on the safety and well-being of adults in Renfrewshire. This includes the learning and development required to ensure competent and confident Adult Protection practice by staff and managers across agencies.

Renfrewshire has recently published a revised Inter-agency ASP Large Scale Investigation guidance; building on work published by Scottish Government in 2019 we also intend to revise our Initial and Significant Case Review Guidance. Underpinning this work will be the revised West of Scotland Inter-agency Guidance (2019) and Renfrewshire's own ASP Inter-agency Operational Guidance and Procedures. Strategy and procedures related to self-neglect and hoarding are anticipated locally in 2021, in addition to an ambitious Financial Harm Strategy and Action Plan; work is underway locally to progress the National Missing Persons Framework.

To ensure that the RAPC Improvement Plan is current and clear in purpose, the committee will continue to review its activities and achievements via the work of its subcommittees. It will revise and introduce intended outcomes and activities that are in line with changing priorities and developments for Adult Support and Protection at local and national levels. Recently the plan has been amended to include COVID-19 Service Delivery and Recovery for Adult Support and Protection. This aims to ensure that those at risk of harm continue to be identified and supported throughout the current uncertainty.

As always, we will continue to promote a strong value base that places adults and their carers at the heart of our practice and strive to improve our services in Adult Support and Protection activity.

**John Paterson**  
**Independent Chair of the Renfrewshire Adult Protection Committee**

## RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

**Lead Committee: RAPC Practice, Policy and Performance Sub Committee**

**Theme: Participation and Advocacy**

Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
<b>Objective 1: Improve understanding and awareness of advocacy support among staff and service users/ carers within Renfrewshire</b>						
<b>RAPC IP19-21 JI-IA4</b>	Staff and service users have an improved understanding of advocacy and how to access support	Literature available to adults and their families	Increase in numbers of Adults at Risk offered advocacy and taking up evidenced in ASP Module	Develop easy read materials for adults and their families describing ASP process and meetings	Nov 2021	<b>R</b>
		Guidance material available to support staff	Increase in use of advocacy evidenced by advocacy records	Develop materials for staff explaining advocacy and process	Aug 2021	<b>A</b>
				Embed system for distributing materials to individuals involved in ASP process	Aug 2021	<b>A</b>
<b>Objective 2: Improve engagement of adult at risk and family members/unpaid carers (as appropriate) in ASP process</b>						
<b>RAPC IP19-21 JI-IA3</b>	Adults at risk, family members, carers and representative identified in the ASP process feel better informed and are more confident to	Feedback from adult at risk and family members/ unpaid carers is evident in ASP case notes	Increase in proportion of adults who are informed that they were subject to an ASP ( <i>Source: ASP module/ RAPC data suite reports</i> )	Develop an engagement protocol for Council Officers to follow throughout the ASP process.	Mar 2021	<b>R</b>
		Reflect partner responsibilities	Increase in proportion of adults whose views are sought as part of Section 4	Utilise technology to engage with adults at risk and family members / unpaid carers, to maximise opportunities for their involvement in ASP processes	May 2020	<b>C</b>

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
	engage in the process		inquiry ( <i>Source: ASP module/ RAPC data suite reports</i> )	Working groups to be identified following meetings with Team Managers and Council Officers	Sept 2020	<b>R</b>
				Adult Protection Case Conference Chairs to maintain current practice of offering to meet with the Adult at Risk in advance of and following an Adult Protection Case Conference	Oct 2020	<b>C</b>
<b>Objective 3: Improve lived experience feedback mechanisms for individuals subject to ASP and their representatives/ carers by embedding service user feedback within ASP process in Renfrewshire</b>						
<b>RAPC IP19-21</b> <b>JI-IA4</b> <b>JI-IA3</b>	Examination of ASP lived experience feedback provides assurance ASP services are supporting adults at risk of harm and identifies improvements that need to be made locally	Tool (Questionnaire) developed to elicit views and issued to service users/ carers and families post ASP involvement/ Case Conference.  RAPC Inter- to be amended to record	Completed questionnaire and associated analysis of service user/ family and carers views  Aggregated lived experience report (timescale to be confirmed)	Development of post ASP journey questionnaire to elicit views of those with lived experience	Aug 2021	<b>A</b>
JI-IA5				Tool incorporated into standard practice and guidance documents (agency ASP Guidance and Procedures and HSCP Operational ASP Procedures)		<b>A</b>
				Develop schedule of analysis of questionnaires/ report aggregating feedback from lived experience questionnaire (timescale TBC)	TBC	<b>G</b>
<b>Objective 4: Improve engagement and participation of prescribed groups in ASP process: (Groups: GP, Police Scotland, Lived experience groups)</b>						
<b>RAPC IP19-21</b> <b>JI-IA2</b>	All partners are engaged in the	Prescribed groups are included in the ASP process (as	Ongoing analysis of attendance activity at meetings and Case	Amend all guidance to specify partner responsibilities throughout all stages of	Aug 2021	<b>A</b>

