

Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Customer Services
Executive Director: Douglas Hendry



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25 November 2015

NOTICE OF MEETING

A meeting of the **MID ARGYLL, KINTYRE & THE ISLANDS AREA COMMITTEE** will be held in the **COUNCIL CHAMBERS, KILMORY, LOCHGILPHEAD** on **WEDNESDAY, 2 DECEMBER 2015** at **10:30 AM**, which you are requested to attend.

Douglas Hendry
Executive Director of Customer Services

BUSINESS

- 1. APOLOGIES**
- 2. DECLARATIONS OF INTEREST**
- 3. MINUTES**
 - (a) Minute of the Mid Argyll, Kintyre and the Islands Area Committee meeting held on 7 October 2015 (Pages 1 - 8)
 - (b) Minute of the Special meeting of the Mid Argyll, Kintyre and the Islands Area Committee held on 4 November 2015 (Pages 9 - 10)
- 4. PUBLIC AND COUNCILLORS QUESTION TIME**
- 5. AREA SCORECARD** (Pages 11 - 18)
Report by Executive Director of Customer Services
- 6. ROADS REVENUE BUDGET - 2015 TO 2016 - 2ND QUARTER UPDATE** (Pages 19 - 30)
Report by Executive Director of Development and Infrastructure Services
- 7. DIGITAL INFRASTRUCTURE UPDATE** (Pages 31 - 40)
Report by Executive Director of Development and Infrastructure Services
- 8. ADULT PROTECTION COMMITTEE ANNUAL REPORT** (Pages 41 - 120)

Report by Executive Director of Community Services

9. TRANSPORT SCOTLAND

Update by Network Manager

10. MID ARGYLL SPORTS CENTRE OPENING HOURS - TO FOLLOW

Report by Executive Director of Community Services

11. ITEM TRACKER (Pages 121 - 124)

For noting and updating

E1 12. CAMPBELTOWN CONSERVATION AREA REGENERATION SCHEME (CARS) ROUND 6 - GOVERNANCE FOR PRIORITY BUILDING PROJECTS (Pages 125 - 128)

Report by Executive Director of Development and Infrastructure Services

The Committee will be asked to pass a resolution in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the public for items of business with an "E" on the grounds that it is likely to involve the disclosure of exempt information as defined in the appropriate paragraphs of Part I of Schedule 7a to the Local Government (Scotland) Act 1973

The appropriate paragraphs are:-

Paragraph 8 The amount of any expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods or services.

Paragraph 9 Any terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services.

Mid Argyll, Kintyre & the Islands Area Committee

Councillor Rory Colville (Chair)

Councillor Donald MacMillan (Vice Chair)

Shona Barton, Area Committee Manager

Contact: Lynsey Innis, Senior Area Committee Assistant -Tel: 01546 604338

**MINUTES of MEETING of MID ARGYLL, KINTYRE & THE ISLANDS AREA COMMITTEE held
in the VILLAGE HALL, CARRADALE
on WEDNESDAY, 7 OCTOBER 2015**

Present:

Councillor Rory Colville (Chair)

Councillor Robin Currie
Councillor Anne Horn
Councillor Donald Kelly

Councillor Donald MacMillan
Councillor Douglas Philand
Councillor Sandy Taylor

Attending:

Shona Barton, Area Committee Manager
Kirsteen MacDonald, Regeneration Project Manager
Stewart Clark, Contracts Manager
Alan Milstead, Carradale Community Business
Alistair MacGregor, Chief Executive, ACHA
Jocelynn McConnachie, Commercial Director, CALMAC
Simon Richmond, Area Operations Manager, CALMAC

1. APOLOGIES

The Chair welcomed everyone to the meeting and general introductions were made.

The Chair took the opportunity to congratulate Stewart Clark on his recent appointment as Marine Operations Manager and thanked him for his ongoing work and commitment as Contracts Manager over the years.

Apologies for absence were intimated from Councillors Armour and McAlpine.

2. DECLARATIONS OF INTEREST

There were no declarations of interest intimated.

3. MINUTE OF THE MID ARGYLL, KINTYRE AND THE ISLANDS AREA COMMITTEE - 5 AUGUST 2015

The Minute of the previous meeting, held on 5 August 2015 was approved as a true record.

Matters Arising:-

Councillor Kelly enquired as to the position with the car parking review and the progress in terms of the public consultation. The Contracts Manager advised that the public consultation document was currently being drafted and would be issued to Members as per discussions at the previous meeting within the next couple of weeks.

Councillor Kelly asked for an update on the progress of the running track at Meadows, Campbeltown. The Contracts Manager advised that he was unsure of the progress to date, but that he would look into the matter and confirm the position to Councillor Kelly by email.

Councillor Currie enquired about the absence of an item on the agenda for the Inveraray Conservation Area Regeneration Scheme (CARS). The Area Committee Manager advised that there were no applications to progress at this time, however she had been in discussion with the CARS Officer and the Chair about the possibility of a Special Area Committee meeting in November.

Councillor Horn enquired as to whether there were many Third Sector organisations that had still to lodge their end of project monitoring reports. The Area Committee Manager agreed to contact the Community Development Officer and feedback to Councillor Horn by email.

Councillor Horn advised that she had received a number of representations in relation to the proposal to remove the two week break in October from South Kintyre schools. The Chair advised that the Education service were aware of the situation and that the Local Negotiating Committee for Teachers (LNCT) were scheduled to deal with this issue at their next meeting. He further advised that the Executive Director of Community Services and the Head of Education had agreed that there was a need for further and wider discussions, which should involve the public. Councillor Horn advised that she was aware of the short timescales involved in previous discussions, and requested that Head Teachers be given more time to prepare. The Chair advised that he would be attending the next meeting of the LNCT in November and would keep Members informed of the outcome of discussions. Councillor Kelly advised that he felt that this was an important opportunity for the Area Committee to make a decision. The Chair advised that this item should be continued under Public and Councillors Question Time.

4. PUBLIC AND COUNCILLORS QUESTION TIME

Shelagh Cameron, local resident of Carradale advised that she was delighted to note the intention of partnership working between the Council and ACHA in relation to the displaced refugee people of Syria. She asked for clarification of what plans were in place to address the requirement for housing for both the refugees and local people. The Chair advised that the refugee situation was being addressed through the Community Planning Partnership, where all partnership agencies such as ACHA and the Health and Social Care Partnership had an input. The Chief Executive of ACHA advised that he would be making reference to the situation in his presentation at item 7 of the agenda.

Ms Cameron also asked a question in relation to the closure of the Abbeyfield assisted living facility within the village. She explained that this was happening in November and asked what advice the Area Committee could offer in terms of a positive way forward and the possibility of a community buy out. The Chair advised of the newly formed Kintyre Care Services Review Group, and noted that they were looking for active members to attend regular meetings.. Councillor Horn advised that she sits on the group and that the next meeting is scheduled to take place on 20 October 2015. She advised that she has requested that the closure of the Abbeyfield facility is discussed at this meeting. The Chief Executive of ACHA advised that he would be attending a meeting with Argyll and Bute Council to discuss the closure and the possible future use of the facility. The Area Committee Manager agreed to make investigations within the Council as to their position and feedback to Ms Cameron.

Ms Cameron enquired as to the position of slip-ways including the insurance and safety implications in other areas of Argyll and Bute. The Contracts Manager advised that there are a number of slip-ways throughout Argyll and Bute which form part of the infrastructure. He advised that these slip-ways are maintained and insured by the Council. Mr Milstead advised that the slip-way in Carradale was leased by Carradale Harbour Enterprises Ltd, and insured by them also.

Alan Walker, Chair of Network Carradale Ltd asked for an update in relation to the speed restrictions on the Carradale road network. The Contracts Manager advised that works were ongoing in respect of the extension of restrictions on Shore Road and the signage at Portrigh. He advised that the consultation was underway in respect of the extension to restrictions on the B842 South of Carradale.

Having taken consideration of discussions under Matters Arising, Councillor Kelly asked the Area Committee to use the opportunity to ensure that school holidays in the South of Kintyre are protected for 2017-18 and thereafter. General discussion took place in respect of the need to involve local communities and Elected Members in the decision making process in this regard. The Chair requested that the Area Committee Manager make contact with the Head of Education to request that the Area Committee have the opportunity to comment on school holidays before the dates are submitted to the Community Services Committee for agreement.

Councillor Kelly enquired about the possibility of a briefing note being circulated to Members in relation to the delays with the new Campbeltown Grammar School. The Area Committee Manager advised that she would contact the Head of Facility Services with a view to providing this, however she asked Members to note that an update report would be brought to the Business Day meeting of the Area Committee in November.

Councillor Kelly enquired about the possibility of a briefing note being circulated to Members in relation to the progress of the Town Hall Initiative. The Chair advised that there had been a number of architect and contractor issues which had delayed progress. He advised that there was currently a new completion date of 14 December in place, however due to commercially sensitive information he was not sure whether it would be possible to provide a briefing note. The Area Committee Manager agreed to seek advice in this regard and feedback to Councillor Kelly.

Councillor Philand advised that the Strategic Plan for the Health and Social Care Partnership was now out for consultation. He advised that it was an opportunity for local communities to take part. He further advised that this was being advertised in the local press and on the Council's website.

Having noted that agenda item 7 (ACHA – Annual Update) was of particular interest to the members of public in attendance, the Chair ruled and the Committee agreed to permit them to take part in discussion of item 7.

5. CAMPBELTOWN - JOHN MCTAGGART - CLBC COMMEMORATION PLAQUE

Members considered a report outlining a request to have a plaque erected to commemorate the work of the Campbeltown Loch Berthing Company between 1989 and 2014.

Decision

Members agreed:-

1. to note the contents of the report;
2. that the wording of the plaque be in accordance with the wording in appendix A of the report; and
3. that the plaque is located on the railings adjacent to the entrance gate under the terms and conditions as outlined in section 4.4 of the report.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 7 October 2015, submitted.)

6. CARRADALE COMMUNITY BUSINESS

Members gave consideration to an update report, which outlined the corporate structure of both Network Carradale Limited and Carradale Harbour Enterprises Limited. Mr Milstead outlined the future plans of the Community Business which include obtaining a long term lease from Argyll and Bute Council for the harbour car park, the net store area and the toilet block; and the ongoing discussions with East Kintyre Community Council and the Forestry Commission regarding the setting up of a green composting scheme in Seneval Woods. Mr Milstead advised of the assistance the Company had received from Scottish and Southern Energy, which included repairs to the entrance of the community hall; the steps at the door of the Network Tearoom and the donation of 50 barriers for use at events. Discussion took place in respect of the Community Empowerment Bill and the funding obtained through the Weir Charitable Trust and the Windfarm Trust which Mr Walker noted had assisted with the upgrade of facilities at the village hall.

The Chair congratulated the works of both Network Carradale Ltd and Carradale Harbour Enterprises Ltd and commended the community spirit within the village.

Decision

Members agreed to note the contents of the update.

(Ref: Update Report by Carradale Community Business, dated 7 October 2015, submitted.)

7. ACHA - ANNUAL UPDATE

Members gave consideration to a presentation by Alistair MacGregor, Chief Executive of ACHA, which outlined the investment programme in Mid Argyll, Kintyre and the Islands from transfer to 31 March 2015; the new build programme and the key challenges faced, which include population decline and the energy efficiency standard for social housing. Mr MacGregor outlined the ongoing partnership work with both the Scottish Government and Argyll and Bute Council on the refugee crisis and the ongoing work on the CARS scheme initiative at Inveraray with the project expected to be on-site by November 2015.

