

**By promoting health and well-being
we aim to strengthen, safeguard and protect vulnerable people.**

As winter and the festive period approaches, it gives me great pleasure to introduce our latest newsletter. We want all our readers to embrace and enjoy the festive and holiday periods but unfortunately it is a time when we need to be extra vigilant in terms of potential fraud and scams, especially from internet sources.

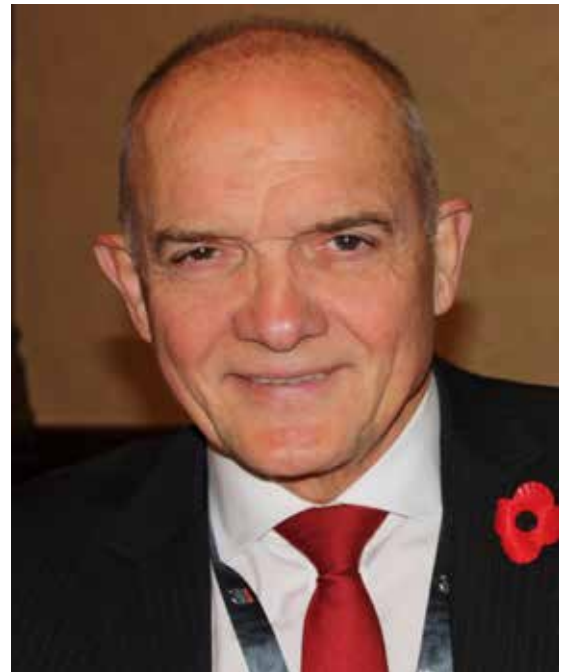
Once again we were oversubscribed with articles and items for publication so a big thank you to our members for their ongoing interest and involvement.

However this is very much your newsletter so if there are other issues you would like us to cover please do contact us at linda.gunn@glasgow.gov.uk

We have also been working hard to improve distribution of our newsletter and would welcome any suggestions you might have on how best to access interested and vulnerable people.

Best wishes

Colin Anderson,
Chair of Glasgow City Adult Protection Committee



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Included in this issue :

APC - Who's Who

Police Scotland Concern Hubs

Retiral of Vice Chair of APC

Personal Assistants

Service Users Sub Committee

People First Scotland

Information Sharing

Cordia Care Services

For copies of all our newsletters go to the Glasgow Adult Protection Committee Website at www.glasgowadultprotection.org.uk

Adult Protection Committee - Who's Who



Members of the Adult Protection Committee are pictured above as follows:

Back Row left to right:

Willie Munro, Service Manager, Adult Services, North East Locality, Glasgow City HSCP
Brian Scott, Glasgow Disability Alliance
Linda Gunn, Senior Officer, Adult Services, Glasgow City HSCP
Maggie Hart, Service Manager, Adult Services, South
Isobel Paterson, Service Manager, Adult Services, North West Locality, Glasgow City HSCP
Sandra Graham, Support Worker, People First Glasgow
Idem Lewis, Service User, People First Glasgow
Harminder Ghatorae, Senior Officer, Glasgow City HSCP
Angela McGowan, Senior Learning and Development Officer, Glasgow City HSCP
Neil Coltart, Group Manager, Trading Standards
Moira Nicholson, Director, Advocacy Project
Kirsty Moore, Police Scotland

Front Row left to right:

Alan Dick, Service User, Glasgow Disability Alliance
Colin Anderson, Independent Chair, Glasgow Adult Protection Committee
Sheena Morrison, Head of Public Protection & Quality Assurance, Glasgow City HSCP
Liz Crichton, Service Manager, Adult Support & Protection, Glasgow City HSCP
Ian McMeekin, Group Manager, Scottish Fire and Rescue Service

Members of the APC who weren't in attendance at the last meeting and therefore not included in the photograph are:

Lorraine Cribben, Lead Nurse, Addiction Services, NHSGGC
Andrew Strachan, Nurse Adviser, Acute, NHSGGC
Christine Murphy, Service Manager, Adult Services, South Locality, Glasgow City HSCP
Gerry Mearns, Team Leader, Learning and Development, Glasgow City HSCP
Sandra McDonald, Office of the Public Protection
Ann-Marie Rafferty, Head of Strategy & Public Protection, Glasgow City HSCP
Michelle Magennis, Nurse Director, NHSGGC
Shirley Rhynd, Senior Solicitor, Glasgow City Council
Alison Goodwin, Mental Welfare Commission

Vice Chair of APC Retires in December

Sheena Morrison, Head of Public Protection and Quality Assurance, Glasgow City Health and Social Care Partnership and vice chair of the APC retires in December.