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
IP19-21 JI-IA3	ASP process and understand their role and responsibilities therein including responsibility to attend meetings and quoracy.	required) and represented at RAPC meetings and Case Conferences as necessary Updated guidance explaining case conference roles, responsibilities across stakeholder groups	Conferences (scrutiny with partners)	the ASP process including meeting attendance and quoracy		
				Development of RHSCP briefing note explaining prescribed groups and associated roles in the ASP process. Issued to all partners  <i>Current audit activity and reviewing timescale CONSIDER TIMELINE AT NEXT CONTINUOUS</i>	May 2021	<b>R</b>
<b>Objective 5: Renfrewshire's suite of ASP protocols and procedures is accessible to all partners, providing clear and consistent guidance on pathways, roles, and responsibilities</b>						
RAPC IP19-21	ASP resources are up to date and available to staff and partners for reference purposes.	Updated HSCP Operational ASP Procedures (including recommendations from LSI and appreciative inquiry)  Training materials and online resources available for staff (ASP procedures and guidance)		Ongoing review of operational guidance and procedures. All to be reviewed and updated.	Aug 2021	<b>A</b>
				Updated procedures will be available online to all staff (online). Accessibility of this	Aug 2021	<b>A</b>
				Key staff will receive LSI procedure briefings	Jan 2021	<b>C</b>
				Significant case review material to be updated	June 2021	<b>G</b>

**RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN**

<b>Ref</b>	<b>Outcome</b>	<b>Output</b>	<b>Measure</b>	<b>Activities</b>	<b>Time scale</b>	<b>RAG Status</b>
<b>Theme: COVID-19 Response and Recovery</b>						
<b>Objective 6: Minimise the impact of COVID-19 pandemic on Adult Support and Protection procedures and ability to address risk of harm</b>						
	Adult support and protection services continue to operate effectively ensuring the identification and support of individuals at risk of harm	All partners are confident in the continued delivery of services throughout the uncertainty of the COVID-19 period	Partner feedback	Adapt policies and procedures to minimise impact of COVID-19 disruption (including sharing of information across teams and identified services)	May 2020	<b>C</b>
				Adapt and update staff training material to consider and negate impact of COVID-19 disruption	June 2021	<b>C</b>
<b>Lead Committee: Continuous Improvement Subcommittee (SG National Improvement theme ASSURANCE)</b>						
<b>Theme: Communication</b>						
<b>Objective 7: Raise public awareness of ASP issues via public awareness campaign developed by partners</b>						
<b>RAPC IP19-21</b>	Increased public awareness of ASP issues	Joint RAPC/RCPC Engagement and Communications Strategy		Development of Joint Communications strategy with Renfrewshire Child Protection Committee	June 2019	<b>C</b>
		Communications Subgroup operational and responsible for managing all ASP communications		Establish Communications subgroup (including Identify representatives from partner agencies to attend subgroup) still to be discussed at child protection committee. Affirmation that it should go ahead but reps from partner	Jun 2021	<b>A</b>