Further discussion took place in relation to the revenue budget for day-today maintenance; repairs required to properties in Carradale; the demand for three-bedroom houses in Tarbert; funding from the Scottish Government in relation to aids and adaptations and the progress of the 2 new build units in Carradale. Mr MacGregor agreed to provide further information for Ward 2 Members in relation to the Association's SHQS Investment Programme and in particular to the roof, roughcast and application of external insulated render which has started on over 180 properties on Islay.

Decision

Members agreed to note the presentation.

(Ref: Presentation by Chief Executive of ACHA, submitted.)

8. MAKI FERRY SERVICES

Members were given an update by the Area Operations Manager of Calmac on a number of issues with ferry services in the MAKI area which included capacity issues and the timetables for the Islay service for both the summer and winter months; the contingency provisions in place for the Portavadie to Tarbert service and the position of the Ardrossan to Campbeltown service.

Discussion took place in relation to the need to consult local communities in relation to proposed timetables, with Mr Richmond agreeing with the need to consult wherever possible, and outlining Calmac's role in the Argyll Ferry Users Group. Mr Richmond noted that the frustration of people in Islay is the capacity of ferries and the need for more sailings. Mr Richmond outlined the long term plans, advising that bigger vessels were being built and as such there would be a need to look to extend piers for larger vessels. Further discussion took place in respect of the Ardrossan to Campbeltown service, with Councillor Horn, as Chair of the Ferry Sub-group outlining the recent achievements of the group and Members advising that the service provides an alternative route to the Kintyre Peninsula, given that the A83 is the only road in and out of the area. Mr Richmond advised that the decision in relation to the continuation of the service lies with Transport Scotland.

The Chair thanked both Mr Richmond and Ms McConnachie for the information provided.

Decision:

1. Members agreed to note the information provided; and
2. Invited Calmac to attend the Area Committee meeting annually, to provide regular updates.

Councillor Horn left the meeting at 11.45am.

9. TRANSPORT SCOTLAND

Having noted that Transport Scotland were unable to attend the meeting, the Chair advised that the Contracts Manager had received an update in respect of works

planned on the A83 for this financial year. Members advised that a particular area of concern was the overgrowth South of Mundell's Yard and asked the Contracts Manager to feed comments back to the Network Manager. Having noted the dissatisfaction of Members at the lack of attendance, the Area Committee Manager agreed to invite Transport Scotland to the next meeting of the Area Committee in December 2015.

Decision

Members agreed to note the update provided.

10. ROADS ISSUES & ROADS REVENUE BUDGET

Members gave consideration to a report which outlined the end-of-year financial information on the roads maintenance spend for the 2014 to 2015 financial year and for the first quarter of the 2015 to 2016 financial year. Discussion took place in respect of the proposed footpath in Machrihanish and the quality of works carried out by SSE on the road north of Carradale for which the Area Committee expressed appreciation and thanks to SSE. Further discussion was had in relation to the essential works being carried out at Tibbertiche on the Oban Road, with Members noting that the Meadow's scheme in Mid Argyll would now take place in next year's programme of works.

Decision

Members agreed:

1. to note the contents of the report; and
2. requested that a report be brought to the next Business Day meeting, highlighting options on how information could be provided to Members in the future.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 7 October 2015, submitted.)

11. FLOODING PROTECTION

Members gave consideration to a verbal update by the Contracts Manager in relation to the possibility of a preferential purchase scheme. Mr Clark advised that he was in discussions with both the Council's Procurement and Commissioning Manager and Perth and Kinross Council. Mr Clark further advised that Perth and Kinross Council were in the process of rolling out the scheme, which he understood they were also funding. Mr Clark advised that due to current financial pressures, Argyll and Bute Council were not in a position to provide any funding, and that their role would be to merely pass on any savings as a means to assisting homeowners in the MAKI area with the physical protection of their properties.

Councillor Kelly advised that the issue of flooding at Saddell Street and John Street in Campbeltown had not yet been resolved. Mr Clark advised that the issues in Campbeltown were still being dealt with and agreed to forward the survey carried out by the Flooding Working Group to Councillor Kelly by email.

Decision

Members agreed to note the information provided.

12. HOLOCAUST MEMORIAL DAY

Members gave consideration to a report outlining a request which had been received by the Council from the organisers of Holocaust Memorial Day asking that consideration be given to organising an activity for the day on 27 January 2016.

Decision

Members agreed:-

1. to note that Holocaust Memorial Day will take place on 27 January 2016; and
2. to offer their support for events which are taking place in the local area where appropriate, and promote the opportunity for communities to participate in the commemoration.

(Ref: Report by Executive Director of Customer Services, dated 7 October 2015, submitted.)

13. ITEM TRACKER

Members gave consideration to the item tracker.

Discussion took place in respect of the letter sent by the Council to the MOD supporting MACC's request to make changes to the Overage Agreement, with the Area Committee Manager agreeing to confirm with the Head of Economic Development and Strategic Transportation the outcome of the letter. Members also requested that the Area Committee Manager make contact with Scottish Water to set an appropriate timetable for attendance at future meetings to provide information on the 5 year Capital Programme and the input into the development aspirations for Argyll and Bute as a whole.

Members requested that both the Townscape Heritage Initiative which related to the Town Hall and the Running Track be added to the tracker for progress updates.

Decision

Members agreed to note the item tracker.

(Ref: Item Tracker, dated 7 October 2015, submitted.)

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**MINUTES of the Special MEETING of MID ARGYLL, KINTYRE & THE ISLANDS AREA
COMMITTEE held in the COUNCIL CHAMBERS, KILMORY, LOCHGILPHEAD
on WEDNESDAY, 4 NOVEMBER 2015**

Present:

Councillor Rory Colville (Chair)

Councillor John Armour
Councillor Robin Currie
Councillor Anne Horn
Councillor Donald Kelly

Councillor Donald MacMillan
Councillor John McAlpine
Councillor Douglas Philand
Councillor Sandy Taylor

Attending:

Shona Barton, Area Committee Manager
Audrey Martin, Projects and Renewables Manager
Feargal De Buiteleir, CARS Officer

1. APOLOGIES

There were no apologies for absence intimated.

Councillors Armour and Horn joined the meeting at 10.03am.

2. DECLARATIONS OF INTEREST

There were no declarations of interest intimated.

Councillor Taylor joined the meeting at 10.08am.

E1 3. INVERARAY CARS

The Committee considered a report on recent progress of the Inveraray Conservation Area Regeneration Scheme (CARS) and a recommendation that eight offers of grant be made to assist with the cost of repair works.

Decision

Members agreed to the recommendations outlined in the report.

(Ref: Report by Executive Director of Development and Infrastructure Services, dated 4 November 2015, submitted.)

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ARGYLL AND BUTE COUNCIL

**MID-ARGYLL, KINTYRE AND
THE ISLANDS AREA
COMMITTEE**

CUSTOMER SERVICES

2 DECEMBER 2015

AREA SCORECARD FQ2 2015-16

1 1 Background

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 2 of 2015-16 (July - September 2015). Where commentary has been entered in Pyramid, it is included here.

2 Recommendations

- 2.1 It is recommended that the Area Committee
- a) notes the exceptional performance presented on the Scorecard and
 - b) agrees the proposed changes at paragraph 3.1.

3 Area Scorecard Review

- 3.1 It is proposed that the following changes are made to the Area scorecard as a result of Service changes.
- a) Planning measures are no longer marked as 'New'
 - b) In Education, the Curriculum for Excellence has new exams replacing the old SCQF level 5 and 6 - National 4, National 5 and new Higher.

Douglas Hendry
Executive Director, Customer Services

Jane Fowler
Head of Improvement & HR

For further information, please contact:

David Clements
Improvement and Organisational Development Programme Manager (Planning and Performance Management)
01465 604205

Adult Care	<i>Target</i>	<i>MAKI</i>	<i>Council</i>
MAKI - % of Older People receiving Care in the Community - In Year	80.0 %	79.5 % R ↓	85.8 %
MAKI - % of Older People receiving Care in the Community	80 %	70 % R ↓	75 %
MAKI - No of People Awaiting FPC within their Homes	0	0 G ↑	0
MAKI - Number of SM Clients		117 ↑	422
MAKI - No of LD Cases		72 ↓	374
MAKI - Total No of Delayed Discharge Clients	3	3 G ↓	18 R ↑
MAKI - No of DD Clients under 2 Weeks	2	2 ↑	6 →
MAKI - No of Delayed Discharges over 2 weeks	0	0 G ↑	1 R ↑
Economy	<i>Target</i>	<i>MAKI</i>	<i>Council</i>
All Local Planning Apps: Ave no of Weeks to Determine - MAKI	11.5 Wks	10.0 Wks G ↑	9.6 Wks
% of Pre-App Enquiries Processed in 20 working days in MAKI	75.0 %	87.3 % G ↓	84.8 %
Householder Planning Apps: Ave no of Weeks to Determine - MAKI	8.0 Wks	6.7 Wks G ↑	6.4 Wks
CC1 Affordable social sector new builds - MAKI	20	20 G ↑	20
% of Local Review Body Decisions where original decision upheld		no MAKI data available	85.7 %
Environment	<i>Target</i>	<i>MAKI</i>	<i>Council</i>
Car Parking income to date - MAKI	£ 34,771	£ 52,785 G	£ 523,221
Complaints ref Waste Collection MAKI		2 ↑	17
Dog fouling - number of complaints MAKI	27	25 G ↑	98
Dog fouling - number of fines issued MAKI		0 →	6
LEAMS - MAKI Islay	73	84 G ↓	
LEAMS - MAKI Kintyre	73	74 G ↓	80
LEAMS - MAKI Mid Argyll	73	92 G ↑	
% Waste recycled, composted and recovered	42.0 %	no MAKI data available	48.3 %
Roads & Street Lighting	<i>Target</i>	<i>MAKI</i>	<i>Council</i>
Street lighting - % MAKI faults repaired within 7 days	88 %	95 % G ↓	95 %
% road area resurfaced/reconstructed - MAKI FY 14/15	1.44 %	1.47 % G ↓	1.95 %
% road area surface treated - MAKI FY 14/15	2.59 %	3.41 % G ↑	13.42 %
% Cat 1 road defects repaired timeously - MAKI		95 % ↓	93.9 %

Children and Families			<i>Target</i>	<i>MAKI</i>	<i>Council</i>
CABD53 MAKI - Open Cases - children with disability				17 →	118
CABD56 MAKI - No of Children Receiving Comm Based Support				17 →	118
CP5 MAKI - No of Children on CPR				14 ↑	35
CP16a MAKI - No of Children on CPR with a completed CP plan				14 ↑	35
CA12 MAKI - Total No LAAC				15 ↓	120
CA17 MAKI - No of External LAAC				3 →	7
Education			<i>Target</i>	<i>MAKI</i>	<i>Council</i>
% positive destinations	Campbeltown Grammar	ACY 13/14		96 % ↓	91.5 %
% positive destinations	Islay High	ACY 13/14		90 % ↑	
% positive destinations	Lochgilphead Joint Campus	ACY 13/14		92 % ↓	
% positive destinations	Tarbert Academy	ACY 13/14		100 % →	
HMIE positive School Evaluations - MAKI Sec			75 %		100 %
School % unauthorised absence	Campbeltown Grammar			1.9 % ↓	1.8 %
School % unauthorised absence	Islay High			3.7 % ↓	
School % unauthorised absence	Lochgilphead Joint Campus			2.9 % ↑	
School % unauthorised absence	Tarbert Academy			2.0 % ↓	
National 4 % pass rate	Campbeltown Grammar	ACY 14/15		98.90 %	94.70 %
National 4 % pass rate	Islay High	ACY 14/15		100.00 %	
National 4 % pass rate	Lochgilphead Joint Campus	ACY 14/15		99.40 %	
National 4 % pass rate	Tarbert Academy	ACY 14/15		96.90 %	
National 5 % pass rate	Campbeltown Grammar	ACY 14/15		81.40 %	74.80 %
National 5 % pass rate	Islay High	ACY 14/15		85.50 %	
National 5 % pass rate	Lochgilphead Joint Campus	ACY 14/15		81.70 %	
National 5 % pass rate	Tarbert Academy	ACY 14/15		80.20 %	
New Higher % pass rate	Campbeltown Grammar	ACY 14/15		80.50 %	76.80 %
New Higher % pass rate	Islay High	ACY 14/15		78.60 %	
New Higher % pass rate	Lochgilphead Joint Campus	ACY 14/15		84.80 %	
New Higher % pass rate	Tarbert Academy	ACY 14/15		75.40 %	

