Moray ASP Improvement Action Plan 2022-24

Report Type: Actions Report
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1The partnership should ensure the application and delivery of key processes for all adults at risk of harm is consistent and in line with the Moray Health and Social Care Partnership (HSCP) and Grampian interagency procedures.

2 The partnership should ensure that full adult support and protection investigations are carried out for all adults at risk of harm who require them.

3 The partnership should seek to improve the quality of chronologies, risk assessments, and protection plans. This will impact positively on the management of risk for adults at risk of harm.

4 Case conferences and review case conferences should be clearly defined, involve the adult at risk of harm and unpaid carer where appropriate and should be convened for all adults at risk of harm who require them. The partnership should prioritise the full implementation of the improvement plan. Strategic leaders should ensure that the appropriate resources are made available.

5 Strategic leaders should strengthen governance of adult support and protection practice. There should be robust measures in place to identify concerns early and promptly implement remedial action.

6 Strategic leaders should continue to develop multi-agency self-evaluation activities. Frontline staff should be fully involved in the design, implementation and consequent improvement work.

Action Status	
✖	Cancelled
⬤	Overdue; Neglected
⚠	Unassigned; Check Progress
▶	Not Started; In Progress; Assigned
✔	Completed

1. Lived Experience (PRIORITY)

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
ASP SIP Cat1.1	Review commissioned advocacy service to ensure formal advocacy services are as accessible as possible for people involved in ASP process	**AGENCY**: Local Authority **CARE INSPECTORATE PRIORITIES**: 4, 5, 6	31-Mar-2024	08-03-2023 1 year direct award has not been offered. This was a Procurement and Senior Management decision. Commissioning will now be working towards a competitive tender Charles McKerron has been allocated operational lead officer.	20%	▶	
ASP SIP Cat1.2	Listen to People - Agree and implement a systematic approach to capturing the lived experience (qualitative) of people who have been in contact with the ASP process	**AGENCY:** Local Authority**CARE INSPECTORATE PRIORITIES**: 4, 6	31-Mar-2023	Communication Plan written and in place with questionnaire to support discussion with supported people. Feedback to be provided at each APC via reporting.	100%	✅	

2. Quality Assurance and Audit (PRIORITY)

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
ASP SIP Cat2.1	Design of ASP audit to undertake case file QA for x1 adult. This will encompass from point of referral to IASPCC findings shared with PGB and reported to APC with aim to inform practice improvement and highlight elements of good practice.	**AGENCY:** Local Authority **CARE INSPECTORATE PRIORITIES**: 1, 2, 3, 4, 5, 6	28-Feb-2024	Work ongoing	5%	▶	Vicki Low; Sammy Robertson
ASP SIP Cat2.2	Involvement of Team Managers in undertaking Investigation documentation quality assurance exercise on a monthly basis - to evaluate practice feedback and further learning shared	**AGENCY:** Local Authority**CARE INSPECTORATE PRIORITIES**: 2, 3, 4, 5, 6	30-Nov-2023	Quality Assurance Tool to be devised and cascaded with Team Manager involvement. Timetable of audit activity to be agreed	0%	▶	Vicki Low; Sammy Robertson
ASP SIP Cat2.3	Involvement of Advanced Practitioners across Adult Social Work in adult support and protection quality assurance activities for monthly single agency screening tool audits	**AGENCY:** Local Authority**CARE INSPECTORATE PRIORITIES**: 3, 4, 6	31-Oct-2022	Continues to be in place	100%	✅	Vicki Low; Sammy Robertson
ASP SIP Cat2.4	Multi-Agency IRD Summary Quality Assurance Audit to take place - review all IRDs from commencement	**MULTI AGENCYCARE INSPECTORATE PRIORITIES**: 1,	31-Jul-2022	Next IRD audit to take place Summer 2023 Case Conference Audit activity to take place on a multi-agency basis – date to be arranged	100%	✅	