Sheena said: "I have been the vice chair of the Glasgow Adult Protection Committee for over two years, and was a representative on the committee before that. Reflecting on my involvement with the committee and perhaps more importantly the work of the committee, over that period I am struck by the progress that has been made and the increased emphasis there now is on the shared responsibility of protecting vulnerable adults in Glasgow.

"The appointment of a service manager with responsibility for Adult Protection, the extremely important role of the service users sub group and their presence on the committee, the increase in the availability of multi agency training and the commitment of all the committee members to joint working and sharing responsibility, along with many other developments, mean that the committee is in a positive position to continue to improve the support and protection afforded to the most vulnerable adults in Glasgow.

"I wish the committee and all the unsung staff who work on the adult protection agenda in the city all the very best for the future, and would like to take this opportunity of thanking you all for the hard work, expertise and compassion you demonstrate in this extremely important and challenging area of work. Keep up the good work!"

Glasgow Adult Protection Committee Service Users Sub Committee

The Adult Protection Committee Service User Sub Committee is a sub group of the Glasgow City Adult Protection Committee and has representatives mainly from People First, Glasgow Disability Alliance and the North East Locality Engagement Forum. The representatives are meaningfully involved in supporting and contributing to the work of the Adult Protection Committee.

In 2014 the Service User Committee commissioned research into the service user experience. The report was completed in 2015 with two recommendations:

- Produce a leaflet which can be given to service users at the start of the process.
- Carry out an evaluation questionnaire with service users at the end of the process.

We are pleased that the leaflet "What is Adult Support and Protection" was completed in the summer of 2017. Printed copies were made available to social work offices and workers can access them online. Staff can now make sure that service users receive the leaflet at the start of the process and read it over at a suitable time for them. The leaflet covers legislation; types of harm; who is involved; the rights of the adult; advocacy and further help and information. It is in plain English and easy to understand. Feedback on the leaflets has been positive so far.

Regarding the second recommendation the service user committee commissioned The Advocacy Project (TAP) to consult with a number of individuals who had recently been subject to adult support and protection legislation. The intention of the project was to allow participants the opportunity to reflect on their experience and in doing so help shape future strategy and inform practice. The participants were selected at random from recently closed cases which included a mix of client groups and issues. All the participants had progressed through the adult protection process to the protection planning stage. The consultation period ran for a period of 4 months. The first interview took place in late April 2017 and they were completed by late August 2017. The draft report was presented at the November Adult Protection Committee and a more detailed outline will be reported in the Spring Newsletter.

Information Sharing: Breaking Down the Barriers?

It is wrongly believed that there are many barriers to professionals in different organisations sharing information around the investigation and management of adult protection risk. Data Protection, confidentiality and privacy are often cited as obstacles.

Consideration should be given to all of these matters when thinking of sharing information, but each contains provisions allowing professionals acting in a reasonable manner to share information to identify and manage adult protection risks:

Article 8 of The Human Rights Act says that “Everyone has the right to respect for his private and family life, his home and his correspondence.” It also says that the right can be ‘interfered with’ in accordance with law where necessary for public safety, prevention of disorder or crime, protection of health or morals or the protection of the rights and freedom of others.

Professionals have a duty of confidentiality to their clients but this may be lawfully set aside in a wider public interest, particularly if the client or others are at risk of harm if information is not shared.

The Data Protection Act does not insist upon consent as the only basis of data sharing – in fact it has no greater status than many other legal basis for data sharing. These include protecting the vital interests of the data subject, or others where the data subject unreasonably withholds consent. They also include sharing personal data where necessary to carry out statutory duties. Duties such as those set out in The Adults Support and Protection (Scotland) Act 2007 and The Adults With Incapacity (Scotland) Act 2000, requiring Local Authorities to investigate and intervene in the affairs of adults at risk as well as giving responsibility to others to cooperate with those enquiries.