Delayed Discharges - MAKI monthly data

MAKI - Total No of Delayed Discharge Clients	Apr 15	May 15	Jun 15	Jul15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
	4	0	1	4	3	3	3					
MAKI - No of DD Clients under 2 Weeks	Apr 15	May 15	Jun 15	Jul15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
	1	0	0	4	1	2	1					
MAKI - No of Delayed Discharges over 2 weeks	Apr 15	May 15	Jun 15	Jul15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
	3	0	1	0	1	0	0					

The data for the Total number of Delayed Discharge clients includes those who are normally excluded due to complex needs. The detailed lines exclude these clients as we are required to report them separately.

Success Measure	Target FQ2 15/16	Actual FQ2 15/16	Traffic Light	Trend	Comments
MAKI - % of Older People receiving Care in the Community	80%	70%	Red	Descending	No commentary in Pyramid
MAKI - % of Older People receiving Care in the Community - In Year	80%	79.5%	Red	Descending	No commentary in Pyramid
MAKI - No of People Awaiting FPC within their Homes	0	0	Green	Ascending	Missing data There are issues with the system producing the data. Finance are trying to resolve this for the reporting at the beginning of September.
CA17 - No of External LAAC	11	7	Green	Ascending	This remains on target and shows a reduction with two children returned from an external residential placement this quarter.
CC1 Affordable social sector new builds	20	20	Green	Constant	Qtr2 15/16 ACHA - 20 completions in Bowmore, Islay.
% HMIE positive School Evaluations Secondary	75%	100%	Green	Constant	Qtr 2 - 2015-16 No Secondary HMIE reports published during this quarter.
% Positive destinations	92.4%				SLDR initial destinations will be reported in FQ3, with a follow up report on the sustained destinations due to be reported in FQ1 of session 2016/17.
% Waste recycled, composted and recovered	42%	48%	Green	Ascending	% Waste recycled ,composted and recovered 48.3% for Q2 (32.9% is recycling/composting and 15.4% recovery) % Waste recycled ,composted and recovered

Success Measure	Target FQ2 15/16	Actual FQ2 15/16	Traffic Light	Trend	Comments
LEAMS - MAKI Islay	73	84	Green	Descending	The performance of street cleanliness on Islay through the FQ2 period is as follows, July 84, August 83 and September 84, this level of performance is excellent, the Local Environment Teams have retained a very high level of performance not only through the FQ2 period, but throughout the year and to achieve this standard consistently.
LEAMS - MAKI Kintyre	73	74	Green	Descending	The standard of street sweeping in the Kintyre has remained at a good performance throughout the FQ2 period, the performance was as follows, July 73, August 76 and September 73. It is hoped that the Amenity Services section can evaluate the breakdown of the scoring information to highlight any certain locations that are requiring additional attention in an effort to improve the performance scoring.
LEAMS - MAKI Mid Argyll	73	92	Green	Ascending	The level of performance over the months of July, August and September has been excellent for the Mid-Argyll area, with performance levels of 93, 90 and 93 respectively throughout the months. .It is very encouraging to see this level of performance being demonstrated consistently.
Car Parking income to date - MAKI	£34,771	£52,785	Green	Ascending	Car Parking income to date - MAKI FQ2 The actual income levels are encouraging against the projection in comparison with previous years. The service is also looking at staff flexibility in certain locations through the Mid-Argyll and Kintyre areas to assist in visible patrols.

Success Measure	Target FQ2 15/16	Actual FQ2 15/16	Traffic Light	Trend	Comments
% Cat 1 road defects repaired timeously	90%	94%	Green	Descending	Cat 1 response times - Q2 2015/16 No of Cat 1 defects reported – 66 No. No of Cat 1 defects completed within the allocated period – 62 No. The overall percentage of Cat 1 defects attended to within the allocated 5 day time period remains at a high level of 94% (97% last quarter). The overall number of Cat 1 defects reported in the second Quarter (66 No.) has fallen from that reported in the first Quarter of 77No. However, the number of Cat 1 defects reported for Q2 last year was only 25. This, however, is not considered to be reflective of road surface condition, but more related to this year's wet summer weather. Figures for the Areas are as follows:- Bute and Cowal – 83% Helensburgh and Lomond – 100% Mid Argyll, Kintyre and Islay – 95% Oban Lorn and the Isles - 100%
Dog fouling - number of complaints MAKI	27	25	Green	Ascending	Dog Fouling - number of complaints MAKI FQ2 The number of complaints for the FQ2 period totalled 27, this is a small improvement from the FQ 1 period where 33 complaints were registered. Locally officers will have to evaluate from which areas these complaints are being received and adjust patrols accordingly to address this matter. Dog fouling - number of complaints MAKI The number of complaints has risen with 33 recorded over the FQ1 period. the warden for the Mid-Argyll area has recently attended a number of community council forums and it is hoped that assistance to the enforcement of dog fouling and other areas of the service can be improved.
Complaints ref Waste Collection MAKI		2		Ascending	A total number of two complaints were received in the FQ2 period for the MAKI area, both complaints related to the Mid-Argyll area. This level of performance is very encouraging, considering the large number of properties both domestic and commercial, the waste collection operation is responsible for servicing.

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ARGYLL AND BUTE COUNCIL

Mid Argyll, Kintyre and the Islands
Area Committee

DEVELOPMENT AND
INFRASTRUCTURE SERVICES

2 DECEMBER 2015

ROADS REVENUE BUDGET - 2015 to 2016 – 2nd QUARTER UPDATE

1.0 EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to advise Members of the roads revenue budget position at the end of the 2nd Quarter of financial year 2015/16.
- 1.2 2015/16 Budget - The overall roads maintenance budget for the 2015/16 year (excluding winter maintenance and coastal protection) is £3,912,226. The roads maintenance budget for the 2015/16 year (excluding winter maintenance, coastal protection and centrally allocated budgets) for the Mid Argyll, Kintyre and Islay area, is £1,090,417, of which, £768,845 has been spent at the end of the 2nd Quarter – or 71%.

ARGYLL AND BUTE COUNCIL

Mid Argyll, Kintyre and the Islands
Area Committee

DEVELOPMENT AND
INFRASTRUCTURE SERVICES

2 DECEMBER 2015

ROADS REVENUE BUDGET - 2015 to 2016 – 2nd QUARTER UPDATE

2.0 SUMMARY

2.1 This report follows-on from the report presented earlier in the year at the October Area Committee, which provided information on road maintenance revenue activities being delivered in Q1 2015/16

3.0 RECOMMENDATIONS

3.1 That the Committee notes this report.

4.0 DETAILS

The Roads Operations Budget is proposed in line with the Roads Maintenance and Management Strategy and the Roads Maintenance and Asset Management Plan (RAMP). The available revenue budget is currently insufficient to allow all of the required works to be fully undertaken.

Roads revenue expenditure is closely monitored by separating types of work into different 'activities'. This report is based solely upon financial information which has been collated through the 'Total' costing system. Budgetary figures provided in the Appendices to this report represent spends to the end of Q2 for the present financial year. Winter maintenance and coastal protection costs have been excluded from this report.

Appendix 1 shows the overall roads revenue maintenance budget for 2015 to 2016 for each area. The overall roads maintenance budget for the 2015/16 year (excluding winter maintenance and coastal protection) was £3,912,226 as indicated in the table.

Appendix 2 provides information on percentage spend at the end of Q2 for 2015/16 for each area

Appendix 3 shows spend at the end of Q2 for all activities in the Mid Argyll, Kintyre and Islay area this financial year 2015/16.

Appendix 4 shows graphically Mid Argyll budget profiles. Profiles are set for each budget line and are used to manage actual expenditure against available budget. Appropriate action has been taken over the financial year to achieve a level of satisfactory performance,

whilst ensuring that we work within the available budget. The Graph shows 'target' spend (the black line) versus 'actual' spend (the red line)

Appendix 5 shows graphically Kintyre budget profiles. Profiles are set for each budget line and are used to manage actual expenditure against available budget. Appropriate action has been taken over the financial year to achieve a level of satisfactory performance, whilst ensuring that we work within the available budget. The Graph shows 'target' spend (the black line) versus 'actual' spend (the red line)

Appendix 6 shows graphically Islay budget profiles. Profiles are set for each budget line and are used to manage actual expenditure against available budget. Appropriate action has been taken over the financial year to achieve a level of satisfactory performance, whilst ensuring that we work within the available budget. The Graph shows 'target' spend (the black line) versus 'actual' spend (the red line)

5.0 CONCLUSION

This report provides Members with a financial update on the roads revenue maintenance budget for Mid Argyll, Kintyre and Islay area at the end of Q2 2015/16. It indicates that 71% of the roads maintenance revenue budget has been spent and that spending profiles require some adjustment between now and the year end with a focus on more labour intensive activities - actual spend v's spend projections are reasonably aligned in the MAKI area.

Further quarterly reports will continue to be presented to Members at future Area Committees.

6.0 IMPLICATIONS

6.1	Policy	Works assessed and carried out under the current Roads Asset Management and Maintenance Plan.
6.2	Financial	The available Roads revenue budget is below that required in terms of the RAMP.
6.3	Legal	None
6.4	HR	Roads revenue maintenance works are delivered by both Roads Operations and Amenity Operatives.
6.5	Equalities	None
6.6	Risk	Deterioration of road network if budget not spent effectively.
6.7	Customer Services	Maintains service level commitment set out in Service Plan.