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
				agencies have not been called together.		
		Utilise social media and other public-facing communication outlets already in existence to share ASP national and local messages	Social Media account activity	Partially complete: RAPC Twitter account created. Liaison with Communication Team to take forward aligning with Communications subgroup activity.	June 2021	<b>A</b>
<b>Objective 8: Improve ASP data recording and performance monitoring of ASP services within Renfrewshire</b>						
<b>RAPC IP19-21</b>	Baseline and trend activity of ASP is available, collected and understood amongst RAPC partners.	Full ASP baseline dataset collected by staff and routine reporting schedule in place and reports available	Regular ASP trend reports Reports to RAPC, Locality manager and ASP Officers	Baseline dataset established for ASP	June 2019	<b>C</b>
				Routine reporting schedule established	June 2019	<b>C</b>
				RAPC LO and ASP Support Officers have contributed significantly to influence development of Renfrewshire-wide social work electronic case management system (Eclipse)	June 2019	<b>C</b>
				Eclipse designed with mandatory field completion and frequent quality assurance reporting.	June 2021	<b>C</b>

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
	Recording systems and processes are in place and ensure relevant ASP-related information is accessible to staff, and partners (including accessible to adult and children's services and across health and social work systems)	ASP electronic recording module is amended to include agreed outcome indicators, promote full completion of ASP module	Audit activity demonstrates improved accuracy of demographic categorisation	Develop ECLIPSE case recording system to required components of ASP processes incorporating quality assurance for ASP processes.	Aug 2021	C
				Complete Interim vulnerable persons database notifications (iVPD) submitted timeously to the HSCP (recurring requirement)	March 2021	C (as per timescale)
		RAPC Scorecard captures meaningful outcomes for adults at risk of harm.		Implement recommendations from RAPC Self-Evaluation 2018 relating to record-keeping, categorisation of clients and harm	Dec 2020	C
	Outcomes for adults at risk of harm and their unpaid carers are systematically measured against consistent indicators of harm			Outcome indicators are agreed locally, following guidance on national indicators from Scottish Government. Develop scaled questions for service user response at various stages of ASP process to assess impact of ASP activity. Await feedback from Scottish Government Service User & Carer Group	Nov 2021	G

**Objective 9: Maintain consistent standards of practice through effective leadership and line management support to ASP staff (professional guidance and supervision)**

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
<b>RAPC IP19-21</b>	Decision making by practitioners is robust, consistent, adheres to the principles of the Act, and is based on risk assessment and analysis.	Feedback from audit will inform any inconsistencies or gaps in practice	Evidence from quality assurance/audit activity of line management in ASP practice	Audit of supervision and ASP management will feature in quality assurance timetable.	Aug 2021	<b>A</b>
				HSCP Head of Service has redistributed supervision policy.	May 2021	<b>G</b>
		Consistent approach to staff conducting ASP inquiry activity evidenced between teams	Evidence: biennial self-evaluation audit. evidence of decision-making forms part of Continuous Improvement Framework.	Enhanced opportunities for practitioners to interact via Practitioners' Forum	Aug 2020 Sept 2020	<b>A</b>
				ASP Practitioner Forum used for learning from complex case examples Renfrewshire Change and Improvement Team involvement to review ASP workflow processes.	June 2021	<b>G</b>
<b>RAPC IP19-21</b>	Quality programme is in place supporting continuous improvement across services	Regular review and monitoring process adopted by service areas	ASP Trend analysis (patterns of risk, intervention)  Repeat referral activity	Establish a rolling programme of single and inter-agency quality assurance activity by theme	Mar 2021	<b>C</b>
				Repeat Referrals meetings (quarterly)	Jun 2021	<b>A</b>
		Deployment of resources aligned to trends/ gaps	Patterns of risk or harm  Monitoring of Consistent, comprehensive, and up-to-date chronologies and risk assessments and risk management plans or protection plans	Establish a quarterly scrutiny process under that monitors, evaluates, and reports on the quality of the Protection Plans.	June 2021	<b>C</b>
				Weekly management information reports to be provided to locality managers and ASP officer	Feb 2021	<b>C</b>
<b>Objective 10: Work with partners to ensure all ASP meetings operate effectively and efficiently within the ASP statutory governance requirements and report consistently aligned to prescribed timescales</b>						
<b>JI-IA3</b>	Individuals understand and are confident in	Case conference minutes created and distributed within corrected	Ongoing audit of minutes	A quarterly scrutiny process established under RAPC Continuous Improvement Sub-Committee monitors,	Jan 2021	<b>C</b>

**RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN**

Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
	their delivery of ASP statutory governance requirements	format and timescales		evaluates and reports on the quality of Case Conference Minutes		

<b>Lead Committee: RAPC Learning and Development Subcommittee</b>						
<b>Theme: Learning and Development</b>						
Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
<b>Objective 11: To identify and support learning and development needs across all ASP partner agencies including those who chair ASP Case Conferences and supervise ASP work.</b>						
<b>RAPC IP19-21</b>	Individuals with responsibility (or involvement in ASP practice or procedures) have access to ASP training aligned to legislative and national standards	All partners (including 3 <sup>rd</sup> sector) have an established ASP training plan and access to training relating to ASP practice competency levels 1, 2 and 3 within their respective agency	Training Needs Assessment reported to RAPC	ASP Inter- and single-agency training programme is developed based on priorities established from Training Needs Analysis and Quality Assurance programme	May 2020	<b>A</b>
				Partner training plans reported to RAPC via Learning and Development Subcommittee	July 2020	<b>A</b>
			Accessible ASP training courses	Develop a programme of learning and development activity aligned to need of partner agencies. Aligned to sequential activity.	TBC	<b>G</b>
<b>Objective 12: Ensure programme of continuous improvement is in place in relation to ASP training across all partners</b>						

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

<p><b>RAPC IP19-21</b></p>	<p>Evaluation of learning and development activity offered to managers and Council Officers is rated as effective</p>	<p>Post-training evaluations to participants and managers evidence that participants' practice has benefited from training attended This should specifically include ASP Case Conferences</p>	<p>Development of updated assessment and review tools  Staff and partner feedback</p>	<p>In progress: Evaluation and impact framework are drafted.  Required system for recording and implementation  Following delivery of training to staff and partners to improve ASP process learning and awareness</p>	<p>TBC</p>	<p><b>A</b></p>
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**Abbreviations list:**

**Reference**

**RAPC IP 19-21: RAPC Improvement plan 2019-2021**

**Jl-IA: Joint Inspection (2020) Improvement Area, with each area numbered accordingly**

**Completed Actions**

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

Ref	Outcome	Output	Measure	Activities	Time scale	RAG Status
<b>Objective 2: Improve engagement of adult at risk and family members/unpaid carers (as appropriate) in ASP process</b>						
<b>RAPC IP19-21 JI-IA3</b>	Adults at risk, family members, carers and representative identified in the ASP process feel better informed and are more confident to engage in the process	Feedback from adult at risk and family members/ unpaid carers is evident in ASP case notes	Increase in proportion of adults who are informed that they were subject to an ASP ( <i>Source: ASP module/ RAPC data suite reports</i> )	Utilise technology to engage with adults at risk and family members / unpaid carers, to maximise opportunities for their involvement in ASP processes	May 2020	<b>C</b>
		Reflect partner responsibilities	Increase in proportion of adults whose views are sought as part of Section 4 inquiry ( <i>Source: ASP module/ RAPC data suite reports</i> )	Adult Protection Case Conference Chairs to maintain current practice of offering to meet with the Adult at Risk in advance of and following an Adult Protection Case Conference	Oct 2020	<b>C</b>
<b>Objective 5: Renfrewshire's suite of ASP protocols and procedures is accessible to all partners, providing clear and consistent guidance on pathways, roles, and responsibilities</b>						
<b>RAPC IP19-21</b>	ASP resources are up to date and available to staff and partners for reference purposes.	Updated HSCP Operational ASP Procedures (including recommendations from LSI and appreciative inquiry)  Training materials and online resources available for staff (ASP procedures and guidance)		Key staff will receive LSI procedure briefings	Jan 2021	<b>C</b>

**RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN**

<b>Ref</b>	<b>Outcome</b>	<b>Output</b>	<b>Measure</b>	<b>Activities</b>	<b>Time scale</b>	<b>RAG Status</b>
<b>Theme: COVID-19 Response and Recovery</b>						
<b>Objective 6: Minimise the impact of COVID-19 pandemic on Adult Support and Protection procedures and ability to address risk of harm</b>						
	Adult support and protection services continue to operate effectively ensuring the identification and support of individuals at risk of harm	All partners are confident in the continued delivery of services throughout the uncertainty of the COVID-19 period	Partner feedback	Adapt policies and procedures to minimise impact of COVID-19 disruption (including sharing of information across teams and identified services)	May 2020	<b>C</b>
				Adapt and update staff training material to consider and negate impact of COVID-19 disruption	June 2021	<b>C</b>
<b>Lead Committee: Continuous Improvement Subcommittee (SG National Improvement theme ASSURANCE)</b>						
<b>Theme: Communication</b>						
<b>Objective 7: Raise public awareness of ASP issues via public awareness campaign developed by partners</b>						
<b>RAPC IP19-21</b>	Increased public awareness of ASP issues	Joint RAPC/RCPC Engagement and Communications Strategy		Development of Joint Communications strategy with Renfrewshire Child Protection Committee	June 2019	<b>C</b>

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

**Objective 8: Improve ASP data recording and performance monitoring of ASP services within Renfrewshire**

<b>RAPC IP19-21</b>	Baseline and trend activity of ASP is available, collected and understood amongst RAPC partners.	Full ASP baseline dataset collected by staff and routine reporting schedule in place and reports available	Regular ASP trend reports Reports to RAPC, Locality manager and ASP Officers	Baseline dataset established for ASP	June 2019	<b>C</b>
				Routine reporting schedule established	June 2019	<b>C</b>
				RAPC LO and ASP Support Officers have contributed significantly to influence development of Renfrewshire-wide social work electronic case management system (Eclipse)	June 2019	<b>C</b>
				Eclipse designed with mandatory field completion and frequent quality assurance reporting.	June 2021	<b>C</b>
	Recording systems and processes are in place and ensure relevant ASP-related information is accessible to staff, and partners (including accessible to adult and children's services and across health and social work systems)	ASP electronic recording module is amended to include agreed outcome indicators, promote full completion of ASP module	Audit activity demonstrates improved accuracy of demographic categorisation	Develop ECLIPSE case recording system to required components of ASP processes incorporating quality assurance for ASP processes.	Aug 2021	<b>C</b>
				Complete Interim vulnerable persons database notifications (iVPD) submitted timeously to the HSCP (recurring requirement)	March 2021	<b>C</b> (as per timescale)
		RAPC Scorecard captures meaningful outcomes for adults at risk of harm.		Implement recommendations from RAPC Self-Evaluation 2018 relating to record-keeping, categorisation of clients and harm	Dec 2020	<b>C</b>

RENFREWSHIRE ADULT PROTECTION COMMITTEE IMPROVEMENT PLAN

**Objective 9: Maintain consistent standards of practice through effective leadership and line management support to ASP staff (professional guidance and supervision)**

<b>RAPC IP19-21</b>	Quality programme is in place supporting continuous improvement across services	Regular review and monitoring process adopted by service areas  Deployment of resources aligned to trends/ gaps	ASP Trend analysis (patterns of risk, intervention)	Establish a rolling programme of single and inter-agency quality assurance activity by theme	Mar 2021	<b>C</b>
			Repeat referral activity	Establish a quarterly scrutiny process under that monitors, evaluates, and reports on the quality of the Protection Plans.	June 2021	<b>C</b>
			Patterns of risk or harm  Monitoring of Consistent, comprehensive, and up-to-date chronologies and risk assessments and risk management plans or protection plans	Weekly management information reports to be provided to locality managers and ASP officer	Feb 2021	<b>C</b>

**Objective 10: Work with partners to ensure all ASP meetings operate effectively and efficiently within the ASP statutory governance requirements and report consistently aligned to prescribed timescales**

<b>JI-IA3</b>	Individuals understand and are confident in their delivery of ASP statutory governance requirements	Case conference minutes created and distributed within corrected format and timescales	Ongoing audit of minutes	A quarterly scrutiny process established under RAPC Continuous Improvement Sub-Committee monitors, evaluates and reports on the quality of Case Conference Minutes	Jan 2021	<b>C</b>
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**Renfrewshire Adult Protection Committee  
Inter-agency Improvement Plan 2020-2023  
Last update: 8.06.21**