		2, 3, 4, 5, 6					
ASP SIP Cat2.5	Audit of screening tool documentation (5 per month) to be undertaken and reported to APC	**Agency**: Local Authority	30-Nov-2022	Completed. Quality assurance in place for screening activities and feedback provided via Operational Working group and team discussions	100%	✅	Vicki Low; Sammy Robertson
ASP SIP Cat2.7	Multi-Agency case conference table audit to take place – and learning to be disseminated	**Multi-Agency**	31-Jul-2023	Tool devised, audit to be undertaken **Assigned to**: Kenny O'Brien, Vicki Low	50%	▶	
ASP SIP Cat2.8	Multi-Agency IRD Quality Assurance Audit to take place on a regular basis Multi-Agency Case Conference Assurance Audit to take place on a regular basis.	**Multi-Agency Care Inspectorate Priorities 1, 2, 3, 4, 5, 6**	31-Oct-2023	IRD Quality Assurance Tool written and has been implemented with Audits undertaken in 2022. To move to regular multi-agency activities

Multi-Agency Case Conference Assurance Audit written – Audit to take place and regular activities moving forward | 30% | ▶ | |

3. ICT and Recording (PRIORITY)

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
ASP SIP Cat3.1	All adult support and protection files to be transferred to Every Client Documents within T drive	**AGENCY:** Local Authority **CARE INSPECTORATE PRIORITIES:** 1,4	31-Mar-2023	ICT are progressing this. Acknowledgement that this may fall overdue	10%	⬣	Samantha Morgan
ASP SIP Cat3.2	Naming convention in place for all Adult Support and Protection electronic files	**AGENCY:** Local Authority **CARE INSPECTORATE PRIORITY:** 1, 4	31-Mar-2023	08-03-2023 – naming convention written and in place for ASP records.	100%	✅	
ASP SIP Cat3.3	Use of Pentana to measure progress of multi-agency improvement plan	**AGENCY:** Local Authority **CARE INSPECTORATE PRIORITY:** 5	31-Jan-2023	Pentana to be opened up to multi-agency colleagues Feb 2023	100%	✅	Vicki Low; Sammy Robertson
ASP SIP Cat3.4	Information and Intelligence Subgroup to analyse data set and to improve standard of reporting to COG, APC and risk and performance management group	**AGENCY:** Local Authority **CARE INSPECTORATE PRIORITY: 5**	31-Dec-2022	Quarterly report with increased data information to be presented to APC Feb 2023 – moving forward Quarterly reports to reflect new national data set	100%	✅	Vicki Low; Sammy Robertson
ASP SIP Cat3.5	Procedure in place for use of events/activities in relation to Adult Support and Protection	**AGENCY:** Local Authority	31-Dec-2022	Audit required of CF system on a monthly basis – to take place March 2023.	100%	✅	Vicki Low; Sammy Robertson

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
	activity on CF	**CARE INSPECTORATE PRIORITY**: 1, 2, 3, 4, 5,					
ASP SIP Cat3.6	Discussion to take place regarding proposal for possible Data set from Police Scotland which would be added to the existing local date set to APC	**AGENCY:** Police CARE INSPECTORATE PRIORITY: 5	31-Mar-2023	Police can share information regarding ASP referrals and Concerns – to further discuss	100%	✅	
ASP SIP Cat3.7	Information and Intelligence Subgroup to analyse data set and to improve standard of reporting to COG, APC and risk and performance management group	**AGENCY:** Local Authority **CARE INSPECTORATE PRIORITY: 5**	30-Jun-2023	Subgroup taking forward New National Data Set and ensuring Carefirst systems can accommodate changes moving forward. Data Set to commence April 2023. Acknowledgement that we may be unable to implement all requests – however, will work to rectify as we progress	20%	▶	