Executive Director of Development and Infrastructure

Policy Lead Cllr Ellen Morton

Head of Roads & Amenity Services Jim Smith

28 August 2015

For further information contact: Kevin McIntosh, Roads Performance Manager,

Tel: 01546 604621

APPENDICES

Appendix 1 – 2015/16 - Roads Revenue Budget

Appendix 2 – 2015/16 – End of Quarter 2 Budget Spend

Appendix 3 – 2015/16 – Budget Spend Q2 Detail – Mid Argyll, Kintyre and the Islands

Appendix 4 – 2015/16 – End of Q2 – Spend profiles (Mid Argyll)

Appendix 5 – 2015/16 – End of Q2 – Spend profiles (Kintyre)

Appendix 6 – 2015/16 – End of Q2 – Spend profiles (Islands)

APPENDICES

Roads Revenue Maintenance Budget 2015 to 2016

2015-16 R10 Roads Maintenance Budget														
Activity	Activity Description	Mid Argyll	Kintyre	Islay	MAKI	Lorn	Mull	OLI	Bute	Cowal	B&C	Lomond	Central	Total
0201	Resurfacing	0	0	0	0	0	0	0	0	0	0	0	0	0
0301	Anit Skid Treatment	0	0	0	0	0	0	0	0	0	0	0	0	0
0501	Patching	80,783	80,782	80,782	242,347	144,874	72,437	217,311	51,109	119,254	170,363	82,567	0	712,588
0502	Potholing	39,788	39,788	39,788	119,364	133,518	66,759	200,277	21,904	51,110	73,014	35,387	0	428,042
0701	Bridges	0	0	0	0	0	0	0	0	0	0	0	212,000	212,000
0801	Cattle Grids	0	0	0	0	0	0	0	0	0	0	0	28,000	28,000
1001	Footways/Kerbs	2,033	2,033	2,033	6,099	4,067	2,033	6,100	3,003	7,007	10,010	14,790	0	36,999
1002	Cycleway/Patching	0	0	0	0	0	0	0	0	0	0	0	0	0
1301	Remedial Earthworks	0	0	0	0	0	0	0	0	0	0	0	0	0
1401	Drainage/Culverts	15,600	15,600	15,600	46,800	46,867	23,433	70,300	14,700	34,300	49,000	58,900	0	225,000
1402	Drainage/Ditches	50,363	50,363	50,363	151,089	100,907	50,453	151,360	25,380	59,220	84,600	70,950	0	457,999
1601	Scrub/Tree Maintenance	2,100	2,100	2,100	6,300	10,867	5,433	16,300	5,349	12,481	17,830	20,570	0	61,000
1701	Roads Markings/Studs	10,400	10,400	10,400	31,200	20,800	10,400	31,200	7,176	16,744	23,920	17,680	0	104,000
2001	Boundary Fences/Walls	0	0	0	0	0	0	0	0	0	0	0	0	0
2101	Pedestrian Guardrails	0	0	0	0	0	0	0	0	0	0	0	0	0
2201	Traffic Signals	0	0	0	0	0	0	0	0	0	0	0	21,000	21,000
2301	Traffic Signs	6,133	6,133	6,133	18,399	8,933	4,467	13,400	5,382	12,558	17,940	13,260	0	62,999
2311	Illuminated Bollards	0	0	0	0	0	0	0	0	0	0	0	4,500	4,500
2401	Vehicle Safety Fence	8,333	8,333	8,333	24,999	16,667	8,333	25,000	7,500	17,500	25,000	25,000	0	99,999
2411	Street Name Plates	300	300	300	900	600	300	900	270	630	900	900	0	3,600
2501	Sweeping and Cleaning	0	0	0	0	0	0	0	0	0	0	0	0	0
3201	Emergency Incidents	30,000	30,000	30,000	90,000	7,000	3,500	10,500	3,150	7,350	10,500	10,500	0	121,500
3202	Summer Standby	3,000	3,000	3,000	9,000	6,000	3,000	9,000	2,700	6,300	9,000	9,000	12,000	48,000
	Roads	248,833	248,832	248,832	746,497	501,100	250,548	751,648	147,623	344,454	492,077	359,504	277,500	2,627,226
1501	Grass Cutting	28,373	28,373	28,373	85,119	49,653	24,827	74,480	15,960	37,240	53,200	53,200	0	266,000
1503	Weed Spraying	3,933	3,933	3,933	11,799	12,193	6,097	18,290	3,363	7,847	11,210	17,700	0	59,000
	Amenity	32,306	32,306	32,306	96,918	61,846	30,924	92,770	19,323	45,087	64,410	70,900	0	325,000
0503	Road Master	64,667	64,667	64,667	194,001	121,333	60,667	182,000	48,750	113,750	162,500	71,500	0	610,000
1801	Gully Emptying	17,667	17,667	17,667	53,001	42,667	21,333	64,000	35,100	81,900	117,000	116,000	0	350,000
	Fleet	82,334	82,334	82,334	247,002	164,000	82,000	246,000	83,850	195,650	279,500	187,500	0	960,000
		363,473	363,472	363,472	1,090,417	726,946	363,472	1,090,418	250,796	585,191	835,987	617,904	277,500	3,912,226

Roads Revenue Maintenance Budget 2015 to 2016

End Spend Q2 – All Areas

	COMBINED AREA BUDGETS *													
	Mid Argyll	Kintyre	Islay	MAKI	Lorn	Mull	OLI	Bute	Cowal	B & C	H & L	**Bridges / Cattle grids etc.	Total	
Area Budget	£363,472	£363,472	£363,472	£1,090,418	£726,946	£363,472	£1,090,418	£250,796	£585,191	£835,987	£617,904	£277,500	£3,912,227	
Actual Spend - End of Q2	£196,188	£304,260	£268,395	£768,843	£438,914	£333,472	£772,386	£90,005	£355,344	£445,349	£188,313	£173,080	£2,347,971	
Remaining Budget	£167,284	£59,212	£95,077	£321,575	£288,032	£30,000	£318,032	£160,791	£229,847	£390,638	£429,591	£104,420	£1,564,256	
Percentage Spend	54%	84%	74%	71%	60%	92%	71%	36%	61%	53%	30%	62%	60%	

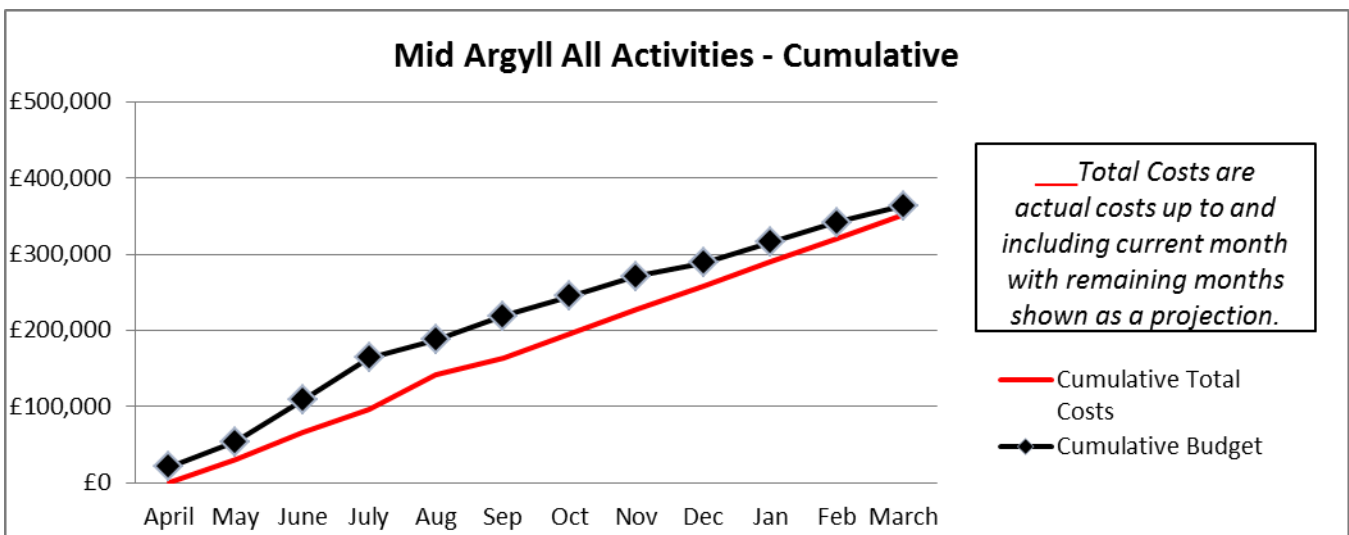
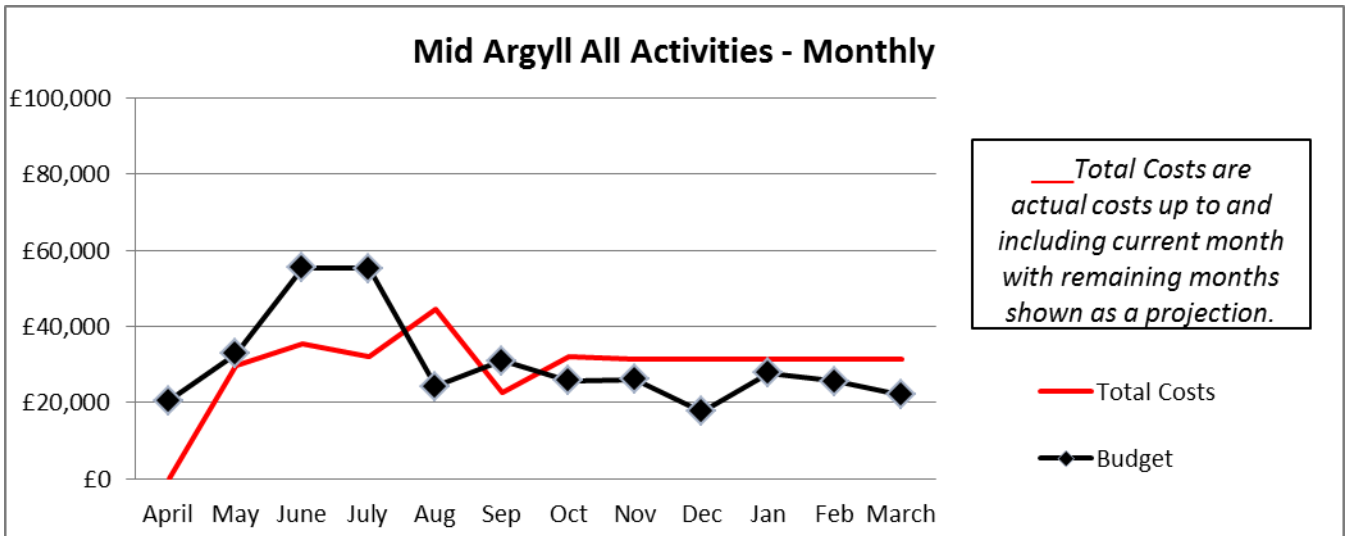
* Combined Area Budgets - See Appendix 1 for list of activities included.

