



## Adult Support & Protection: Moray Improvement Action Plan

11 10 19

### 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, **EM**=Eilidh MacKetchnie, **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 January 2020		
1.1.	<b>Objective:</b> 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%	<b>Task:</b> 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%	<b>Task:</b> 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%	<b>Task:</b> 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		tbc	<b>Task:</b> The Operational Working Group agree to circulate the draft Vision	1.1.3	OWG	Sept Oct	Sept Oct	Agreed that statement will be circulated for wider circulation once underpinning principles are

			document for wider consultation					added. See task below
1.1.5	G	100%	<b>Task:</b> The Operational Working Group agree amendments to Vision Statement	1.1.4	OW G/A SPS G	Oct	Oct	<b>Vision statement and underpinning principles agreed by the Operational Working Group Meeting on 7 10 19.</b>  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 considerate at the October Operational Working Group Meeting.
1.1.6	Not due		<b>Task:</b> Vision for Moray Policy Statement endorsed by The Moray Adult Support & Protection Committee	1.1.5	JM/Z S	Oct	Nov	<b>Not due. Need to confirm the date for this meeting and that this is an agenda item (along with Project Plan Up-date, Risk Log, Proposal for Engaging with Lived Experience and revised ASP remit-see below 1.2.1)</b>
1.2.	<b>Objective:</b> In the context of developing a vision for Moray, review the remit and membership of the Adult Support Protection Committee.							
1.2.1	A	0%	<b>Task:</b> Based on the insights from the self-evaluation exercise and other Partnership Committees, develop a revised draft remit for Moray ASP Committee	N/A	SC/Z S	Sept	Sept	At the Operational Working Group Meeting it was agreed that this item will be submitted for initial consideration by the ASP Committee in October. JM will also discuss with the ASP Committee Chair.
1.2.2	A		<b>Task:</b> Revised remit considered by the Operational Working Group	1.2.1	OW G	Oct	Oct	<b>At the October Operational Working Group Meeting, discuss if a proposal should be developed prior to approaching ASP Committee.</b>
1.2.3			<b>Task:</b> The Adult Support Committee consider and agree the revised remit	1.2.2	JM	Oct	Oct	<b>Subject to the above, timeline to be revised.</b>
1.2.4			<b>Task:</b> Along with the agreed Moray Vision Policy, the agreed remit of the Committee is circulated to partner agencies	1.2.3	IG/M C	Nov	Nov	
1.3	<b>Objective:</b> 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%	<b>Task:</b> 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.
1.3.2	A	0%	<b>Task:</b> Circulate revised 'To be' Core Process for further comment by	1.3.1	IG	Sept	Sept	Following the above workshop, work ongoing to refine process. Development of core process will

			workshop participants					continue on 1 Nov (Part 2 of this workshop).
1.3.3	Not due		<b>Task:</b> Amended 'To be' Core Process is considered for wider circulation by the Operational Working Group	1.3.2	Tbc	<del>Oct</del> Dec	<del>Oct</del> Dec	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.3.4	Not Due		<b>Task:</b> Following consultation, 'To be' Core Process is agreed by the Operational Working Group and the Improvement Action Plan Adult Support & Protection Group	1.3.3	OW G/A SPS G	<del>Oct</del> Dec	<del>Nov</del> Jan	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.3.5	Not Due		<b>Task:</b> Final Core Process circulated to multi-agency partners for information	1.3.4	IG/M C	<del>Nov</del> Feb	<del>Nov</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.4	<b>Objective:</b> 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	A	0%	<b>Task:</b> 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	Michelle Stephen has agreed to be the scribe for capturing the core process.
1.4.2	Not due		<b>Task:</b> 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	Sept Nov	The date for this workshop has now been revised to 1 November. Proposed that OOH process mapping will be incorporated into the work to determine the core ASP process.
1.4.3			<b>Task:</b> Circulated draft 'To be' OOH's/Core Process for further comment	1.4.2	IG/M C	Nov	<del>Nov</del> Dec	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.4.4			<b>Task:</b> The Operational Working Group endorse the To be OOH's /Core Process	1.4.3	OW G	<del>Nov</del> Jan	<del>Nov</del> Jan	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.4.5			<b>Task:</b> Final OOH's process circulated to colleagues.	1.4.4	MC/I G	<del>Nov</del> Jan	<del>Nov</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.5	<b>Objective:</b> 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%	<b>Task:</b> Informed by the Moray Vision Policy Statement, develop a draft	1.1.6	GM	Oct	Oct	Underpinning principles and vision statement sent to GM on 8 10 19.