4. Policy, Process and Procedures

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
ASP SIP Cat4.1	TM oversight and involvement of chairing of all RASPCC, in line with the Op Guidance, to support clearly defined ASPCC and RASPCC process - This will include regular updates and review to ensure collaboration to be discussed within the ASP Op meet	**AGENCY**: Local Authority CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4, 5	30-Jun-2023	Clear guidance in place for Team Managers in relation to chairing of Review Case Conferences and schedule now in place. To continue under review to ensure effectiveness To ensure regular communication with Team managers to ensure collaborative working	75%	▶	Tracy Stephen
ASP SIP Cat4.2	Core Group of front line practitioners formed to review Investigation documentation on CF - specific attention to the management of risk and protection planning within recordings	**AGENCY:** Local Authority CARE INSPECTORATE PRIORITIES: 1, 3, 6	30-Nov-2022	Update Feb 2023 – practitioners met to discuss January 2023 – work on going and review activities will be set moving forward	100%	✅	Sammy Robertson
ASP SIP Cat4.3	Core Group of front line practitioners formed to review Screening Tool documentation on CareFirst - specific attention to the management of risk, protection planning and application of the 3-point test	**AGENCY:** Local Authority CARE INSPECTORATE PRIORITIES: 1, 3, 6	30-Nov-2022	Update Feb 2023 – core group of practitioners met January 2023 – in progress – review activities will be set moving forward	100%	✅	Sammy Robertson
ASP SIP Cat4.4	Core Group of front line practitioners formed to devise, design and implement Large Scale Investigation recording and investigation	**AGENCY:** Local Authority CARE	30-Nov-2022	Subgroups to commence August 2022. Due to LSI activity this activity has been completed by LSI lead Officers and will be reviewed alongside	100%	✅	Vicki Low; Sammy Robertson

	documentation on Carefirst. Attention required in relation to risk management and protection planning	INSPECTORATE PRIORITIES: 1, 3, 6		x8 council officers following current LSI to inform any changes to document Feedback meeting with practitioners took place and further small changes agreed as well as practitioner guidance produced and to use document moving forward with further review following each LSI activity undertaken **Assigned to:** Vicki Low			
ASP SIP Cat4.5	Full Review of the Decision Specific Capacity Tool to be undertaken on a multi-agency basis – with input from NHSG and Lead Agency council employed staff.	**AGENCY:** NHS Grampian CARE INSPECTORATE PRIORITIES: 1, 2, 5, 6,	31-Jan-2023	30-01-2023: Tool revised updated and completed. Distributed out to all agencies along with a briefing note to support roll out. To be discussed in Council Officer meetings + main Grampian Psychiatrist clinical meetings. **Assigned to:** Kenny O'Brien	100%	✅	Kenny O'Brien
ASP SIP Cat4.6	Initiate ASP Champions Role within NHSG - ensure that staff have local contacts and links for advice and support - alongside more formal structures	**AGENCY:** NHS Grampian CARE INSPECTORATE PRIORITIES: 1, 5, 6	28-Feb-2023	Now fully in place - Champions running and live. Dates set.	100%	✅	
ASP SIP Cat4.7	iVPD local process review to take place in order to identify opportunities for improvements in quality of information shared, and expectations of agencies receiving Adult Concern Reports from Police	**AGENCY:** Police CARE INSPECTORATE PRIORITIES: 1, 3, 5	30-Sep-2023	NHS pathway for Concern Reports completed and moving to Pilot phase in Aberdeenshire. Moray MIVA project launched and lead agency training undertaken with documentation of process cascaded. To continue to build on this for multi-agency use SLWG continues. More realistic end date set due to the scope of the project	50%	▶	
ASP SIP Cat4.8	Ensure local and Grampian processes align and embed. This will be monitored via QA activities and regular briefing sessions. Work to be undertaken on a Grampian-wide basis to align the Grampian Procedures with the revised COPs and Local Guidance.	**Agency:** Multi-Agency CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4, 5, 6	31-May-2023	Subgroup currently updating Grampian procedures to reflect revised codes of practice. QA activities on going - to continue to develop good communications and continually review effectiveness - end date to be extended to March 2023, likely to go through governance groups April/May 2023	100%	✅	

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
ASP SIP Cat4.9	Develop and Implement a full Capacity Pathway for Protection Decisions	**AGENCY: NHS Grampian CARE INSPECTORATE PRIORITIES: 1, 2, 5, 6,**	31-Mar-2024	Membership agreed for SLWG. CSWO (or deputies) attending. GP Sub Committee has endorsed work and provided a member. Psychiatry and psychology also participating. First meeting in diaries for 10th May.	20%	▶	