** Remaining 'central budget' - Bridges, cattle grids, traffic signals, summer stand-by and illuminated bollards

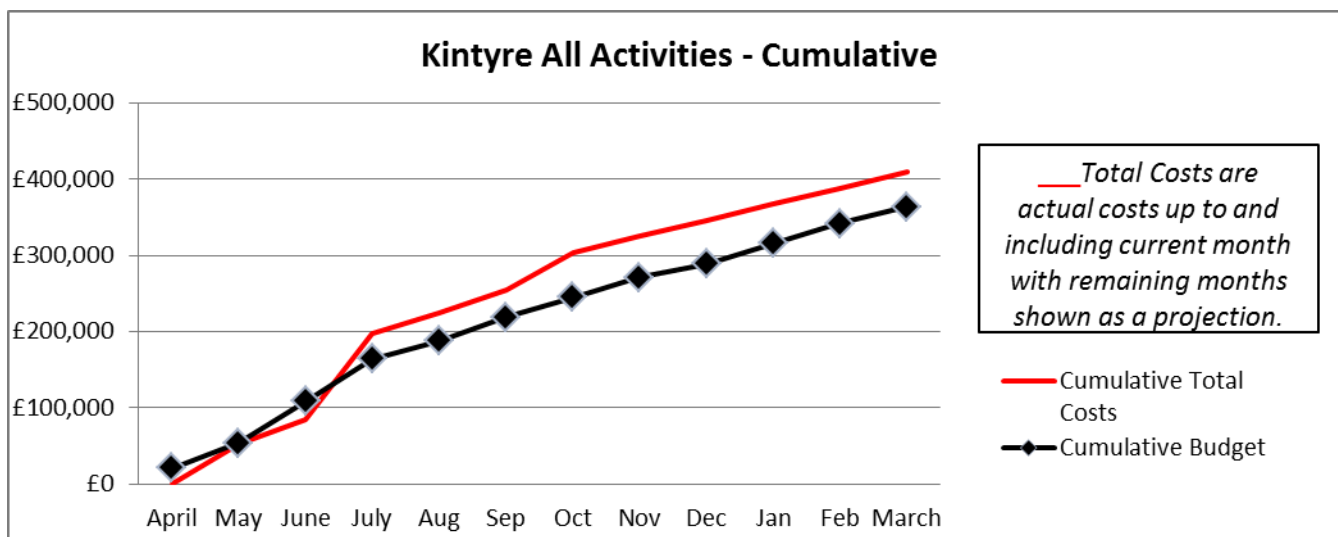
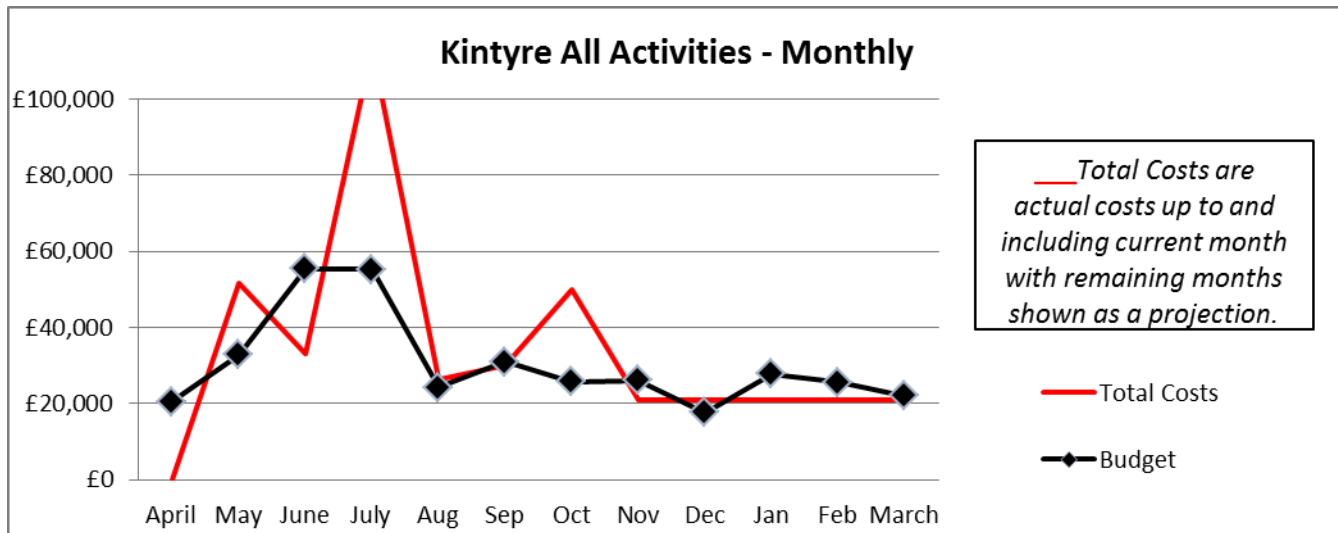
Budget and Spend for Q2 – YTD Mid Argyll, Kintyre and the Islands

Activity	Activity Description	Budget	YTD Spend	Budget Remaining	Percentage Budget Split
0501	Patching	242,347	100,761	141,586	42%
0502	Potholing	119,364	159,729	-40,365	134%
0701	Bridges	0	0	0	0%
0801	Cattle Grids	0	7,035	-7,035	100%
1001	Footways/Kerbs	6,099	10,237	-4,138	168%
1002	Cycleway/Patching	0	317	-317	100%
1301	Remedial Earthworks	0	9,571	-9,571	100%
1401	Drainage/Culverts	46,800	35,930	10,870	77%
1402	Drainage/Ditches	151,089	72,613	78,476	48%
1601	Scrub/Tree Maintenance	6,300	9,193	-2,893	146%
1701	Roads Markings/Studs	31,200	6,671	24,529	21%
2001	Boundary Fences/Walls	0	7,378	-7,378	100%
2101	Pedestrian Guardrails	0	0	0	0%
2201	Traffic Signals	0	0	0	0%
2301	Traffic Signs	18,399	17,135	1,264	93%
2311	Illuminated Bollards	0	0	0	0%
2401	Vehicle Safety Fence	24,999	1,440	23,559	6%
2411	Street Name Plates	900	1,068	-168	119%
2501	Sweeping and Cleaning	0	0	0	0%
3201	Emergency Incidents	90,000	77,181	12,819	86%
3202	Summer Standby	9,000	24,175	-15,175	269%
	Roads	746,497	540,434	206,063	72%
1501	Grass Cutting	85,119	69,498	15,621	82%
1503	Weed Spraying	11,799	14,668	-2,869	124%
	Amenity	96,918	84,166	12,752	87%
0503	Road Master	194,001	126,671	67,330	65%
1801	Gully Emptying	53,001	17,574	35,427	33%
	Fleet	247,002	144,245	102,757	58%
		1,090,417	768,845	321,572	218%

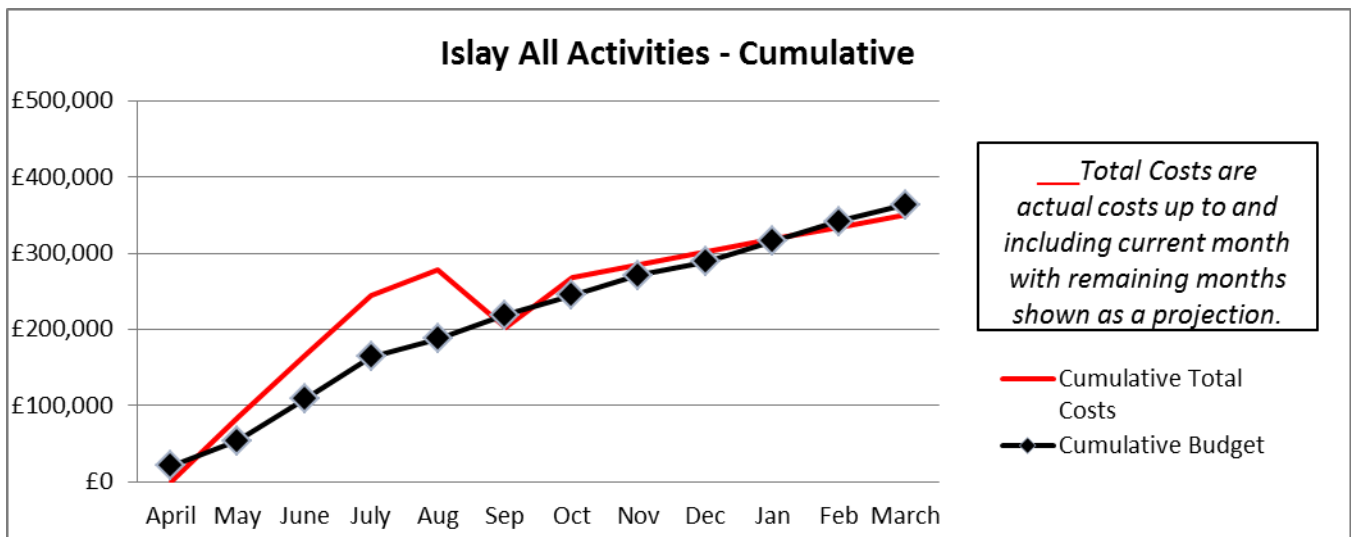
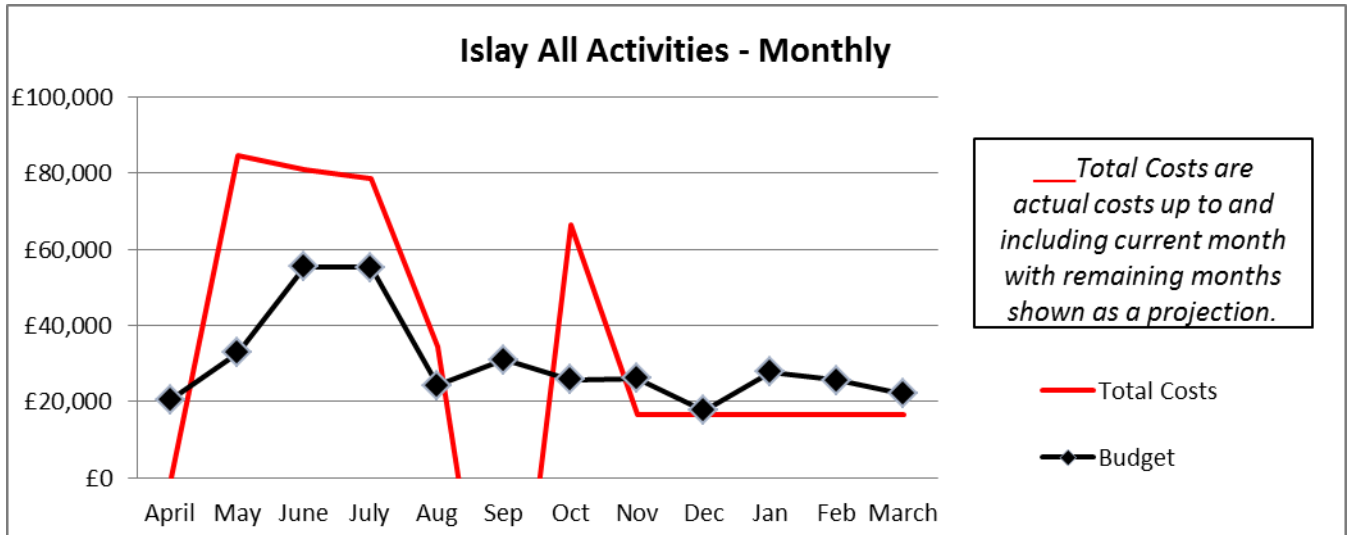
2nd Quarter Spend Profile - 2015/16



2nd Quarter Spend Profile - 2015/16



2nd Quarter Spend Profile - 2015/16



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ARGYLL AND BUTE COUNCIL

MID ARGYLL, KINTYRE AND THE
ISLANDS COMMITTEE

Development and Infrastructure

2 DECEMBER 2015

Digital Infrastructure Update

1.0 EXECUTIVE SUMMARY

1.1 This report provides an update on the various digital infrastructure projects including:

- Next Generation Broadband
 - Highlands and Islands Programme
 - Community Broadband Scotland
 - Extension of Funding
- Mobile Communications
 - Mobile Infrastructure Project
 - Scottish Government Pilot on Coll
 - Vodafone Rural
 - Commercial upgrades

RECOMMENDATIONS

It is recommended that Mid Argyll, Kintyre and The Islands Committee

1. Note the content of this report.
- .

Digital Infrastructure Update

2.0 INTRODUCTION

2.1 Work has commenced on a number of programmes which aim to improve the digital infrastructure across Argyll. This report provides an update on the various projects within the MAKI area.

3.0 RECOMMENDATIONS

3.1 It is recommended that Mid Argyll, Kintyre and The Islands Committee
1. Note the content of this report.

4.0 DETAIL

The work being undertaken in relation to digital infrastructure relates to broadband or mobile communications.

4.1 Next Generation Broadband

Next generation broadband within the MAKI area is being delivered by the Highlands and Islands project and Community Broadband Scotland supported community projects.

