



Adult Support & Protection: Moray Improvement Action Plan

10.02.2020

The Project Plan

Key

ZS=Zandra Smith, **IM**=Iain McGregor, **AM**=Alex Morrison **RP**=Robin Paterson, **MC**=Michelle Cumming, **RH**=Roddy Huggan, **TA**=Tracey Abdy, **SG**=Suzy Gentle **YW**=Yvonne Wright, **VL**=Vicky Logan, **OWG**=The Operational Working Group, **JM**=Jane Mackie, **SC**=Sean Coady, **BS**=Bridget Stone, **CM**=Charles McKerron, **GM**=Garry MacDonald, **TW**=Tracie Wills, **SG**=Suzy Gentle, **YW**=Yvonne Wright, **BW**=Bruce Woodward, **CP**=Consultant Practitioners, **ASPC**=Adult Support & Protection Committee, **ASPSG**=Improvement Action Plan Adult Support & Protection Committee Sub Group

Task	Risk Status	% Progress	Activity Name	Depen dency	Who	Start	Finish	Comment
1.0 Workstream: Policy, Process & Procedure Lead: Zandra Smith From: July to April 2020								
1.1.	Objective: Develop a 'Vision for Moray Policy' that highlights not only the importance of <i>protection</i> but also <i>support</i> , <i>positive risk taking</i> (from a social and health care perspective) and <i>protecting life</i> (Police Scotland perspective).							
1.1.1	G	100%	Task: Based on the self-evaluation insights develop a draft Moray Vision Policy.	N/A	ZS	July	July	Preparation work for the workshop to be held on 9 September. Task complete.
1.1.2	G	100%	Task: Host a multi-agency workshop to further develop proposed draft of the Moray Vision Policy	1.1.1	ZS	Aug	Sept	Multi-Agency Workshop held on 9 Sept. Following the self-evaluation exercise, 3 option developed for further consideration.
1.1.3	G	100%	Task: Circulated amended draft for further comment by the participants who attended the workshop	1.1.2	ZS	Sept	Sept	Draft Statements presented to the ASP Committee on 20 9 19. Consensus reached on draft statement
1.1.4	A	tbc	Task: The Operational Working Group agree to circulate the draft Vision document for wider consultation	1.1.3	OWG	Sept Oct	Complete	To be added to next MAPC agenda. Agree when this should be circulated. Proposed as part of the revised policy and manual. Previously noted. Agreed that statement will be circulated for wider circulation once underpinning

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								principles are added. See task below.
1.1.5	A	90%	Task: The Operational Working Group agree amendments to Vision Statement	1.1.4	OWG/ASPS G	Oct	Oct	To be added to next MAPC agenda Vision statement and underpinning principles agreed by the Operational Working Group Meeting on 7 10 19. Previously noted that at the Operational Working Group meeting held on 25 September, agreed that under principles will be added by BS. To be presented for further consideration at the October Operational Working Group Meeting.
1.1.6	G	100%	Task: Vision for Moray Policy Statement endorsed by The Moray Adult Protection Committee	1.1.5	JM/ZS	Oct	Nov	To be added to next MAPC agenda. Draft vision endorsed by AP Committee. However this will be re-presented to the Group as part of the revised ASP Policy. Need to confirm the date for this meeting and that this is an agenda item (along with Project Plan Update, Risk Log, Proposal for Engaging with Lived Experience and revised ASP remit-see below 1.2.1)
1.2.	Objective: In the context of developing a vision for Moray, review the remit and membership of the Adult Support Protection Committee.							
1.2.1	G	100%	Task: Based on the insights from the self-evaluation exercise and other Partnership Committees, develop a revised draft remit for Moray P Committee	N/A	SC/ZS	Sept	Sept	The draft is an agenda item for the Operational Working Group Meeting on 6 2 20. Proposed that it will then be submitted as an agenda item for the February Meeting of the Adult Protection Committee.
1.2.2	G	0%	Task: Revised remit considered by the Operational Working Group	1.2.1	OWG	Oct	complete	As above. To be submitted to the Adult Protection Meeting in February.
1.2.3	Not due	0%	Task: The Adult Protection Committee consider and agree the revised remit	1.2.2	JM	Oct	Feb	Subject to the above, timeline revised.
1.2.4	A		Task: Along with the agreed Moray Vision Policy, the agreed remit of the Committee is circulated to partner agencies	1.2.3	IG/MC	Nov	April	To be added to agenda for next MAPC.
1.3	Objective: Review the Core ASP Process (flow chart) with the aim of ensuring that it adequately reflects multi-agency input (including SAS) and covers the whole ASP process including monitoring and review.							
1.3.1	G	100%	Task: Host multi-agency Workshop to consider 'As Is' and 'To be' Core Process (take account of self-evaluation insights)	N/A	tbc	Sept	Sept	Workshop held on 18 9 19. Good representation from partner organisation. Initial feedback indicates constructive and helpful comments received.