5. Training and Development

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
ASP SIP Cat5.1	Clear training calendar available for external partners to book via Eventbrite	**AGENCY**: Local Authority CARE INSPECTORATE PRIORITIES: 1, 3	31-May-2023	Public Protection Training Calendar in progress – this will include training information for ASP, CP, VAWG, ADP – currently being drafted and then will be cascaded	95%	▶	
ASP SIP Cat5.2	Collaboration with Social Work training to facilitate complex risk assessment across adult social work	**AGENCY**: Local Authority CARE INSPECTORATE PRIORITIES: 1, 2, 3	31-Dec-2022	Update November 2022 – Complex risk assessment for single agency devised and cascaded and presented across adult social work. Continue to discuss pan Grampian for multi-professionals – to change to multi-agency action for pan Grampian approach as of November 2022. Leads – Vicki Low **Assigned to**: Vicki Low, Social Work Training	100%	✔	
ASP SIP Cat5.3	Adult Support and Protection Training Plan to be available to all practitioners throughout Adult Social Work, Social Care and 3rd sector	**AGENCY**: Local Authority CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4	31-Aug-2022	Training Plan disseminated to all 3rd sector - March 2022. Training Plan available on Moray Protects webpage - April 2022. Training Plan available to all Social Work Teams - April 2022. Training Plan available to all housing and children services - July 2022. **Assigned to**: Vicki Low	100%	✔	Vicki Low; Sammy Robertson
ASP SIP Cat5.4	Collaboration to take place with Child Protection to design and deliver Chronology training across Children and Adult Social Work	**AGENCY:** Local Authority CARE INSPECTORATE PRIORITIES: 1, 3,	31-Dec-2023	08-03-2023 – Initial Lead Agency meeting to take place April 2023. This will also tie in with National Implementation Plan sub group work with IRISS	10%	▶	Vicki Low; Sammy Robertson
ASP SIP Cat5.5	Clear and up to date records of all Adult Support and Protection training undertaken - Module, 1, 2, 3 and 4 - including when	**AGENCY:** Local Authority CARE INSPECTORATE	31-Aug-2024	Vicki devising Multi-Agency Training Report Template on a multi-agency basis. Expectation that first APC reporting will take place on a Multi-	10%	▶	

	Council Officer refresher training is required	PRIORITIES: 1, 5, 6		Agency basis by May 23			
ASP SIP Cat5.6	Council Officer Handbook detailing tasks in relation to Adult Support and Protection duties and role	**AGENCY:** Local Authority CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4	31-Jul-2023	February 2023 – delayed to amend end date – this is due to delivery of Grampian wide training in risk assessments and chronologies – guide to reflect these changes.	50%	▶	Vicki Low; Sammy Robertson
ASP SIP Cat5.7	Develop Practitioner Guidance on Self-neglect and Hoarding	**AGENCY:** Local Authority CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4,	31-Jul-2023	Hoarding and Self-Neglect Training now available and disseminated to teams to book. Accompanying written guidance and information to be cascaded. – on track for July deadline.	90%	▶	
ASP SIP Cat5.8	Developing a trauma informed workforce factoring in ongoing discussion with council officers to monitor changes in practice and to take forward learning	**Agency:** Local Authority CARE INSPECTORATE **PRIORITIES**: 1, 2, 3, 4, 5	31-Jan-2024	Trauma informed awareness session within council officer forum undertaken in Aug 2022. Trauma informed portfolio to be taken forward by BS (requires top-down approach). Discussion to take place within practice governance and a social work sub-group to be formed across adult and child services to take forward. Update – Job description to be written and presented to Senior Leaders for Project Officer to take forward Trauma informed work. **Assigned to**: Bridget Stone, Vicki Low, Emma Johnstone	50%	▶	
ASP SIP Cat5.9	Develop a way to analyse training activities to inform the impact of training on practitioners This includes analysis exercise – training feedback used to inform future training events.	**Agency:** Local Authority CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4, 5	31-Mar-2024	Ongoing. Feedback questionnaires are available following each training for participants. These are read and improvements notes. Council Officer standing survey introduced March 2023 to support learning and development and to highlight areas of improvements. Themes to be incorporated into Training Feedback to APC see action 5.16 **Assigned to**: Suzy Gentle	40%	▶	
ASP SIP Cat5.10	New training framework for ASP to be embedded with all patient facing staff receiving a facilitated level 2 ASP training course	**AGENCY:** NHS Grampian CARE INSPECTORATE PRIORITIES: 1, 2,	31-Aug-2024	Training framework signed off and in place. ASP Level 2 now mandatory for NHSG patient facing staff with a 3 year repeat built in. Courses being run.	100%	✔	

