

Protecting Adults In  
EAST DUNBARTONSHIRE

# Adult Participation Strategy 2022-25



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**East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

Version 1

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## Introduction

**East Dunbartonshire Adult Protection Committee (APC) is determined to ensure that adults at risk of harm have a positive experience of support and protection (ASP) activity, and that they are, and feel, safer as a result of our intervention. We aim to achieve this by ensuring the adult's views are central to ASP decision-making, and that their voice is listened to, heard and acted on as we develop and implement interventions to reduce the risks they face, and support them to recover from harm.**

The Committee also recognises that, on a wider level, the lived experience of adults at risk of harm can and should shape, influence and improve East Dunbartonshire's ASP strategy, policy, services and practice. All protection partners have a responsibility under the legislation to obtain and consider the views of adults at risk of harm, and so have a key part to play in assisting the Committee to meet its aims.

This means that the Adult Protection Committee's Service User Participation Strategy has two key strands:

1. To encourage and direct all protection partners to seek service user feedback on their experience of the ASP process, evidence this feedback and use it singly and collectively to improve adults' outcomes where this is necessary.
2. To seek and encourage adults with lived experience of ASP issues and service provision to influence policy and strategy through engagement and participation in the committee's continuous improvement activities.

## Legislative Driver

The Adult Support and Protection (Scotland) Act 2007 is informed by a set of principles that those involved in the support and protection of adults at risk of harm must take account of when considering any intervention under the Act. The guiding principles at Section 2 are particularly relevant to service user participation and require partners to have regard to:

- the wishes of the adult - the present and past wishes and feelings of the adult, where these can be ascertained, and as relevant to the inquiry, investigation or protection order being considered.
- the importance of the adult participating as fully as possible in any decisions being made.
- the adult's abilities, background and characteristics - including the adult's age, sex, sexual orientation, religious persuasion, racial origin, ethnic group and cultural and linguistic heritage and that:
- the adult is not treated less favourably than the way in which a person who is not an 'adult at risk' would be treated in a comparable situation.

The guiding principles make it explicit that partners must be able to evidence in practice firstly, that they are involving adults at risk of harm in decision-making; and secondly, that they are providing the means to make that involvement more likely to happen and for it to be a positive experience for the adult at risk of harm.

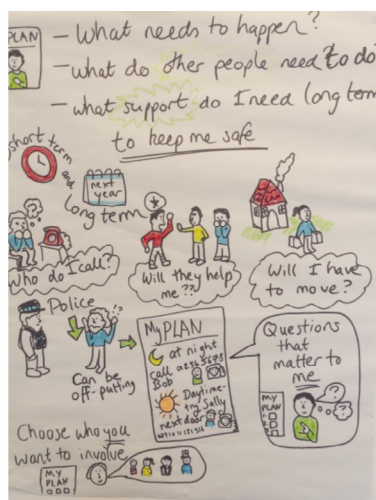
## Background

Following publication of an independent service user evaluation report, Towards a Safer Place in 2011, the Committee identified 'Keeping service users' voices and views at the heart of our practice and service delivery' as a key outcome for 2012-14. A short-life working group explored the different options for improving service user and carer participation and the Committee



## Box 1 - Service User & Consultation Sub-group: Activities and achievements

- The group participated in the Committee's Biennial Report workshop in July 2014, and responsibility for writing a chapter of the 2014 Biennial Report was delegated to them. In it, they summarised their views on the role the Committee allocated them, what they achieved and their recommendations for future action.