			written procedure for discussion					GM attended the Core ASP process on 18 September. Now progressing on initial draft procedure based on information gathered.
1.5.2	Not due		<b>Task:</b> Host a multi-agency Workshop to consider draft procedure	1.5.1	GM	Nov	<del>Nov</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this event should be revised. Note also that core process finalisation (task 1.3.5) has been revised in-line with this timescale.
1.5.3			<b>Task:</b> Circulate draft procedure to workshop participants for further comment	1.5.2	GM/MS	<del>Nov</del> Feb	<del>Nov</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.5.4			<b>Task:</b> The Operational Working Group agree that the draft procedure can be circulated for further comment	1.5.3	OWG	<del>Nov</del> Feb	<del>Dec</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.5.6			<b>Task:</b> The Operational Working Group and the Adult Support & Protection Committee Sub Group endorse the procedure	1.5.4	OWG/A SPS G	<del>Dec</del> Mar	<del>Dec</del> Mar	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.6	<b>Objective:</b> Based on this procedure (1.5), develop a manual that can be share between all partners							
1.6.1	Not due		<b>Task:</b> 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	<del>Dec</del> Mar	<del>Dec</del> Mar	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.6.2			<b>Task:</b> 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/A SPS G	<del>Jan</del> Mar	<del>Jan</del> Mar	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.6.3			<b>Task:</b> The Operational Working Group endorse the final version of the manual	1.6.2	EM	<del>Jan</del> Mar	<del>Jan</del> Mar	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.6.4			<b>Task:</b> The manual is circulated to all partner agencies for information	1.6.3	IG/M C	<del>Jan</del> Apr	<del>Jan</del> Apr	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.7	<b>Objective:</b> 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		<b>Task:</b> A list of all ASP related forms in scope is collated	N/A	IG	<del>Oct</del> Dec	<del>Oct</del> Dec	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.7.2			<b>Task:</b> Draft amendments made to forms in line with revised ASP procedures	1.7.1 1.5.6	AM/ ZS	<del>Nov</del> Jan	<del>Nov</del> Jan	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.7.3			<b>Task:</b> Workshop hosted to consider proposed amendments to forms	1.7.2	AM/ ZS	<del>Dec</del> Jan	<del>Dec</del> Jan	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.7.4			<b>Task:</b> The Operational Working Group agrees that amended forms are circulated to appropriate colleagues for comment	1.7.3	OW G	<del>Dec</del> Jan	<del>Jan</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.7.5			<b>Task:</b> The Operational Working Group agrees revised forms	1.7.4	OW G	<del>Jan</del> Feb	<del>Jan</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.7.6			<b>Task:</b> Revised forms are circulated to relevant colleagues	1.7.5	IG	<del>Jan</del> Feb	<del>Jan</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.7.7			<b>Task:</b> Snagging Log form developed and circulated	N/A	IG/R P	<del>Jan</del> Feb	<del>Jan</del> Feb	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.7.8			<b>Task:</b> 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	As per the discussion held at the Operational Working Group, it was agreed that timescale for this task should be revised.
1.8	<b>Objective:</b> 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			<b>Task:</b> Commissioning colleagues confirm proposed tender specification in relation to ASP support	N/A	PK	Oct	Dec	RP to contact Pauline regarding this task.
1.8.2			<b>Task</b> The Operational Working Group endorse proposed specifications	1.8.1	OW G	Dec	Dec	
1.9	<b>Objective:</b> 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.	Not		<b>Task:</b> Draft guidance developed	N/A	BS	Dec	Dec	