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1.3.2	G	100%	Task: Circulate revised 'To be' Core Process for further comment by workshop participants	1.3.1	EG	Sept	Jan	Draft Core Process circulated to colleagues attending the Resource Workshop on 6 January. Further refinements currently being finalised by Emma Gormley (interim Access Team Manager).
1.3.3	A		Task: Amended 'To be' Core Process is considered for wider circulation by the Operational Working Group	1.3.2	EG	Dec	tbc	To be finalised at meeting on 10 th February 2020.
1.3.4	Not Due		Task: Following consultation, 'To be' Core Process is agreed by the Operational Working Group and the AP Committee.	1.3.3	EG	Dec	March (tbc)	Timescale to be determined following the completion of the above task.
1.3.5	Not Due		Task: Final Core Process circulated to multi-agency partners for information	1.3.4	IG/M C	Feb	March (tbc)	This may now be March for circulation.
1.4	Objective: Review the Out of Hours (OOH's) process to ensure that it is aligned with the Moray Policy and the Core ASP Process (NB This output has now been incorporated as part of the development of an arching ASP process)							
1.4.1	G	100%	Task: Draft 'As Is' Core Process (including OOH's) In preparation of next workshop (This is now the Core Process Part 2 Workshop)	N/A	Tbc	Sept	Oct	First iteration of the draft core process developed at the Operational Working Group Meeting 1 November.
1.4.2	G	100%	Task: Host workshop with OOH's SW's with the aim of generating a 'To be' OOH's Process in line with Core Process (This is now the Core Process Part 2 Workshop)	1.4.1	tbc	Sept	Nov	Workshop held on 1 November. OOH process map will be incorporated into the work to determine the core ASP process.
1.4.3	A	tbc	Task: Circulated draft 'To be' OOH's/Core Process for further comment	1.4.2	IG/M C	Nov	Tbc	This task is now incorporated as part of the development of the core process (as above).
1.4.4			Task: The Operational Working Group endorse the To be OOH's /Core Process	1.4.3	OWG	Jan	tbc	This task is now incorporated as part of the development of the core process (as above).
1.4.5			Task: Final OOH's process circulated to colleagues.	1.4.4	MC/I G	Nov Jan	Nov Feb	
1.5	Objective: In supporting a Moray Policy, develop a written procedure that includes and agrees the multi-agency input required for applying the 3 point test.							
1.5.1	G	30%	Task: Informed by the Moray Vision Policy Statement, develop a draft written procedure for discussion	1.1.6	GM	Oct	Oct	Underpinning principles and vision statement sent to GM on 8 10 19 and now undertaking preparatory work.

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								GM attended the Core ASP process on 18 September. Now progressing on initial draft procedure based on information gathered.
1.5.2	Not due		Task: Host a multi-agency Workshop to consider draft procedure	1.5.1	GM	Nov	Mar	This timescale has been revised.
1.5.3	Not due		Task: Circulate draft procedure to workshop participants for further comment	1.5.2	GM/M S	Feb	Mar	
1.5.4	Not due		Task: The Operational Working Group agree that the draft procedure can be circulated for further comment	1.5.3	OWG	Feb	Mar	
1.5.6	Not due		Task: The Operational Working Group and the Adult Support & Protection Committee Sub Group endorse the procedure	1.5.4	OWG/ ASPSG	Mar	Apr	
1.6	Objective: Based on this procedure (1.5), develop a manual that can be share between all partners							
1.6.1	Not due		Task: Informed by the Moray Policy Vision Statement, Core Process and Procedure develop an easy read manual for all partner agency colleagues	1.1.6 1.3.4 1.4.5 1.5.6	EM	Apr	Apr	This timescale has been revised.
1.6.2			Task: The Operational Working Group and Adult Support & Protection Committee Sub Group agrees that the draft manual can be circulated for comment	1.6.1	OWG/ ASPSG	Apr	Apr	
1.6.3			Task: The Operational Working Group endorse the final version of the manual	1.6.2	EM	Apr	Apr	
1.6.4			Task: The manual is circulated to all partner agencies for information	1.6.3	IG/M C	Apr	Apr	
1.7	Objective: Following the review of the core process, all forms are reviewed to ensure that they support information sharing between partners and are consistent with the revised Moray policy and procedures							
1.7.1	Not due		Task: A list of all ASP related forms in scope is collated	N/A	IG	Mar	Mar	Timescale has been revised.
1.7.2			Task: Draft amendments made to forms in line with revised ASP procedures	1.7.1 1.5.6	ZS/IG	Mar	Mar	
1.7.3			Task: Workshop hosted to consider proposed amendments to forms	1.7.2	ZS/IG	Mar	Mar	