National Theme	Lead Committee	Ref	Objective	Outcome	Output	Measure	Action	Due Date	Status	Progress	Owner
PRACTICE IMPROVEMENT AND PREVENTION	Practice Policy and Performance Sub committee	o1 - RACP IP19-21 JI-IA4	Improve understanding and awareness of advocacy support among staff and service users/ carers within Renfrewshire	Staff and service users have an improved understanding of advocacy and how to access support	Literature available to adults and their families Guidance material available to support staff	Increase in numbers of Adults at Risk offered advocacy and taking up evidenced in ASP Module Increase in use of advocacy evidenced by advocacy records Feedback from Service users and representatives	Develop easy read materials for adults and their families describing ASP process and meetings	Nov-21	R		
							Develop materials for staff explaining advocacy and process	Aug-21	A		
							Embed system for distributing materials to individuals involved in ASP process	Aug-21	A		
ASSURANCE		o2 - RACP IP19-21 JI-IA3	Improve engagement of adult at risk and family members/unpaid carers (as appropriate) in ASP process	Adults at risk, family members, carers and representative identified in the ASP process feel better informed and are more confident to engage in the process	Feedback from adult at risk and family members/ unpaid carers is evident in ASP case notes Reflect partner responsibilities	Increase in proportion of adults who are informed that they were subject to an ASP (Source: ASP module/ RACP data suite reports) Increase in proportion of adults whose views are sought as part of Section 4 inquiry (Source: ASP module/ RACP data suite reports)	Develop an engagement protocol for Council Officers to follow throughout the ASP process. Working groups to be identified following meetings with Team Managers and Council Officers	Mar-21	R		
								Sep-20	R		
								Aug-21	A		
GOVERNANCE		o3 - RACP IP19-21 JI-IA3 JI-IA5	Improve lived experience feedback mechanisms for individuals subject to ASP and their representatives/ carers by embedding service user feedback within ASP process in Renfrewshire	Examination of ASP lived experience feedback provides assurance ASP services are supporting adults at risk of harm and identifies improvements that need to be made locally	Tool (Questionnaire) developed to elicit views and issued to service users/ carers and families post ASP involvement/ Case Conference. RACP Inter- to be amended to record	Completed questionnaire and associated analysis of service user/ family and carers views Aggregated lived experience report (timescale to be confirmed)	Development of post ASP journey questionnaire to elicit views of those with lived experience Tool incorporated into standard practice and guidance documents (agency ASP Guidance and Procedures and HSCP Operational ASP Procedures) Develop schedule of analysis of questionnaires/ report aggregating feedback from lived experience questionnaire (timescale TBC)	Aug-21	A		
								Aug-21	A		
								TBC	G		
GOVERNANCE		o4 - RACP IP19-21 JI-IA2 JI-IA3	Improve engagement and participation of prescribed groups in ASP process: (Groups: GP, Police Scotland, Lived experience groups)	All partners are engaged in the ASP process and understand their role and responsibilities therein including responsibility to attend meetings and quoracy.	Prescribed groups are included in the ASP process (as required) and represented at RACP meetings and Case Conferences as necessary Updated guidance explaining case conference roles, responsibilities across stakeholder groups	Ongoing analysis of attendance activity at meetings and Case Conferences (scrutiny with partners)	Amend all guidance to specify partner responsibilities throughout all stages of the ASP process including meeting attendance and quoracy Development of RHSCP briefing note explaining prescribed groups and associated roles in the ASP process. Issued to all partners <i>Current audit activity and reviewing timescale CONSIDER TIMELINE AT NEXT CONTINUOUS</i>	Aug-21	A		
								May-21	R		
LEGISLATION POLICY AND GUIDANCE	Continuous Improvement Subcommittee	o5 - RACP IP19-21	Renfrewshire's suite of ASP protocols and procedures is accessible to all partners, providing clear and consistent guidance on pathways, roles, and responsibilities	ASP resources are up to date and available to staff and partners for reference purposes.	Updated HSCP Operational ASP Procedures (including recommendations from LSI and appreciative inquiry) Training materials and online resources available for staff (ASP procedures and guidance)	Ongoing review of operational guidance and procedures. All to be reviewed and updated. Updated procedures will be available online to all staff (online). Key staff will receive LSI procedure briefings Significant case review material to be updated	Aug-21	A			