4.2 Work continues on building the new infrastructure network to support next generation broadband. Having completed the subsea cable links in 2014, land based backhaul and local access fibre cables are required to connect communities. Whilst telephone exchanges will continue to provide a service in relation to telephone calls only a handful of exchanges will handle next generation broadband services, new access cables running from these "headend" exchanges directly to new communication cabinets within communities will ensure that the superfast speeds reach the local cabinets.

4.3 During 2015, we have seen new connections which mean that next generation broadband is available in the MAKI area for the first time, work continues in many of these locations to extend the fibre services to as many premises as possible within the budget of the project. A summary of all exchanges across MAKI is contained at Appendix 1.

4.4 Once the new fibre cabinets are live, customers who want access to superfast broadband must order the upgraded fibre service from their internet service

provider. Members of the public can check whether they are able to order a next generation service at www.digitalscotland.org/whereandwhen. If they are not able to order a next generation broadband service they will be given an indication of whether the service is likely to be available within their exchange area and if so when the first premises are expected to be connected.

4.5 Highlands and Islands Programme

The Highlands and Islands (H&I) programme in Argyll is currently expected to connect 83% of premises when taken with the commercial rollout.

4.6 The first live premises through the H&I programme in MAKI were in Campbeltown and Lochgilphead exchange areas during the summer, these connections have been delivered earlier than the 2016 dates estimated in the initial planned rollout plans.

4.8 Work is continuing across much of MAKI with further deployment expected during 2016 which will extend connections to the rural parts of the area.

4.9 Community Broadband Scotland

Community Broadband Scotland (CBS) operates to support communities in taking forward their own broadband solution where coverage through the above programmes is not expected.

4.10 During 2015, CBS announced that a contractor has been appointed for the Giga Plus Argyll project which is seeking to provide superfast broadband to all premises on Colonsay, Iona, Lismore, Luing and parts of Mull, Jura, Islay and the Craignish Peninsula - approximately 1,400 properties. The project will receive £988,000 funding from CBS to assist with capital costs. It is expected that coverage will be rolled out to premises within the Giga Plus project area from 2016.

4.11 **Other broadband issues**

Extension of Funding

Additional funding has been received from Broadband Delivery UK (BDUK) and the Scottish Government which will provide a further £42 million to extend the rollout into Phase 2. It has not yet been confirmed as to how the additional funds will be allocated or the implications it could have for coverage in Argyll or the MAKI area.

4.12 In addition to government funding, the Phase 1 contracts provide for a “gain share” clause to clawback funding if the project reached agreed take up levels. In August 2015 it was announced that BT would make a payment of £17.8 million which will be used to extend coverage.

4.13 In order to better understand how the additional funding could be utilised, a modelling exercise is currently being undertaken. It is expected that this will be completed by the end of 2015 and will confirm those locations which cannot be covered by the fibre rollout.

4.14 **Mobile Communications**

Mobile Infrastructure Project

Previous updates detailed work associated with the Mobile Infrastructure Project. This project is due to be completed by March 2016 and unfortunately will not deliver any new masts within Argyll. Potential sites had been identified however the transmission links into the mobile operators' networks were not available.

4.15 Scottish Government Pilot on Coll

In March 2015, a new mobile mast funded by the Scottish Government went live on the Island of Coll. We are working with Scottish Futures Trust to confirm whether there is potential for any similar pilots elsewhere in Argyll including in the MAKI area.

4.16 Vodafone Rural

Vodafone has announced that seven communities in Argyll are included in a programme to receive their Open Sure Signal product. Open Sure Signal boxes connect to the internet (minimum 4mbps required) and provide a 3G mobile coverage for Vodafone users within approximately 500m radius (reducing where trees, buildings etc. block the signal). The first live location was Ormsary on the Knapdale peninsula. Vodafone are also hoping to make installations at Ardfern and Port Askaig within Mid Argyll.

4.17 Commercial upgrades

When Ofcom awarded the contract for delivering 4G across the UK it included a stipulation that 95% of premises within Scotland receive coverage. 4G coverage is available to some parts of Argyll but not yet within the MAKI area. It is understood that further 4G deployments are planned and we expect parts of MAKI to benefit from this although details of upgrades are not yet known.

4.18 Alongside the 4G licence, amendments have been made to the licences issued by Ofcom to the mobile operators to implement 90 percent geographic voice coverage throughout the UK by no later than 31 December 2017. Again it is not known what impact this will have on the MAKI area.

4.19 Other activities

As updated at the last Environment, Development and Infrastructure Committee, we met with the Scottish Government and Scottish Futures Trust at the beginning of September to identify activities which can assist with improved mobile and broadband connectivity. We continue to work with them to develop opportunities within Argyll including the MAKI area. We are also working with businesses including through the Economic Forum to lobby for improved mobile coverage. The issue of poor mobile coverage has also been raised by the fish farming industry and we are working together to lobby for improvements.

4.20 Our hilly landscape is one reason why mobile coverage can be intermittent. To try to assist mobile operators in building new masts, our Development Management Team has indicated an in principal agreement to trial larger masts within suitable locations. Detailed discussions will need to be undertaken to identify those locations which might be suitable.

4.21 Public Wi-Fi

The Scottish Government has launched a £1.5 million programme to provide more public Wi-Fi availability. The initial phase of the programme will be the provision of Wi-Fi in public buildings such as libraries. We are working with the Scottish Government to establish which locations across Argyll might be eligible to receive funding.

5.0 CONCLUSION

5.1 Digital connectivity across the MAKI area is improving with the biggest change during 2015 being the introduction of superfast broadband to the Campbeltown and Lochgilphead exchange areas. Rollout is expected to continue during 2016 with coverage extending to the more rural settlements as well as some of the islands. The Giga Plus Argyll project will enhance the Highlands and Islands programme and further extend next generation connections. Progress on mobile coverage is less certain although we will continue to press for improved coverage through both commercial and publically funded programmes.

6.0 IMPLICATIONS

6.1 Policy – the Single Outcome Agreement (SOA) and Economic Development Action Plan support improvements in the digital infrastructure.

6.2 Financial – Across Scotland funding of £410m has been committed to the Phase 1 next generation broadband project across Scotland (including a contribution from COSLA on behalf of all local authorities). A further £42m is confirmed for phase 2. No direct financial implications to the Council at the present time.

6.3 Legal – none.

6.4 HR – None.

6.5 Equalities – the differing nature of the deployment of new technology has the potential to lead to inequalities in terms of access to digital services including those which support business and personal development.

6.6 Risk – there is an overall risk that the economic benefits arising from modern digital infrastructure are not fully realised. There are risks that those areas which do not benefit from digital infrastructure could become less attractive locations within which to live and work which could have implications in relation to the SOA objective of growing the population. The various programmes are reliant on new technology and innovation which is developing rapidly. Some projects are reliant on commercial operator decisions to invest whilst grant funding is necessary for many aspects of digital infrastructure improvement in Argyll. These aspects all create a level of uncertainty around the extent of infrastructure improvements.

- 6.7 Customer Service – improvements in broadband and mobile technology improve the opportunities for digital based customer services.

Appendices

- 1 Exchange overview
- 2 Broadband leaflet (correct at October 2015, updates will be available from <http://www.argyll-bute.gov.uk/superfast-broadband#leaflet>)

See also <http://www.argyll-bute.gov.uk/superfast-broadband>

Executive Director of Development and Infrastructure Services Pippa Milne
Policy Lead Councillor Aileen Morton

For further information contact: Anna Watkiss, Senior Development Officer
(01546 604344, Anna.Watkiss@argyll-bute.gov.uk)

APPENDIX 1 EXCHANGE OVERVIEW

Exchange Area	Initial Programme Date	Date for 1 st connections
Achnamara	Exploring solutions	Exploring solutions
Barbreck (Ardfern)	Exploring solutions	Jul-Dec 2016 & Giga Plus Argyll –2016
Bowmore	Jul-Dec 2016	Jul-Dec 2016
Campbeltown	Jan-Jun 2016	LIVE – work continuing
Carradale	Jan-Jun 2016	Jan-Jun 2016
Clachan	Jan-Jun 2016	Jan-Jun 2016
Colonsay	Exploring solutions	Giga Plus Argyll –2016
Crinan	Exploring solutions	Jul-Dec 2016
Ford	Jan-Jun 2016	Jan-Jun 2016
Furnace	Jan-Jun 2016	Jan-Jun 2016
Gigha	Exploring solutions	Exploring solutions
Glenbarr	Jan-Jun 2016	Jan-Jun 2016
Inveraray	Jul-Dec 2016	Jul-Dec 2016
Jura	Exploring solutions	Jul-Dec 2016 & Giga Plus Argyll –2016
Kilchenzie	Jan-Jun 2016	Jan-Jun 2016
Kilmartin	Jan-Jun 2016	Jan-Jun 2016
Lochgilphead	Jan-Jun 2016	LIVE – work continuing
Machrihanish	Jan-Jun 2016	Jan-Jun 2016
Minard	Jan-Jun 2016	Jan-Jun 2016
Ormsary	Exploring solutions	Exploring solutions
Port Askaig	Exploring solutions	Jul-Dec 2016 & Giga Plus Argyll –2016
Port Charlotte	Jul-Dec 2016	Jul-Dec 2016 & Giga Plus Argyll –2016
Port Ellen	Jul-Dec 2016	Jul-Dec 2016
Portnahaven	Exploring solutions	Jul-Dec 2016 & Giga Plus Argyll –2016
Skipness	Exploring solutions	Exploring solutions
Southend	Jan-Jun 2016	Jan-Jun 2016
Tarbert	Jan-Jun 2016	Jan-Jun 2016
Tayinloan	Exploring solutions	Exploring solutions
Tayvallich	Jan-Jun 2016	Jan-Jun 2016
Whitehouse	Exploring solutions	Exploring solutions

APPENDIX 5 BROADBAND LEAFLET

Argyll and Bute Council – October 2015

Next Generation Broadband in Argyll and Bute



Connections now in Campbeltown, Cardross, Dalmally, Dunoon, Helensburgh, Innellan, Lochgilphead, Oban, Rothesay and Taynuilt



£145.8 million for Highlands and Islands
£264 million for Rest of Scotland

Coming soon... Arrochar, Balvicar, Benderloch, Clynder, Connel, Craignure, Kilcreggan, Kilmelford and Rhu Exchange Areas

