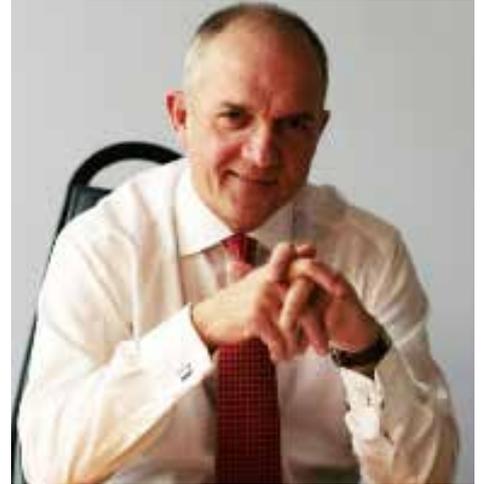


I am very pleased to welcome you to the third edition of Glasgow's Adult Support and Protection Newsletter. We have had another busy few months and we will update you on some of the work in this Spring edition.

As the independent chair of both Glasgow's Adult and Child Protection Committees, I am delighted to tell you about an event this March involving representatives from both our Adult Protection and Child Protection Committees. The main focus of the event will be David Williams, Chief Officer of Glasgow City Health and Social Care Partnership, who will lead a discussion on Public Protection Strategy and services in the context of the new health and social care integration arrangements.



Colin Anderson
Chair of Glasgow Adult Protection Committee

In April, we will have our first Adult Protection Committee development session when members will review and update our vision, strategy and work focus. As always our service users group will be key to developing subject matter for future sessions. We will report on both these events in our Summer Newsletter.

Included in this issue :

Nuisance and Bogus Callers

Advocacy Service

Learning & Development

Locality Updates

Latest News: Biennial Report Now Available

The fourth biennial report by the Independent Convener for Glasgow Adult Protection Committee (APC) covers the period 1 April 2014 to 31 March 2016. The report highlights the committee's key responsibilities and priorities and is available on our website at www.glasgowadultprotection.org.uk

Latest News: Working Together to Prevent Financial Harm

Glasgow City Health and Social Care Partnership's, Adult Support and Protection Service is establishing a Financial Harm group. The group will report directly to the Adult Protection Committee. The group will provide a multi-agency approach to the increased concerns nationally around Financial Harm and have representation from Partnership staff, statutory partners and third sector organisations. Currently we are inviting members to join and preparing draft terms of reference.

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The group will convene bi-monthly and will submit a report twice yearly to the Adult Protection Committee, or on request. To date members include; Trading Standards, Welfare Rights, Service Manager for Adult Support and Protection, Team Leader, Learning and Development. Invites have also gone out to; Police Scotland, Citizen Advice, Advocacy, Cordia, Care Inspectorate, Commissioning, directly provided services and Community Safety. Further updates will follow.

Nuisance and Bogus Callers

Glasgow City Council's Trading Standards Service is involved in various initiatives aimed at tackling doorstep crime, scam mail and unwanted telephone calls in all their various forms.

Trading Standards work with the various partner agencies involved in providing assistance to the most vulnerable citizens including Police Scotland, HMRC, Social Work, High Street Banks and charity organisations.

Every year hundreds of Glasgow consumers are conned into handing over thousands of pounds to rogue traders who have either cold-called them on the doorstep or by telephone. These traders are known to carry out work which is unnecessary, badly done and overpriced.

Their victims, particularly those most vulnerable to such scams, have been repeatedly targeted and in many cases have lost tens of thousands of pounds.

To help combat the problem, Trading Standards provides advice and guidance to various charity groups to raise awareness of these scams and offers assistance where needed. Information and awareness days have been held in various Glasgow shopping centres in order to highlight the issues to the general public and encourage reporting of suspicious activity in their community.

Trading Standards, in partnership with Police Scotland, continue to carry out a successful initiative of routine patrols within areas most affected by Bogus Callers to deter and limit their activity within the Glasgow area.

Residents who think they may have been the victim of a scam should contact the Council's Trading Standards team who can provide appropriate advice and also supply deterrents such as 'No Cold Calling' stickers for windows and doors.

It can also supply Call Blocking units to prevent nuisance telephone calls and can help individuals register with the Call Preference and Mail Preference Services to stop them receiving endless junk mail.

How to get in touch – ts.enquiries@glasgow.gov.uk or 0141-287-1061



Independent Advocacy Services for Adults in Glasgow



Following a re-tendering exercise in the Autumn of 2016, Glasgow City Health and Social Care Partnership chose to commission an integrated advocacy service for adults across Glasgow. From 1 December 2016, this service has been provided by the Advocacy Project. This development has involved a staff and service transfer with the priority being the continuity of service for people who access advocacy.

Independent Advocacy is a free and confidential service which can support adults through the Adult Protection process. It is separate from organisations that provide other types of services like Social Work Services or the NHS.