The Bichard Report of 2004 was critical of agencies who did not share information about a person who went on to murder children. Witnesses cited data protection as the reason, but Lord Bichard found that The Data Protection Act 1998 did not need to be redrafted because “it was not to blame”.

When an adult at risk has an incapacity and no one to legally consent on their behalf, the duties in the legislation set out above work with The Data Protection Act to allow data sharing for the purposes of protection. This is specifically underpinned for local authority and NHS colleagues by a data sharing agreement between Glasgow City Council and NHS Greater Glasgow and Clyde: <https://www.glasgow.gov.uk/CHttpHandler.ashx?id=16595&p=0>

There is general guidance for the public sector in Scotland. This works through in a clear manner how professionals should have regard to Data Protection, confidentiality and Privacy when sharing data: <http://www.scotland.gov.uk/Publications/2004/10/20158/45768>

Caldicott Principles require health professionals to be particularly cautious in sharing data (<http://www.nhsggc.org.uk/about-us/professional-support-sites/nhsggc-safe-haven/governance/caldicott-principles-data-protection-act/>) but this is still allowed where the purpose is justified, so long as information sharing is not excessive and is on a ‘need to know’ basis.

All professionals should be informed and confident in such matters. They should be prepared to justify not only why they share information but why they refuse to do so.

Continued on page 5

Continued from previous page

Doctors, nurses, social workers, teachers, police officers and other professionals are the gatekeepers of personal information. They need to know both when information should not be shared to protect the rights of the client and when it must be shared to protect individuals and the public.

Legislation fully protects the exercise of reasonable professional discretion in adult protection matters. The 'barriers' of privacy, confidentiality and data protection should give pause to stop and think, but not to stop altogether, or to stop without fully thinking the situation through.

Police Scotland Concern Hub

The Police Scotland Concern Hub serves the Greater Glasgow area (East Dunbartonshire, East Renfrewshire and City of Glasgow) assessing Vulnerable Person Concern Reports (VP's) and providing a link for the many agencies and departments that support the vulnerable throughout the Division.

There are in excess of 100 VP's raised daily in Greater Glasgow in relation to Adult concern, Child concern, Domestic Abuse, Hate Crime, Youth Offending. Within each area Officers are trained to a high level, however officers are trained across a number of disciplines in order that they can assess dual concern VP's. On a daily basis all VP reports are subject of risk assessment and a joint triage meeting to ensure that all vulnerability can be addressed.

The Greater Glasgow Concern Hub have responsibility for monitoring all case conference invites (including ASP) and attending a number of Case Conference meetings in relation to those cases raised through the VP system. These meetings are in relation to both Child concern, Vulnerable Young persons and Adult Support and Protection.

The Detective Sergeant and Detective Inspector at the Concern Hub attend a variety of Multi Agency meetings in relation to the three Council areas which are covered by Greater Glasgow, including Adult Protection Committee and the subcommittees relative to this.

The Hub is situated at Saracen Police Office and will move to Govan Police Office in the near future. This will mean that all the Public Protection Unit (PPU) functions for the Division are co-located ensuring even closer working. The Hub is not a response policing function and therefore any requirement for police attendance at an incident should still be called in via 999 or 101 depending on urgency.

The Hub can be contacted on 0141 532 3960/3914 or greaterglasgowconcernhub@scotland.pnn.police.uk for advice, however appropriate information sharing under data protection will still be done through the VP concern report or in response to submission of an information request form.

Personal Assistants (PAs)

Glasgow Centre for Inclusive Living (GCIL) Support is committed to promoting personal assistance as a worthwhile and positive employment option, so this year we decided that support to PAs would be one of our priority areas of work.



The Scottish Government's "Study of the Workforce and Employment Issues Surrounding Self-directed Support", reported that PAs and PA employers recognise that a wide range of skills and attributes are required to be a good PA. These include "core" skills and knowledge such as first aid; moving and assisting; food hygiene; and health and safety. Also highlighted was the requirement for an understanding of disability issues.

Following an analysis of the one pilot training course facilitated by GCIL last year, we have developed a training programme in partnership with the Personal Assistants Network Scotland.

The three sessions cover:

- Emergency First Aid (certificated)
- What is a PA?
- and Moving and Assistance (certificated).