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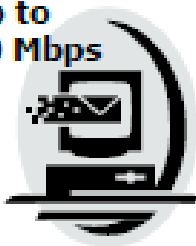
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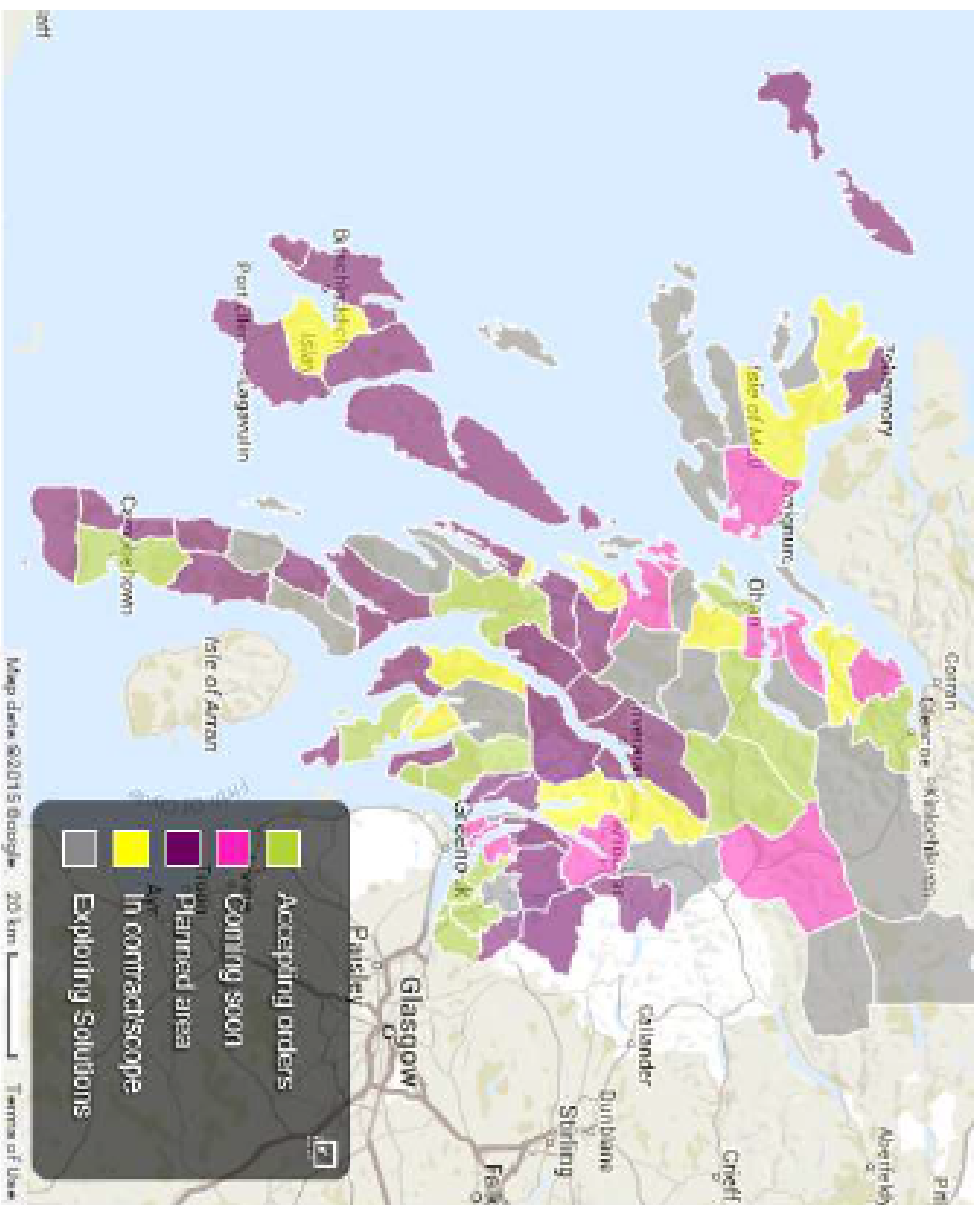


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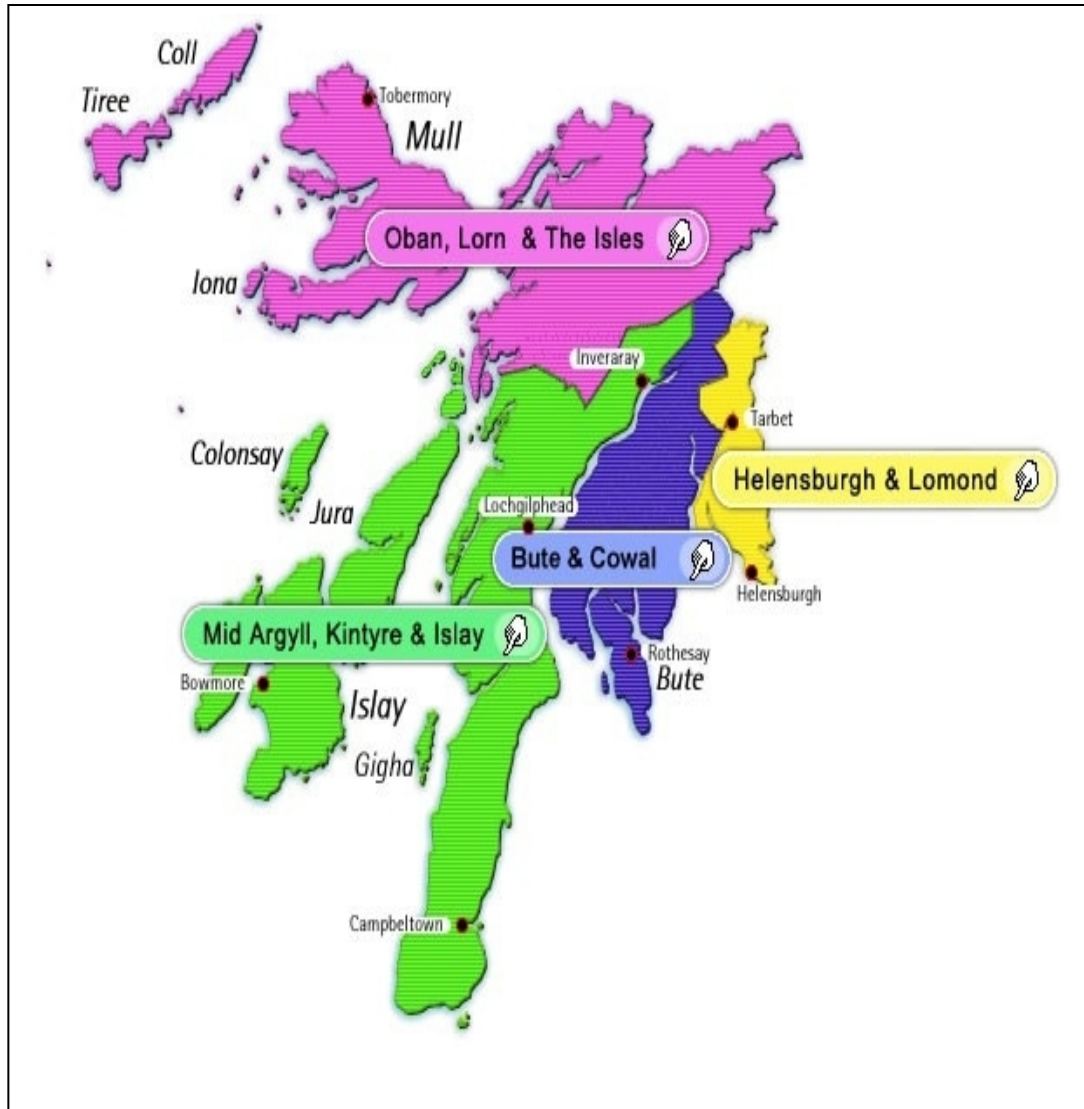


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**Act
against
harm**

Argyll and Bute Adult Protection Committee



Argyll and Bute Adult Protection Committee - Annual Report April 2014 – March 2015



CHAIRMAN'S FOREWORD

My last Biennial Report covered the two years to the end of March, 2014. This Annual Report covers the year following – to the end of March 2015. In planning the delivery of adult support and protection for the year in question, we have not been able to take account of the ministerial response to the Biennial Report for there has been no response!

However, I am delighted at the progress that is being made. The range of sources of referrals continues to widen; the quality of referrals continues to rise; referrals and subsequent investigations are being undertaken better and more quickly; awareness of adult support and protection continues to rise. I am grateful to all those who have helped drive these improvements. All these developments are addressed in detail in the body of this report.

However, there is a great danger that this momentum will not continue. The whole adult support and protection initiative created by the 2007 Act is lacking national leadership. Undoubtedly the initiative will prosper better with a powerful national dimension. The National Policy Forum has proved not to be a machine to drive development and there have been too many losses from the Civil Service team dealing with the issue. Maintaining momentum and driving consistent development are clearly on the agenda; I look forward to hearing how this important initiative will be supported nationally.

I am particularly pleased that 37% of people in Argyll & Bute now know about adult protection. However, I wonder how much higher this figure might be if there was a sustained effort at national level to promote awareness of the issue. I do wish the Scottish Government would run a continuous awareness raising campaign; I believe it would be very effective – and it would be much cheaper than each APC doing it themselves.

I am also concerned that still there is no national dataset. The trial has elicited some useful and encouraging information – see Section 2iv of this report – but it would be very useful to be able to make much more detailed comparisons with the national position.

The number of adults at risk of financial harm is very concerning. To help reduce the risk, the Adult Protection Committee is holding a conference on the issue in November which will aim to involve banks, solicitors, consumer protection, the Post Office and others. I urge all those who can defeat this terrible scourge to join together to eradicate it.

Once again I urge everyone in Argyll and Bute to look out for their friends, relations and neighbours, indeed for everyone – and if you suspect an adult is at risk, tell someone. However, do please remember that adults are generally not harmed by strangers or away from their own home. Sadly most harm is done to people in their own home by someone they already know!

A handwritten signature in blue ink, appearing to read 'Bill Brackenridge', is written over a faint, light blue rectangular background.

Bill Brackenridge

Independent Chair

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1. INTRODUCTION AND CONTEXT: The Argyll & Bute Adult Protection Committee

'Each Council must establish a committee' S42 (1) ASP(S)A 2007

Those who have served as members of the Argyll & Bute Adult Protection Committee during this period are:

Bill Brackenridge	Independent Chair		Chairman
Rebecca Barr	Area Manager Adult Protection	Argyll & Bute Council	Member
John Dreghorn	Project Director (Mental Health Modernisation)	NHS Highland	Member
Gail McClymont	Superintendent	Police Scotland	Member
Anne-Lise Dickie	Professional Lead Learning Disability	NHS Highland	Member
Jim Robb	Head of Adult Care	Argyll & Bute Council	Member
Jim Littlejohn	Service Manager Operations	Argyll & Bute Council	Member
Andrew McLure	Group Commander	Scottish Fire and Rescue	Member
Katrina Sayer	Project Co-ordinator	Argyll Voluntary Action	Member
Jon Belton	Service Manager – Criminal Justice	Argyll and Bute Council	Member
Douglas Whyte	Service Officer Homelessness	Argyll & Bute Council	In Attendance
Scott Rorison	Advocacy Manager	Lomond & Argyll Advocacy Service	In Attendance
Jimmy McGrath	Team Leader	Scottish Ambulance Service	Member
Susan Mair	Solicitor	Argyll and Bute Council	member

There is a standing invitation to the Procurator Fiscal Service, The Public Guardian's Office, the Care Inspectorate and The Mental Welfare Commission for Scotland to attend meetings of the Argyll & Bute APC.

1.1. INTRODUCTION

This report covers the year immediately following the period reported on in the Biennial Report submitted, as required by legislation, to the Scottish Government by October 2014.

It follows the production of previous annual reports in the years between Biennial Reports produced as a matter of good practice by the Adult Protection Committee (APC). These have, by design, followed the format agreed nationally for the previous Biennial report in order to demonstrate progress made in the subsequent period.

Although there is no legal requirement for an annual report, the Terms of Reference for the Chief Officers Group Public Protection (COGPP), developed in 2014, identified that it has the responsibility for commissioning an Annual Report from each Public Protection Body which will identify progress against the agreed Annual Plans. There is therefore now a local requirement for an annual report and an expectation that it will specifically cover the elements of the Improvement Plan.

This report is therefore structured, as previously, to mirror the agreed format for the last Biennial Report, but also covers progress against the specific elements of the APC improvement plan for 2014-16.