		3, 4, 5		**Assigned to**: Kenny O'Brien			
ASP SIP Cat5.11	For NHSG staff recording of ASP input and activity - revise ASP Level 2 Training to include specific section on Health records and ASP, good practice examples to be included.	**AGENCY:** NHS Grampian CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4, 5,	31-Mar-2023	Training curriculum now revised and being delivered. Practice note completed and signed off/endorsed by the Clinical Professional Directors Forum for additional weight. Note distributed to all staff. **Assigned to**: Kenny O'Brien	100%	✅	
ASP SIP Cat5.12	Financial Harm subgroup lead by Police Scotland (John Webster)	**AGENCY:** Police CARE INSPECTORATE PRIORITIES: 1, 5, 6,	31-Aug-2024	Subgroup refreshed, new Terms of Reference compiled and Financial Harm Group firmly established. They are accountable to the Grampian ASP Working Group. **Assigned to**: John Webster	100%	✅	
ASP SIP Cat5.13	Mandatory online training for ASP rolled out and to be undertaken by all officers.	**Agency**: Police CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4, 5, 6	30-Nov-2022	Compliance rate requested - this can then be reviewed on a regular basis. Further review and assurance action to be documented below	100%	✅	
ASP SIP Cat5.14	Training and briefings to existing and new members (on induction) in relation to their roles and responsibilities on the ASP committee	**MULTI AGENCY** CARE INSPECTORATE PRIORITY 5, 6,	31-Aug-2024	Training and updates delivered as required **Assigned to**: Samara Shah	100%	✅	
ASP SIP Cat5.15	Implement learning points from Multi-Agency IRD Audit	**MULTI AGENCY** CARE INSPECTORATE PRIORITIES: 5, 6,	31-Oct-2022	IRD Report written and presented to APC Sep 2022. Presented to Council Officer Forum and Practice Governance. Further reflection and implementation of learning point to be taken forward at next council officer session – as well as specific discussion with IRD chairs – scheduled throughout Sept and Oct **Assigned to**: Vicki Low and Elaine MacDonald for Social Work	100%	✅	
ASP SIP Cat5.16	Grampian Approach to Risk Assessment Training	**MutliAgency Care Inspectorate Priorities 1, 2, 3,**	30-Jun-2023	SLWG formed to take forward on a Grampian Basis. Training Slides drafted and finalising case study to be discussed as part of the training workshop	40%	▶	
ASP SIP Cat5.17	Training update template to be drafted and completed prior to each APC to provide assurance of what training is taking place, how many participants. This should include	**MUTLI-AGENCY Care Inspectorate Priorities TBC**	30-Jun-2023	Template to be used for June APC. Once template has been used this will be completed and updates to be provided to APC on a regular basis.	90%	▶	

	feedback information to allow for further learning and development						
ASP SIP Cat5.18	Consideration and exploration on a Grampian and multi-agency basis of an Adult Support and Protection Decisions App supported by the DHI.	**MULTI-AGENCY CARE INSPECTORATE PRIORITIES TBC**	31-Jul-2023	08-03-2023 – To date there has been initial discussion with all agencies and agreement that a Grampian wide decisions tool (if agreed) would be the most beneficial. Further discussion to take place on a Grampian basis via the Grampian Group	5%	▶	