- Service user and care involvement in awareness-raising and training activity was boosted by the group's support of an information stall at Kirkintilloch's Canal Festival in 2015.
- The group participated in Social Work's project to develop outcome-focussed protection practice which was an identified improvement action from the 2014 multi-agency casefile audit. This involved a review of the standard template used to record the protection plan agreed at an adult at risk's ASP case conference, and subsequently the development of a separate user-friendly summary document 'My Plan'. Evaluation evidence from the 2016 casefile audit suggested that the template was effective in supporting a focus on personalised outcomes within protection planning.
- The group also provided advice to the Committee about methods of seeking formal feedback from adults at risk about the outcomes of ASP activity, an action identified from the 2015 multi-agency casefile audit. In 2016, they collaborated with Adult Social Work to produce 'Have Your Say' feedback forms for adults who had an ASP protection plan. A report to the Continuous Improvement Sub-group in 2019 highlighted the alignment of the 'Have Your Say' feedback questions with similar questions in the [Making Safeguarding Personal Outcomes Framework](#) published by LGA/ADASS in England in 2018.
- A stakeholder consultation exercise was held during the Committee's annual conference in 2016. It identified an improvement action to support opportunities for people with lived experience to become involved in designing and delivering training for care professionals. The Changes group facilitated a session for professionals on working with people with mental health issues in 2018, and an action to increase opportunities for service users and carers to contribute to staff training and public awareness was included in the Committee's Learning & Development strategy.
- People with lived experience of ASP, who were supported by Ceartas Advocacy, contributed to a research project being run by Stirling University on older adults' views on vulnerability and safety. They co-delivered a presentation on the project at the Public Protection conference in 2019.

### Diversity

The Adult Protection Committee will strive to hear from all adults at risk of harm, especially including the views and experience of seldom heard groups.

### Reciprocity

People feel they are an equal partner in the process because their knowledge and experience is recognised, valued and where possible acted upon by the Adult Protection Committee

The Adult Protection Committee is developing this participation strategy to build on the positive achievements of the previous Service User & Carer Consultation Sub-group, and by engaging adults with lived experience to inform the priorities and progress of the Committee's business plan. The next section is an overview of what we have already done, how we can build on this, and what more we need to do in order to integrate the voices of those with lived experience into our improvement journey.

The strategy will have a lifetime of three years to coincide with the Adult Protection Committee's business improvement cycle. This will allow adults with lived experience, the Committee and partner agencies time to create, test and consolidate sustainable engagement and involvement methods and activities.

## Practical approaches to the adult's engagement with the Adult Support and Protection process

### What we already do and how we can build on this

1. The APC published an accessible information booklet to assist adults at risk of harm and others understand the Adult Support and Protection Process. This resource is available in hard copy format for staff to share with the adult, their family or representative when visiting the adult as part of the process. Although anecdotal feedback on the booklet has been positive, and it has been shared with other areas looking to develop similar guidance, there has been no formal review of the booklet since it was first published in 2012.

#### Next Steps

**Organise a review of the booklet by people with lived experience and protection partners**

2. Information about the Act itself in easy-read, symbol and community languages was made available in digital form through national websites.

#### Next Steps

**Review what is available in alternative formats and languages and ensure there is adequate signposting.**

3. Staff from all agencies have an opportunity and duty to ask for and record views, opinions and feedback at key points in the ASP process. These key points include prior to referral, during inquiries, investigations and risk assessments, and before, during and after multi-agency meetings. There is scope for improvement and expansion in this regard and leadership, direction and encouragement will support this aim.

#### Next Steps

**Introduce new fields in multi-agency casefile audit template to capture if and how adults' views on the ASP process are recorded in each partner's records.**

4. Social Work ASP procedures prompt staff to clarify if the adult is receiving independent advocacy support and prompt them to consider if a referral is required at inquiry stage. The involvement of independent advocacy is subsequently tracked through risk assessment, multi-agency meeting and protection planning phases. This information is collected and monitored within ASP forms within Social Work's recording system.

## **Next Steps**

**All partners review their policies and processes to identify key points when a referral to independent advocacy should be re-considered.**

5. The APC's previous Service User & Carer Consultation Sub-group collaborated with Adult Social Work to develop a short feedback form which enabled adults to express their views on their involvement in the process and outcomes, where a protection plan is or has been in place. Guidance for workers promotes choice in who the adult shares their feedback with, and flexibility in how their feedback is gathered. Since mid-2020, use of the 'Have Your Say' form has been monitored through multi-agency meeting records, which also monitor the attendance of the adult and independent advocacy (if involved) at the meeting. These records appear to show low levels of attendance at ASP and RAMP meetings by adults, minimal completion of 'Have Your Say' forms, and information is missing on the reasons for non-attendance or provision of feedback.