People in Scotland affected by a mental disorder as defined in the Mental Health (Care & Treatment) (Scotland) Act 2003 have a legal right to independent advocacy. This includes individuals affected by mental health issues, a learning disability and dementia.

Independent Advocacy will help adults to:

- Have their voice heard during Adult Support and Protection proceedings
- Know and understand their rights within the Adult Support and Protection process
- Access relevant information
- Understand the choices and decisions available to them due to this process

They will do this by:

- Explaining the Adult Support and Protection process and how it might affect them.
- Helping individual understand what might be discussed at meetings and the decisions that may be made.
- Helping individuals to prepare for meetings and support attendance at meetings.
- Supporting the adult at meetings to put forward their views or speak on their behalf if they do not feel able to.

Sometimes people, who due to their poor physical or mental health or difficulty in communicating, find it difficult to understand and be meaningfully involved and contribute to the Adult Support and Protection process. They need independent advocacy to help uphold their rights when they are/or feel unable to do so. This is called non-instructed advocacy.

The Advocacy Project is committed to ensuring that adults across Glasgow have access to independent advocacy through the Adult Support and Protection process and will prioritise this work to ensure they are as involved as they can be in issues that affect their lives.

We are embarking on an awareness raising programme across the city to individuals, groups and agencies. Anyone can make a referral as long as the individual has agreed to this, or if due to capacity are unable to agree, but are eligible under the legislation.

Contact details for The Advocacy Project :

Telephone : 0141 420 0961

Email: enquiry@theadvocacyproject.org.uk

Website: www.theadvocacyproject

Service User Experience - Consultation

As well as delivering the contracted service for Independent Advocacy, the Advocacy Project has been tasked by the Adult Protection Service User group to conduct a consultation programme to gather the views and experiences of people who have been subject to Adult Support and Protection procedures.

As part of the Committee's Quality Assurance process it is important that it listens to the views of people who have been affected and finds out how they felt before, during and after the process to establish the value and effect of the intervention.

Sometimes the perception of people going through adult support and protection procedures can be very different from the practitioners implementing it; therefore it is important to understand how it feels for them; their view of the outcomes and whether they feel safer moving forward.

The project will work with Locality Assistant Service Managers to identify people who may wish to provide feedback to an independent party. In line with data protection and ethical standards, staff will meet with consenting individuals to discuss their experiences. The consultation takes the form of a structured conversation, to enable the individual to share their views in a safe environment. All feedback will be anonymised and collated into a report that will be presented to the Committee on behalf of the Service User Group.

Reports from the Localities

North West Locality

The North West Adult Support and Protection Steering Group is chaired by Isobel Paterson, Service Manager.

North West staff have recently been trying to widen the membership and participation of the North West Adult Support and Protection Steering Group. Although this group has most recently been facilitated by Social Work colleagues there has been a drive to have greater involvement from all agencies involved in identifying, referring or supporting adults who may be at risk. This is a real opportunity for managers from all agencies to improve communication, quality of referrals, share key concerns and improve response to adults at risk and those involved in providing support. The next meeting is 10am on 28 March 2017.

In the winter edition of this newsletter we provided an update on the North West Local Management Review. An action from this was taking forward the learning shared by managers and ensuring it reached front line practitioners. To assist with this a full day practitioners event has been organised for 21 April. This is for front-line staff to share learning from a Significant Case Review and other practice developments in Adult Support and Protection. This will primarily involve practitioners from health and social care with representation from emergency services, voluntary sector and registered social landlords.

Additional information about the Adult Support and Protection Steering Group or the Practitioners event can be obtained from David Gorman, Peter Harkins or Isobel Paterson based in Anniesland Social Work Office.

South Locality

The South Adult Support and Protection Steering Group is chaired by Maggie Hart, Service Manager and Christine Murphy, Service Manager.

Local Management Review

The Adult Support and Protection Local Management review in South Glasgow was held at the Adelphi Centre on 8th February. The day started with a presentation under the umbrella concept of safeguarding. As well as contributions from the Police there was a thought provoking presentation from the Service Manager for Criminal Justice in the south of the city. She alerted us to robust standards for confidentiality relating to MAPP (Multi Agency Public Protection Arrangements) processes and gave a sense of the types of risk concern that are prevalent in criminal justice social work.

A recurring theme for the day was different perspectives on risk with linked ideas about thresholds, acknowledging that degrees of risk are a normal part of everyday life and recognising the need to be very specific about what we mean by risk as well as specific about measures to mitigate risk of harm.

Another theme for the afternoon was discussion on how learning can be captured in contrast to training being delivered at an organisational level. We were pleased to hear an input from a frontline practitioner who was able to report on his experience in contributing to the local Adult Support and Protection practitioner's forum which has become one vehicle for developing learning opportunities.

Information sessions/learning opportunities

The three Assistant Service Managers (ASM) from Social Work in the South will be meeting with various NHS colleagues over the coming months – dates are so far set for March, April and May, in a rolling programme to look at Adult Support and Protection processes as well as exploring practice through the use of case studies.