1	due		informed by Case File Audits and insights from the self-evaluation workshops					
1.9.2			<b>Task:</b> Multi-agency workshop hosted to consider revised guidance for risk assessments	1.9.1	BS	Jan	Jan	
1.9.3			<b>Task:</b> Following workshop, participants provide further comment on the draft guidance	1.9.2	BS	Jan	Jan	
1.9.4			<b>Task:</b> The Operational Working Group endorse the revised risk guidance	1.9.3	BS	Jan	Jan	
1.9.5			<b>Task:</b> Revised guidance circulated to agency partners	1.9.4	IG	Jan	Jan	
<b>2.0 Workstream: Training &amp; Development</b>				<b>Lead:</b> Suzy Gentle & Yvonne Wright <b>From:</b> November   to Ferbruary				
2.1	<b>Objective:</b> Undertake a training audit that identifies the gaps in ASP training for all partners (including providers).							
2.1.1			<b>Task:</b> Present a proposal to the OWG concerning the scope (e.g. range of partners) and implementation of the Audit	N/A	SG/YW	Nov	Nov	
2.1.2			<b>Task:</b> Implement Audit	2.1.1	SG/YW	Nov	Dec	
2.1.3			<b>Task:</b> Present findings of the Audit to the OWG and to the Improvement Action Plan ASP Committee for endorsement	2.1.2	OW G/A SG	Jan	Jan	
2.2	<b>Objective:</b> 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	Not due		<b>Task:</b> 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/YW	Jan	Feb	
2.2.2			<b>Task:</b> Draft ASP Training and Development Plan submitted to partner	2.2.1	IG	Feb	Feb	

			agencies for consultation					
2.2.3			<b>Task:</b> 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	OW G/A SSG	Feb	Feb	
2.2.4			<b>Task:</b> ASP Training & Development Plan is implemented	2.2.3	SG/ YW	Feb	Ongoing	
2.3	<b>Objective:</b> 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	<b>Not due</b>		<b>Task:</b> Develop a schedule of briefings	N/A	IG	Jan	Jan	
2.2.2			<b>Task:</b> The Operational Working Group and the ASP Committee endorse and the agree schedule	2.3.1	OW G/A SPS G	Jan	Feb	
2.3.3			<b>Task:</b> Implement the schedule of briefings	2.3.2	JM	Feb	Ongoing	
<b>3.0 Workstream:</b> Audit and Lived Experience <b>Lead:</b> Bridget Stone <b>From:</b> July to October								
3.1	<b>Objective:</b> Agree a rationale for undertaking case file audits which are conducted on a multi-agency basis							
3.1.1	<b>G</b>	100%	<b>Task:</b> 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	<b>A</b>	50%	<b>Task:</b> 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	Confirm status at the Operational Working Group Meeting on 25 9 19.
3.1.3	<b>A</b>	tbc	<b>Task:</b> Proposal submitted and agreed by the Operational Working Group.	3.1.2	OW G	Sept	Sept	Confirm status at the Operational Working Group Meeting on 25 9 19.
3.1.4	<b>Not due</b>		<b>Task:</b> Proposal submitted and agreed by the Improvement Action Plan Adult Support Protection Committee Sub Group	3.1.3	ASP SG	Sept	Oct	