"PAssport to Independent Living"

Many disabled people and carers, while appreciating professional input, also value opportunities to share their experiences and learn from the experiences of others. Our first two publications, 'Direct Payments, Pure Dead Brilliant!' and 'Self-directed Support Way to go!' brought into sharp focus the positive impact direct payments has had on people's ability to have more freedom choice and control. The stories also highlighted the significant and varied contribution being made by the personal assistants (PAs) who people have directly employed using direct payments.

But what about PAs themselves? They would also welcome the opportunity to share their stories and learn from each other.

In October 2017 we launched 'PAssport to Independent Living.' This publication contains an explanation of the role and responsibilities of a PA, information about sources of support for PAs, as well as a collection of 14 personal stories from all over Scotland highlighting how PAs and PA employers work together. These stories feature in some cases literally life changing experiences enjoyed by PA employers thanks to the varied and flexible role of a PA and the positive working relationships that have developed.

The book is available free to PAs, PA employers and appropriate staff in health, social care, further education and recruitment by contacting GCIL on 0141 550 4455 or email lilian@gcil.org.uk.



People First (Scotland)



People First (Scotland) is an independent self-advocacy organisation for people with learning disabilities.

We have groups all across Scotland, including Glasgow. We support each other and campaign to improve the lives of people with learning disabilities.

As part of our work People First members are represented in both the Adult Protection Committee and the Service User sub group. Being involved in these groups is very important to People First members as it is vital that the voice of people with learning disabilities is heard.

People with learning disabilities, like everyone else, want to feel safe and secure within all areas of our lives, but, equally want to be as independent and empowered as possible.

An example of our work is our most recent training with Rape Crisis Glasgow. The main focus at the moment within our Women's Group is gender based violence.

Research shows that people with disabilities, particularly women with disabilities are at increased risk of experiencing gender based violence. Through discussions within the group, members have identified the issues that are particularly important for women with learning disabilities. Some of these include:

- Advice on protection and safety
- Information about domestic violence in accessible/easy read formats
- Communicating in plain language
- Relationship advice
- Advice on protection and safety and
- Clear legal advice.

From this work we developed a series of training days for Rape Crisis in Glasgow. The first one took place recently and the evaluations rated it highly. This is a good example of how working in partnership with other organisations is crucial to develop appropriate services for women with learning disabilities.

People First member Roxanne said: "There were over 30 staff involved and we got to share our experiences and stories. The staff said it gave them a better understanding of the difficulties we face. This is the first time I have been involved in training, I was nervous but I felt so proud of myself after it."

If you would like any more information about our organisation our website address is peoplefirstscotland.org or you can contact us on 0141 420 7383

Adult Support and Protection - Cordia Care Services

The importance of everyone in care services having an awareness of Adult Support and Protection is recognised by Cordia and is a key component of the induction training provided to all staff at the start of their employment. Staff are trained in recognising the signs of, or potential signs of abuse in different situations and of the reporting procedures they must follow.

Ongoing training is also delivered to existing staff so that their level of awareness and understanding of Adult Support Protection procedures remains up to date. In October 2017, Cordia began a series of Adult Support and Protection refresher training course which will be delivered to nearly 200 staff including Home Care Area Operations Managers, Assistant Area Operations Managers and Co-ordinators. This training will include studying Adult Support and Protection cases originally reported by home care staff.

Mary, a Home Care Co-ordinator for eighteen years, said: “working in home care can be busy and demanding but it is important to always be aware of any changes to a service user’s situation, their welfare and well-being. Home carers do build up close working relationships with their service users, particularly when they see them on a daily basis. They are therefore in a position to notice any changes to a service user’s situation or behaviour or indeed any other indicators which could be a cause for concern. They would report this to myself. It is my job to make sure this information is recorded and sent to the Area Operations Manger who will complete an Adult Support and Protection Referral which is sent to the Glasgow City Health and Social Care Partnership who will then investigate the situation.”

Dates for the Diary

National Adult Support Day is the 20th of February 2018.

Social Work Scotland are also organising a National Adult Support and Protection conference and have set the date for 20th February to coincide with the national day.

Any suggestions for a local event can also be considered.
Please contact linda.gunn@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