The case study as a tool is useful in bringing life to learning experience through examining realistic challenges people are likely to encounter in their work. Case studies (if not made up for the purpose of learning) are anonymised. The sessions will be interactive, requiring engagement from participants, to open up discussion and thinking about issues such as appropriate referrals, risk thresholds, and how the Adult Support and Protection process works.

Being aware that adult support and protection is everybody's concern (although there may be distinct roles) is an important element in the sessions. The sessions are part of the ongoing work to establish a safeguarding culture across different agencies so staff are alert and responsive to the potential risks of harm to our service users, whilst recognising that degrees of acceptable risk often go with being independent and leading a full life.

North East Locality

The North East Adult Support and Protection Steering Group is chaired by Willie Munro, Service Manager.

The North East group continues to meet regularly to share issues across agencies involved in Adult Support and Protection work across the area. Recently our discussions have focused on responses to incidents where people have died as a consequence of fire. A multi-agency case conference is being arranged to explore the details of what happened in these incidents and identify learning for any of the agencies involved.

The group has also been updated in response to Adult Support and Protection issues within care homes and on large scale investigations. Within North East and in other parts of the city, the response to concerns within care homes has become a significant focus. The workload created by a large scale investigations is significant in that social work staff are now carrying out reviews with every resident within a care home. The steering group will be kept updated at the progress of this investigation at our next meeting.

Practitioner events were held in November which were attended by approximately 100 staff over two days from a range of workers across the Partnership and acute NHS services.

The events focused on the Critical Incident Review into the case of Mrs A and consisted of a presentation of the timeline, a powerful experience for practitioners to sit through, and highlights the individual practice and systemic issues that led to Mrs A's death.

The local Social Work Practitioner's Forum has also met regularly and is attended by approximately 20-30 staff. The programme is led by the group and they have recently met with advocacy, social work legal section and their next meeting in April will be with a representative from the Police Concern Hub.

Women's Aid Event

Glasgow East Women's Aid held an all day event on Friday 10 March called: 'Listen To The Sound Of Silence'. The event was well attended by people from the local community, statutory and third sector organisations. The day was filled with guest speakers including: Janet Hamill from the Scottish Drugs Forum; Dr Marsha Scott, Chief Executive of Scottish Women's Aid; and Annemarie Hicks, National Procurator Fiscal for Domestic Abuses and Head of Victims and Witness Policy Team.

We also had two moving presentations, including one from a young person sharing her story in the form of a short film. We then had an extremely moving account from 'Ryan' of his difficult past as a child survivor of domestic abuse and his positive life now filled with hope and aspiration. His engaging manner captured the audience and gained a standing ovation. He described his involvement with statutory services and the support, guidance and advice he and his family received from Glasgow East Women's Aid.

Women's Aid contact details are:

<http://www.glasgowwomensaid.org.uk/get-support-now.html>

0141 553 2022

Learning and Development - Adult Support and Protection Training Plan for 2017

We have three dates in 2017 to deliver our five day Council Officer training to Qualified Social Workers who fit the criteria in terms of the legislation. We also introduced Second Worker Training at the latter end of last year. This training is delivered over a day and covers the role of the second worker in detail. During 2017 Second Worker training will be delivered once per month to both Social Work staff and health staff who may be asked to act as Second Worker within any Adult Support and Protection investigation.

As part of our ongoing commitment to training we are now delivering multi agency training for a half day every month to all our partner agencies. This training informs staff about the legislation and how as partner agencies Adult Support and Protection is everyone's business and there is a duty to co-operate.

Liz Crichton, Service Manager and Angela McGowan, Senior Learning and Development Officer have been working together to develop an Adult Support and Protection Leaflet. This leaflet is for all staff and will provide a quick guide to the legislation and how to make a referral. It also gives information on who can be an Adult at Risk and the types of harm. It will be circulated to all partner agencies once available.

New training: it is anticipated that in 2017 we will be developing Team Leader training in relation to supporting them with their role in relation to Adult Support and Protection. This is a current priority and a further update on progression will be given.

Refresher training on the legislation will be an additional priority for both Council Officers and Second Workers. Consideration as to how this will be implemented is being given. Some work is being undertaken to identify how other Local Authorities deliver this training and whether this can be adopted to suit the training needs of our staff within the Partnership.

Registered Social Landlords, voluntary organisations, day care and residential care staff have all requested Adult Support and Protection training. Provision of either bespoke training or awareness training will be considered as we progress through 2017.

More information from Angela McGowan, Senior Learning and Development Officer/Mental Health Officer, Glasgow City Health and Social Care Partnership
Phone: 0141 550 7700 Email: Angela.McGowan2@sw.glasgow.gov.uk

If you know or suspect that an Adult is being harmed then you need to report your concerns.

Don't assume that someone else has already reported it. The person being harmed or neglected may not be able to report it themselves. Remember, the person who did this may be doing it to others too.

Phone: 0141 287 0555

textphone: 18001 0141 287 0555

Outwith Office hours phone: 0300 343 1505