6. Service Redesign and Review

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
ASP SIP Cat6.1	Adult Social Work consultation - design and implementation of a service wide development and improvement plan to reflect on ASP inspection, SDS standards and national and local policy	**AGENCY**: Local Authority CARE INSPECTORATE PRIORITIES: 5, 6,	31-Oct-2022	Initial discussions have taken place with Team Managers with regard to important of improvement and development for Social Work. Consultation Workshops planned for end Sep 2022. **Assigned to**: Vicki Low	100%	✅	Tracy Stephen
ASP SIP Cat6.2	To develop a multi-agency approach and training for 2nd persons in Adult support and protection	**MULTI AGENCY** CARE INSPECTORATE PRIORITIES: 1,2, 3, 4, 5	31-Dec-2023	Progress – local 2nd Person training being undertaken in Moray – however, not Multi-agency to have further discussion regarding multi-agency contribution within Grampian Learning and Development Group	0%	▶	
ASP SIP Cat6.3	ASP Live Event	**MULTI AGENCY** CARE INSPECTORATE PRIORITIES: 5, 6	30-Nov-2023	Theme – Grampian Procedures.	10%	▶	
ASP SIP Cat6.4	Discussion to take place within COG and APC regarding capacity and gaps in service to ensure clear oversight of matters by our more senior leaders	**MULTI AGENCY** CARE INSPECTORATE PRIORITIES: 5. 6	31-Oct-2022	Discussions taking place at both COG and APC regarding gaps and capacity issues. This is also reflected within our APC Risk Register and is a standing item agenda	100%	✅	

7. Professional Practice

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon	Assigned To
ASP SIP Cat7.1	Regular Council Officer Forums – to include regular feedback sessions	**AGENCY:** Local Authority CARE	30-Nov-2022	Council Officer Forums in place. Formally recorded and training materials to be available	100%	✅	

		INSPECTORATE PRIORITIES: 1, 2, 3, 4, 5, 6		within SharePoint for CO viewing - TO be reviewed Nov-22 by consultation with CO's Council Officer Forum due in December **Assigned to**: Elaine MacDonald, Suzy Gentle			
ASP SIP Cat7.2	Regular Team Manager 'catch up' meetings to take place to discuss adult support and protection practice within teams	**AGENCY:** Local Authority CARE INSPECTORATE PRIORITIES: 5, 6	30-Nov-2022	08-03-2023 – Fortnightly operational group meetings taking place with team manager and advanced practitioner attendance. This also has representation from Police, Carefirst Systems and NHS this group is an opportunity to share concerns or highlight areas of good practice.	100%	✅	Vicki Low; Sammy Robertson
ASP SIP Cat7.3	To provide ongoing mentoring and support for Social Work Council Officers undertaking ASP activity	**Agency:** Local Authority CARE INSPECTORATE PRIORITIES: 1, 2, 3, 4,	31-Dec-2022	Training delivered to Council Officers OCT – DEC. Additional refresher training in March 2022. Rolling programme established. Ongoing mentorship of Council Officers taking place with tasking documents in place. **Assigned to**: Elaine MacDonald	100%	✅	
ASP SIP Cat7.4	Review across all patient facing areas that professional supervision is offered/available	**AGENCY:** NHS Grampian CARE INSPECTORATE PRIORITIES 5, 6,	30-Sep-2022	Scoping complete + managers/staff now have ASP as a regular item on 1:1's and supervision discussions. Also a regular item now on team meeting agendas. NHSG Public Protection Supervision arrangements now finalised, consulted on, and approved. The professional supervision document is now live. **Assigned to**: NHSG ASP	100%	✅	
ASP SIP Cat7.5	Review local practice to ensure key agency professionals feel comfortable & have contacts for early discussion around ASP, promoting inter-agency peer support (This does not replace the IRD process, but a platform for time critical discussions.)	**MULTI AGENCY CARE INSPECTION PRIORITY 1, 5**	31-Dec-2022	completed - multi-agency contacts shared with front line practitioners to encourage good quality discussion and support during enquiry stage	100%	✅	