Task	Risk Status	% Progress	Activity Name	Dependency	Who	Start	Finish	Comment
1.7.4			Task: The Operational Working Group agrees that amended forms are circulated to appropriate colleagues for comment	1.7.3	OWG	Mar	Mar	
1.7.5			Task: The Operational Working Group agrees revised forms	1.7.4	OWG	Mar	Mar	
1.7.6			Task: Revised forms are circulated to relevant colleagues	1.7.5	IG	Mar	Mar	
1.7.7			Task: Snagging Log form developed and circulated	N/A	IG/RP	Mar	Mar	
1.7.8			Task: The Operational Working Group Review Snagging Log. Any necessary changes to be made to forms (3 months after	1.7.7	IG/O WG	Tbc	tbc	
1.8	Objective: The H&SCM Commissioning Team will review the contract to help ensure that formal advocacy services are as accessible as possible to people involved in the adult support and protection process (RP to confirm when the contract is resubmitted for tender)							
1.8.1	A	30%	Task: Commissioning colleagues confirm proposed tender specification in relation to ASP support	N/A	PK	Oct	Dec	Referral data received from Circle Advocacy. Agenda item for the Operational Working Group Meeting on 6 February. Previously noted, task being progressed by PK and overseen by RH. Following the ASP Operational Meeting held on 6 November, it was agreed that contact would be made with Circle Advocacy to determine volume of ASP referrals/requests for support received.
1.8.2	R		Task The Operational Working Group endorse proposed specifications	1.8.1	OWG	Dec	Dec	This will be an agenda item at the Operational Working Group Meeting to be held on 6 February.
1.9	Objective: Develop revised guidance for the completion of risk assessments. The guidance will note that risk assessment require to be created with multi-agency input.							
1.9.1	A	50%	Task: Draft guidance developed informed by Case File Audits and insights from the self-evaluation workshops	N/A	BS	Dec	Feb	Confirm status. Timeline revised.
1.9.2	A	20%	Task: Multi-agency workshop hosted to consider revised guidance for risk assessments	1.9.1	BS	Jan	Feb	Confirmation of the date and arrangements for the workshop currently being undertaken.
1.9.3	Not due		Task: Following workshop, participants provide further comment on the draft	1.9.2	BS	Jan	Feb	Timescale revised.

Task	Risk Status	% Progress	Activity Name	Dependency	Who	Start	Finish	Comment
			guidance					
1.9.4	Not due		Task: The Operational Working Group endorse the revised risk guidance	1.9.3	BS	Jan	Feb	Timescale revised.
1.9.5	Not due		Task: Revised guidance circulated to agency partners	1.9.4	IG	Jan	Feb	Timescale revised.
2.0 Workstream: Training & Development Lead: Suzy Gentle & Yvonne Wright From: February to April								
2.1	Objective: Undertake a training audit that identifies the gaps in ASP training for all partners (including providers).							
2.1.1			Task: Present a proposal to the OWG concerning the scope (e.g. range of partners) and implementation of the Audit	N/A	SG/Y W	Feb	Feb	
2.1.2			Task: Implement Audit	2.1.1	SG/Y W	Mar	Mar	
2.1.3			Task: Present findings of the Audit to the OWG and to the Improvement Action Plan ASP Committee for endorsement	2.1.2	OWG/ ASG	Apr	Apr	
2.1.4			Task: Expand on process for 16 and 17 year olds to capture Throughcare and Aftercare		tbc		tbc	
2.2	Objective: Based on the findings of this audit, develop a revised ASP Training and Development Programme for 2020 & central register for training (see objectives table for content of the programme)							
2.2.1		0%	Task: Draft ASP Training and Development Plan presented to the Operational Working Group Improvement Action Plan ASP Committee for endorsement and to prior to consultation	2.1.3	SG/Y W	Jan	Feb	Timescale revised. Still to be progressed.
2.2.2			Task: Draft ASP Training and Development Plan submitted to partner agencies for consultation	2.2.1	IG	Feb	Feb	Timescale revised.
2.2.3			Task: Following consultation amendments, ASP Training and Development Plan is endorsed by the Operational Working Group and the Improvement Action Plan ASP Committee for endorsement	2.2.2	OWG/ ASSG	Feb	Feb	Timescale revised.