## **Next Steps**

**Introduce digital feedback forms in addition to the existing paper forms to make it easier for adults and carers to access the forms and provide feedback.**

**Strengthen guidance for staff who chair multi-agency meetings to obtain information on reasons for non-attendance or completion of feedback form.**

## **New activities**

6. Consider feasibility of asking for feedback (a) at point of referral by person reporting harm on behalf of the adult AND (b) at outcome of referral where the outcome is not to progress with adult protection measures, again by person who made the report of harm.
7. Consider asking agencies which undertake regular support or care plan reviews to include measures which capture service user feedback about their experience of and outcome from adult protection activity (where this has occurred in the period under review).
8. Consider the provision of a specific training module for ASP Council Officers and their managers which directly focuses on engagement, independent advocacy and support within an ASP context, which is co-produced by adults with lived experience.

## Practical approaches to engagement by representation

### What we already do and how we can build on this

1. The Committee had planned a joint conference with the Child Protection Committee on the theme of 'Participation' in June 2020. The conference programme was agreed and key note speakers and workshops confirmed at the onset of the pandemic. It was then stood down with the plan to re-schedule once conditions permitted.

#### Next Steps

**Agreement to hold a joint Participation conference as soon as possible. This will allow longer term planning and preparation which will expand opportunities for people with lived and living experience to be involved at this stage. It will also allow full consideration of what people with lived and living experience can contribute, how they can become involved and how to facilitate this.**

2. The Committee's previous Learning & Development strategy promoted regular opportunities for people with lived and living experience to contribute to staff training courses on relevant topics. This has been affected by the pandemic and the introduction of blended learning approaches. National resources such as the LSI training resource in production by IRISS have demonstrated the potential benefits of pre-recorded inputs.

#### Next Steps

**Scope opportunities and sources of technical expertise to involve people with lived and living experience in producing digital inputs which can be delivered within both online and in-person training/awareness-raising courses for a variety of audiences.**

3. The Biennial Report has been produced in an easy-read summary format to accompany the publication of the full document and plain English summary in the past.

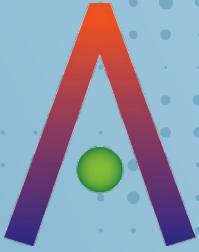
#### Next Steps

**Consider producing the Biennial Report and other key documents in easy read/accessible formats (including audible) at the same time as the main document.**

#### New activities

4. Public Protection Chief Officers introduce into their cycle of improvement activity the specific reflective questions which concern 'Lived Experience' included in their Induction Resource document published in November 2021, i.e:
  - Is my organisation/partnership effectively considering and taking into account the views of those with lived experience in the development of local policy, guidance and practice?
  - Is participation embedded in service delivery and fully integrated into development of public protection responses?
5. Consider and promote a variety of options for people to become involved in the Committee's business and improvement activities. This could include individual representation, focus groups, online surveys and small sub-groups. Partners may have direct access to seldom-heard groups.
6. Utilise and resource a variety of methods, including for example graphic facilitation to facilitate consultation with individuals and groups
7. Co-produce easy read information which can be accessed on websites, apps, etc
8. The Adult Protection Committee uses the Public Protection website (<http://www.protectingpeopleeastdunbarton.org.uk/>) and partners' social media to consult and share information on their priorities, progress with key activities, etc.





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## Other formats

This document can be provided in large print, Braille or in audio format and can be translated into other community languages. Please contact the Council's Communications & Engagement Team at:

East Dunbartonshire Council, 12 Strathkelvin Place, Southbank,  
Kirkintilloch G66 1TJ Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

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