3.2	<b>Objective:</b> 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	Not due		<b>Task:</b> 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	Ongoing	
3.3	<b>Objective:</b> The results of audit are shared with the Adult Support & Protection Committee							
3.3.1	Not due		<b>Task:</b> Quarterly Case File Audit Reports submitted to ASP Committee. Reports should note improvement actions subsequently implemented	3.2.1	BS	Oct	Ongoing	
3.4	<b>Objective:</b> 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	70%	<b>Task:</b> Develop a proposal for capturing the lived experience of people who have been in contact with the ASP process	N/A	BS	Sept	Sept	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		Not due	<b>Task:</b> The Operational Working Group and Action Plan Adult Support Protection Committee Sub Group endorse the proposal	3.4.1	OW G/ ASP SG	Oct	Oct	
3.4.3	Not due		<b>Task:</b> Proposal implemented and quarterly reports provided to the Operational Working Group and Adult Protection Committee (standing agenda item)	3.4.2	BS	Oct	Ongoing	
4.0 Workstream: Performance Management								
				Lead: Tracey Abdy		From : November to December		
4.1	<b>Objective:</b> 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		<b>Task:</b> Based on the revised ASP core process and procedure, develop a performance management proposal	1.3.5 1.4.5 1.5.6	BW	Nov	Nov	Proposed that the Carefirst will be able to facilitate this work. RP to contact RH.



			outlining the service standards for each element of the proposal					
4.1.3			<b>Task:</b> The Operational Working Group endorses proposal	4.1.2	OWG	Dec	Dec	
4.1.4			<b>Task:</b> Service Standards are circulated through the ASP Manual	4.1.3	BW/EM	Dec	Dec	
4.2	<b>Objective:</b> 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	<b>Not due</b>		<b>Task:</b> Submit ASP performance management reports to the OWG and Adult Protection Committee on a quarterly basis	4.1.3	BW	Dec	Dec	
<b>5.0 Workstream: Service Redesign &amp; Review</b> <b>Lead:</b> Sean Coady & Jane Mackie <b>From:</b> July to October								
5.1	<b>Objective:</b> 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	<b>A</b>	0%	<b>Task:</b> Collate baseline data in relation to the volume of referrals received by Access Team	N/A	AM/BW	July	Sept	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	<b>Not due</b>		<b>Task:</b> Host workshop to review data and identify options for Access	5.1.1	SC/JM	Sept Oct	Sept Oct	Workshop now to be rescheduled for between 1 Nov to 20 Nov.
5.1.3	<b>Not due</b>		<b>Task:</b> Based on the outcome workshop submit an SBAR report to the Operational Working Group for consideration and endorsement	5.1.2	OWG	Oct	Oct	
5.2	<b>Objective:</b> Review the impact of ASP work on the OOH's Service and on Social Worker time and other partners							
5.2.1	<b>A</b>	0%	<b>Task:</b> Collate baseline data in relation to the volume of referrals received by the OOH's Team	N/A	AM/BW	July	Sept	Data to be collated. AW to assist
5.2.2			<b>Task:</b> Host workshop to review data and identify options for OOH's	5.2.1	SC/JM	Oct	Oct	
5.2.3			<b>Task:</b> Based on the outcome workshop submit an SBAR report to the Operational Working Group for consideration and endorsement	5.2.2	OWG	Sept	Oct	
<b>6.0 Workstream: ICT &amp; Recording</b> <b>Lead:</b> Roddy Huggan <b>From:</b> August to October								

6.1	<b>Objective:</b> 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	A		<b>Task:</b> 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	August	Sept	Proposed that timescale should be revised in light of new appointment to Carefirst Managers post.
6.1.2			<b>Task:</b> Following the submission of this report, the Operational Working Group will agree the actions to be undertaken along with a timescale.	6.1.1	OWG	Sept	Oct	
<b>7.0 Workstream:</b> Professional Practice (Health, Social Care & Police Scotland)								
<b>Lead:</b> Lesley Attridge, Alan Milton <b>From:</b> August to October 2019								
7.1	<b>Objective:</b> To provide ongoing mentoring and support for Social Work Council Officers undertaking ASP activity.							
7.1.1	G	100%	<b>Task:</b> 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	A	Tbc	<b>Task:</b> 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			<b>Task:</b> Coaches/Consultants check in with staff once every 2 weeks in relation to ASP practice	7.1.3		October	October	