Task	Risk Status	% Progress	Activity Name	Depen dency	Who	Start	Finish	Comment
2.2.4			Task: ASP Training & Development Plan is implemented	2.2.3	SG/Y W	Feb	Ongoin g	Timescale revised.
2.3	Objective: The CSWO will provide briefings to existing and new members (on induction) in relation to their roles and responsibilities on the Adult Support & Protection Committee							
2.3.1	A	0%	Task: Develop a schedule of briefings	N/A	IG	Jan	Jan	Still to be progressed.
2.2.2	A	0%	Task: The Operational Working Group and the ASP Committee endorse and the agree schedule	2.3.1	OWG/ ASPSG	Jan	Feb	Propose that this is an item submitted to AP Committee in February.
2.3.3	Not due		Task: Implement the schedule of briefings	2.3.2	JM	Feb	Ongoin g	
3.0 Workstream: Audit and Lived Experience			Lead: Bridget Stone		From: July to October			
3.1	Objective: Agree a rationale for undertaking case file audits which are conducted on a multi-agency basis							
3.1.1	G	100%	Task: Review and agree audit template (informed by self-evaluation)	N/A	BS	July	July	Complete. Based on the audit tool used to inform the ASP Improvement Plan.
3.1.2	G	100%	Task: Develop a 12 month proposal for undertaking case file audits. This should include the rationale for selection across all service areas, including Police files and the mechanism for providing feedback	3.1.1	BS	Aug	Aug	Complete
3.1.3	G	100%	Task: Proposal submitted and agreed by the Operational Working Group.	3.1.2	OWG	Sept	Sept	Complete. BS presented proposal to the Operational Working Group on 9 December. Schedule to be made available to AP Committee if requested.
3.2	Objective: Implement the case file audit schedule that includes ensuring that ASP related issues are consistently captured on Support Plans and Reviews, undertaking a multi-agency learning review of all banning orders & LSI's when completed and DATIX recorded ASP issues follow the agreed procedure and are referred to the Access Team.							
3.2.1	G	100%	Task: Case File Audit Finding Summary Reports Provided to the Operational Working Group, P.Gov and Clinical Gov Board on a quarterly basis.	3.1.1	BS	Oct	Ongoin g	This will be submitted in line with the frequency of undertaking audits as per the schedule. Subject to confirmation, the first audit will be initiated in April.
3.3	Objective: The results of audit are shared with the Adult Protection Committee							
3.3.1	Not due		Task: Quarterly Case File Audit Reports submitted to AP Committee. Reports should note improvement actions subsequently implemented	3.2.1	BS	April	Ongoin g	Not due.

Task	Risk Status	% Progress	Activity Name	Depen dency	Who	Start	Finish	Comment
3.4	Objective: Agree and implement a systematic approach to capturing the lived experience (qualitative) of people who have been in contact with the ASP process							
3.4.1	G	100%	Task: Develop a proposal for capturing the lived experience of people who have been in contact with the ASP process	N/A	BS	Sept	Sept	Complete. Previously noted. Options appraisal undertaken. At the Operational Working Group Meeting on 25 September, it was agreed that the preferred option would be further developed. This will submitted for approval at the October meeting of the Operational Working Group and will then be submitted for information to the ASP Committee.
3.4.2	G	100%	Task: The Operational Working Group agree the proposal	3.4.1	OWG/ ASPS G	Oct	Oct	Complete.
3.4.3	Not due		Task: Proposal implemented and quarterly reports provided to the Operational Working Group and Adult Protection Committee (standing agenda item)	3.4.2	BS	Oct	Ongoin g	Audit to be provided to AP Committee on request.
4.0 Workstream: Performance Management Lead: Tracey Abdy From : November to December								
4.1	Objective: To support the development of a revised ASP core process by developing a suite of time based service standards which include the time from receiving the initial referral to the application of the 3 point test.							
4.1.2	Not due		Task: Based on the revised ASP core process and procedure, develop a performance management proposal outlining the service standards for each element of the proposal. This should also include indicators for Formal Advocacy.	1.3.5 1.4.5 1.5.6	BW	Feb	Mar	Timeline revised. Proposed that the Information SystemsIOfficer will be able to facilitate this work. RP to contact RH.
4.1.3	Not due		Task: The Operational Working Group endorses proposal	4.1.2	OWG	Mar	Mar	
4.1.4	Not due		Task: Service Standards are circulated through the ASP Manual	4.1.3	BW/E M	Apr	Apr	
4.2	Objective: As part of the performance management arrangements for the ASP Committee, develop a quarterly performance report that not only includes service standards, output measures but also reports on personal outcomes relating to both health & social care support.							
4.2.1	Not due		Task: Submit AP performance management reports to the OWG and Adult Protection Committee on a quarterly basis	4.1.3	BW	Dec Apr	Dec Apr	Timeline revised.