							Jan-21	A			
							Aug-21	R			
ASSURANCE		o7 - RACP IP19-21	Raise public awareness of ASP issues via public awareness campaign developed by partners	Joint RACP/RCPC Engagement and Communications Strategy Communications Subgroup operational and responsible for managing all ASP communications Utilise social media and other public-facing communication outlets already in existence to share ASP national and local messages	Social Media account activity	Establish Communications subgroup (including Identify representatives from partner agencies to attend subgroup) still to be discussed at child protection committee. Affirmation that it should go ahead but reps from partner agencies have not been called together. Partially complete: RACP Twitter account created. Liaison with Communication Team to take forward aligning with Communications subgroup activity.	Jun-21	A			
							Jun-21	A			
DATA AND INFORMATION		o8 - RACP IP19-21	Outcomes for adults at risk of harm and their unpaid carers are systematically measured against consistent indicators of harm				Outcome indicators are agreed locally, following guidance on national indicators from Scottish Government. Develop scaled questions for service user response at various stages of ASP process to assess impact of ASP activity. Await	Nov-21	G		
ASSURANCE		o9 - RACP IP19-21 RACP IP19-21	Maintain consistent standards of practice through effective leadership and line management support to ASP staff (professional guidance and supervision)	Decision making by practitioners is robust, consistent, adheres to the principles of the Act, and is based on risk assessment and analysis. Quality programme is in place supporting continuous improvement across services	Feedback from audit will inform any inconsistencies or gaps in practice Consistent approach to staff conducting ASP inquiry activity evidenced between teams Regular review and monitoring process adopted by service areas and deployment of resources aligned to trends/ gaps	Evidence from quality assurance/audit activity of line management in ASP practice Evidence: biennial self-evaluation audit. evidence of decision-making forms part of Continuous Improvement Framework. - ASP Trend analysis (patterns of risk, intervention) - Patterns of risk or harm - Repeat referral activity - Monitoring of Consistent, comprehensive, and up-to-date chronologies and risk assessments and risk management plans or protection plans	Audit of supervision and ASP management will feature in quality assurance timetable. HSCP Head of Service has redistributed supervision policy. Enhanced opportunities for practitioners to interact via Practitioners' Forum ASP Practitioner Forum used for learning from complex case examples Renfrewshire Change and Improvement Team Repeat Referrals meetings (quarterly)	Aug-21	A		
							May-21	G			
							Aug-20	A			
							Sept 2020	A			
							Jun-21	G			
Jun-21	A										
o11 - RACP IP19-21	To identify and support learning and development needs across all ASP	Individuals with responsibility (or involvement in ASP practice or	All partners (including 3 <sup>rd</sup> sector) have an established ASP training plan and access to	Training Needs Assessment reported to RACP	ASP Inter- and single-agency training programme is developed based on priorities established from	May-20	A				

**Renfrewshire Adult Protection Committee  
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National Theme	Lead Committee	Ref	Objective	Outcome	Output	Measure	Action	Due Date	Status	Progress	Owner
	Lead Committee: RAPC Learning and Development Subcommittee		partner agencies including those who chair ASP Case Conferences and supervise ASP work.	procedures) have access to ASP training aligned to legislative and national standards	training relating to ASP practice competency levels 1, 2 and 3 within their respective agency		Partner training plans reported to RAPC via Learning and Development Subcommittee	Jul-20	A		
						Accessible ASP training courses	Develop a programme of learning and development activity aligned to need of partner agencies. Aligned to sequential activity.	TBC	G		
		o12 - RAPC IP19-21	Ensure programme of continuous improvement is in place in relation to ASP training across all partners	Evaluation of learning and development activity offered to managers and Council Officers is rated as effective	Post-training evaluations to participants and managers evidence that participants' practice has benefited from training attended. This should specifically include ASP Case Conferences.	Development of updated assessment and review tools Staff and partner feedback	In progress: Evaluation and impact framework are drafted. Required system for recording and implementation Following delivery of training to staff and partners to improve ASP process learning and awareness	TBC	A		