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5.0 Workstream: Service Redesign & Review			Lead: Sean Coady & Jane Mackie			From: July to October		
5.1	Objective: To ensure that the initial referrals are processed in a timely manner, the Access Team should be reviewed to consider if it is adequately resourced to complete the high volume of screening of the initial ASP referrals received.							
5.1.1	G	100%	Task: Collate baseline data in relation to the volume of referrals received by Access Team	N/A	AM/B W	July	Sept Oct	Baseline line data submitted Agreed at the Operational Working Group on 25 9 19, that AM will collate 3 years of trend data in relation to ASP referrals to the Access Team.
5.1.2	G	100%	Task: Host workshop to review data and identify options for Access	5.1.1	SC/J M	Sept Jan	Sept Jan	Complete. Worskshop held on 6 January.
5.1.3	G	50%	Task: Based on the outcome workshop submit an SBAR report to the Operational Working Group for consideration and endorsement	5.1.2	OWG	Jan	Jan	SBAR submitted to COG. Comments noted. SBAR will be revised.
5.2	Objective: Review the impact of ASP work on the OOH's Service and on Social Worker time and other partners							
5.2.1	G	100%	Task: Collate baseline data in relation to the volume of referrals received by the OOH's Team	N/A	AM/B W	July	Sept	Data collated.
5.2.2	G	100%	Task: Host workshop to review data and identify options for OOH's	5.2.1	SC/J M	Oct	Oct	Complete. Worskshop held on 6 January.
5.2.3	G	50%	Task: Based on the outcome workshop submit an SBAR report to the Operational Working Group for consideration and endorsement	5.2.2	OWG	Sept	Oct	SBAR submitted to COG. Comments noted. SBAR will be revised.
6.0 Workstream: ICT & Recording			Lead: Roddy Huggan			From: March to April		
6.1	Objective: Make better use of carefirst and ICT to support the implementation of a revised ASP process by ensuring ASP referrals are coded on carefirst, vulnerable people are categorised to assist community hub meetings and informing colleagues when the 5 Trigger Point Concern Report threshold has been reached (using carefirst)							
6.1.1	Not due		Task: In light of the insights gained from the self-evaluation, prepare a brief report on the viability of undertaking the identified improvement actions in relation to carefirst	N/A	VL	Mar	Apr	Proposed that timescale should be revised in light of new appointment to System Managers post.
6.1.2	Not due		Task: Following the submission of this report, the Operational Working Group will agree the actions to be undertaken along	6.1.1	OWG	Mar	Apr	

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			with a timescale.					
7.0 Workstream: Professional Practice (Health, Social Care & Police Scotland) Lead: Lesley Attridge, Alan Milton From: August to October 2019								
7.1	Objective: To provide ongoing mentoring and support for Social Work Council Officers undertaking ASP activity.							
7.1.1	G	100%	Task: To host a Social Worker/Council Officer workshop with the primary focus of reporting back on the findings of the Council Officer Survey and Access Procedures.	N/A	BS/ZS	August	August	Complete. Workshop held on 2 September
7.1.2	R	Tbc	Task: Circulate a written report identify coach mentoring personal development needs based on the agreed actions from the above workshop	7.1.1	CP/Managers	Sept	Sept	To be further developed. Timescale to be revised
7.1.3			Task: Coaches/Consultants check in with staff once every 2 weeks in relation to ASP practice	7.1.3		October	October	To be further developed. Timescale to be revised