As noted in the Chair's Foreword, comments on the last Biennial Report have not yet been received from the Minister. This means that it is not possible to draw conclusions as to the performance of the ACP in Argyll and Bute in a national context.

1.2. CONTEXT

There have been no major changes to the operation of the APC since the last Biennial Report, although following the establishment of the COGPP, the APC updated its constitution to reflect the new reporting and governance structure.

As reported in the Biennial Report, the APC continues to meet quarterly, with the independent Chair reporting to the Chief Officers Group Public Protection.

There continues to be one sub-committee with responsibility for all aspects of multi-agency policy, training and public awareness. Its members are drawn from the NHS, Police Scotland, social work, Scottish Fire and Rescue and the third sector.

The four Area Forums continue to take forward the adult support and protection agenda within the localities and the last year has seen changes in the agencies chairing these meetings. Until November 2014 the Area Managers of the social work teams had taken on this responsibility. However, as agreed in the terms of reference for the Forums, the chair then passed to another of the

key agencies with roles in adult protection. In 2 areas the chair is now an NHS manager, and in the other 2 it is an officer from Police Scotland. The Chair of the APC and the Area Manager Adult Protection met with the new chairs to discuss their roles and that of the Forum and in 3 of the areas the groups are now up and running under their new chair. Unfortunately in the fourth area the Police officer due to take on the role of chair was moved and a replacement is expected to be confirmed shortly.

As noted in its updated constitution, the APC will hold an annual self-evaluation session and review its constitution as part of its ongoing commitment of continuous improvement: this is due to take place in September 2015 when the Minister's comments on the Biennial Report are likely to have been received, and the feedback from the Joint Inspection of Older peoples Services available to inform discussion.

The APC agreed an Improvement Plan to cover the 2 years of the next Biennial report (2014-16) and developed a scorecard to measure performance: see Appendix 1. The baseline score against which progress could be noted was determined from the previous year's activity. The scorecard was used to track performance during each quarters of 2014-15. The same measures will continue to be used in 2015-16 and a new Improvement Plan developed for the next 2 years, following the above noted self-evaluation activity and the results of case file audit activity.

2. NATIONAL PRIORITIES AND IMPROVEMENT PLAN

2.1 NATIONAL PRIORITIES

5 national priorities for adult protection were selected by the Scottish Government in August 2013, and working groups were established to take forward each of them. Reports on their findings and recommendations were made available during the second half of 2014. In Argyll and Bute a summary of the work done nationally and local progress against each was taken to the APC in August 2014, together with recommendations for further work locally. Short presentations covering each of them were also made at the self-evaluation day held in November 2014 so that staff from all agencies were kept updated on work done, progress made and ongoing plans for improvement.

2.1.1. Adult Protection in Care Home Settings

As detailed in the Biennial Report, considerable work was done in Argyll and Bute following selection as one of the council areas funded to take part in this workstream. A multi-agency preventative approach was developed and continued to be the subject of work during 2014.

- The review process for residents of care homes was implemented across the area and will be reviewed shortly
- The Care Homes QA process was updated and agreed, with reporting to the APC and COGPP taking place on a quarterly basis
- The first Large Scale Investigation into a care home was started following concerns highlighted through the Care Homes QA process
- ASP training continues to be provided free to all service providers throughout the area

2.1.2. Accident and Emergency

A method of using the learning from North NHS Highland was agreed and plans to roll out the national training for A&E (and other ward staff where possible) put in place. This will take place shortly and be reported on in the next Biennial Report.

A further recommendation from the national working group was to extend membership of the APC to the Scottish Ambulance Service and this has been actioned, as can be seen from the updated list of APC members.

2.1.3. Adults at Risk from Financial Harm

As has been recognised for some time, adult protection referrals for financial harm have continued to rise. Some national awareness raising was done by the financial harm working group through contact with financial institutions, but it was recognised that additional work was required locally. During the Scottish Government's ASP publicity campaign in February/March 2015 the APC took the opportunity to write to all banks and building societies in the area to draw their attention to this campaign, provide leaflets and the link to the webpages on adult support and protection, and to offer any further information that they may find useful. There was little direct response to this contact, but the seriousness and prevalence of this type of harm have led to the APC sub-committee recommending that the subject of the first adult protection conference in Argyll and Bute should be financial harm. This is planned for November 2015.

2.1.4. Data Collection

As noted above, it has been impossible to compare any statistics relating to adult support and protection nationally due to the lack of any central data collection or any agreement as to a national data set. Work done by the national working group led to the trial of a draft data set during the quarter 1 April – 30 June 2014. Argyll and Bute submitted the required data as requested, but it has become clear that the data submitted across Scotland was inconsistent and patchy.

Disappointingly, no published national data has been made available from this trial because of the lack of confidence in the figures received. However, the Scottish Government has provided limited local data to areas who wished to undertake a comparison with other areas in a small number of categories. Argyll and Bute now has access to a certain amount of data that appears to place it close to the overall national figures taken from the trial. (The figures are not given here in detail as the Scottish Government has made clear that they are not for publication.)

The following comparisons have been made available to us by the Scottish Government from the 3 month trial period:

Number of referrals:

- Argyll and Bute received a very slightly lower number of referrals per 100,000 adults than the national average, but the figure was in the middle of the range reported

Source of referrals:

Argyll and Bute received

- A slightly lower percentage of referrals from the police than other areas
- A slightly higher percentage of referrals from the NHS than other areas
- A much higher percentage of referral from “other organisations”
- A slightly higher percentage of referrals from individuals

Investigations:

- Argyll and Bute’s ratio of referrals to investigations was slightly higher than the national average
- The ratio of investigations that led to a case conference was very slightly lower than the national average

No other national comparisons were made available by the Scottish Government.

It is clear that few firm conclusions can be drawn from this data, and statistically the limited information available suggests only that Argyll and Bute can take comfort from the fact that we have no significant areas where we appear to be an outlier in comparison with national averages.

The draft dataset used for this trial period has been used on a larger scale to collect the data for the full year 1 April 2014-31 March 2015. This was submitted by Argyll and Bute as required and feedback is expected from the Scottish Government later in 2015.

2.1.5. Service User and Carer Engagement

Many of the recommendations for the national working group had already been implemented in Argyll and Bute. Work had been done to produce user-friendly publicity material, reviewed annually by the sub-group of the APC. The importance of the adult being

fully involved in the adult protection process had also been acknowledged and forms Outcome 4 of the APC Improvement plan, with a number of specific measures collected to determine this.

Outcome 4: Adults at risk receive a person-centred response to concerns about them:

As measured over this year it is clear that:

- *100% of adults (with capacity) were given information about the adult protection process*
- *Over 80% of adults who were the subject of an investigation had their communication needs considered (target 100%, but it is clear that 70 adults out of 74 had their communication explicitly considered so that appropriate support was provided during the investigation process)*
- *96% of adults who were the subject of an adult protection investigation were offered advocacy (the target is 100%, but in comparison with the previous year's level of 45% offered advocacy, this is a major improvement)*
- *100% of adults were invited to attend their case conference and did so or the reason for their non-attendance was recorded, meeting the target of 100%*

Although the above figures do not always meet the ambitious targets set, they demonstrate a high level of commitment to ensuring that the adult is a meaningful participant in the adult protection process involving them.

Further work has continued to take place in relation to this priority. In response to some inconsistency identified through last year's case file audits, council officer and second worker refresher sessions were set up to take place between January and March 2015. One of the focuses of these sessions was ensuring the adult's meaningful participation and the Altrum group research packs were provided to all participants to promote the key messages. In all 85 staff attended the sessions with all except 1 council officer participating.

In addition, a short-life working group was set up by the APC in order to examine and improve all areas of service user and carer engagement. This is a multi-agency group with terms of reference that identify the following key objectives:

- To develop leaflets about ASP that are accessible and service user friendly

- To provide information and advice for staff from all teams to ensure that all appropriate communication supports are considered and offered to ensure that a service user participates as fully as possible in an investigation.
- To provide information and advice for staff from all teams to ensure that all appropriate communication support is available to assist a service user to attend and participate in a case conference
- To develop a procedure and a variety of tools to gather feedback from service users and carers in the most user friendly and supported way possible
- To agree a process for gathering learning from the feedback provided and disseminate it to staff engaged in adult protection work
- To consider methods of facilitating service user/carer engagement with the APC

To date the working group has met 3 times and produced a number of tools for staff. The draft questionnaires for gaining feedback from service users and carers will be trialled as part of this year's multi-agency case file audit and amendments made as required prior to rolling them out.

2.2. APC IMPROVEMENT PLAN

The Adult Protection Committee developed its improvement plan for 2014-16 following the work undertaken the previous year to develop methods of capturing key performance data. The agreed outcomes remain:

<i>Outcome 1</i>	Adults at risk are identified promptly and reported appropriately
<i>Outcome 2</i>	Adults receive an effective integrated response if concerns are expressed that they may be at risk of harm
<i>Outcome 3</i>	Where an adult is found to be at risk of harm, partner agencies work together to investigate the risks and take action to protect them
<i>Outcome 4</i>	Adults at risk receive a person-centred response to concerns about them

These are considered the most important high level outcomes to focus on at this stage in order to ensure that a high quality adult protection service is delivered by all agencies at all stages of the process.

The scorecard has agreed targets, but also uses the baseline measure developed the previous year to measure progress and continues to be presented at the APC and then at COGPP meetings.

The Improvement Plan and completed scorecard for 2014-15 is provided in Appendix 1. The different elements of the Improvement Plan and comments on progress against them are included in the appropriate sections of this report in italics with the specific Outcome referenced.

3. OUTCOMES

The Guidance provided by the working group of independent chairs on the format for the 2012-14 Biennial Reports suggested that this section should

- concentrate on “feedback from users and carers on outcomes - how they perceive the adult protection policy and procedures to be improving their protection from harm; in other words, their response to questions such as 'do you feel safer as a result of the efforts of the adult protection arrangements?’”
- It should also describe the way in which user and carer interests are represented on or to the Committee activities, with some explanation of how these arrangements have come about, and an evaluation of their effectiveness.
- It should also provide an evaluation of the users and carers' opportunities to participate in and contribute to the process of adult protection (for example, invitations, encouragement, communication assistance, and facilitation to take part in case conferences; local arrangements for advocacy).

To a large extent these elements are described elsewhere in this report. Section 2 provides details on work already done in Argyll and Bute in relation to the national priority Service User and Carers, and the work currently under development by the short-life working group.

In addition to direct work with service users and carers, consideration has been given to the ways that other APCs engage with service users in order to ensure that the APC is as responsive as possible. From the outset, the APC agreed that an individual service user representative on the Committee would be unlikely to provide genuine representation from the range of service users affected by risk and protection issues. Instead the interests of service users and carers have been represented by the manager of the advocacy service and the 3rd sector organisation Argyll Voluntary Action.

In examining models of engagement and representation in place elsewhere, it has been agreed that the complex geography of Argyll and Bute makes many of them extremely difficult to achieve here. Before making a final recommendation to the APC on this topic, the working group has agreed that it is essential to consider what such engagement is intended to achieve. All are agreed that tokenistic engagement that produces no results should be avoided. A helpful starting point will therefore be the feedback gained from adults and carers when it is in place. It is intended that individual feedback about the way that specific cases have been dealt with will go to the worker and manager involved in them, with any wider themes identified as relating to the strategic

implementation of adult support and protection going to the APC for consideration. Information gathered in this way will, it is hoped, indicate what the main topics of interest or concern are as identified by service users and carers and will assist in considering what other methods may be used to facilitate their increased engagement with the work of the APC.

4. PERFORMANCE

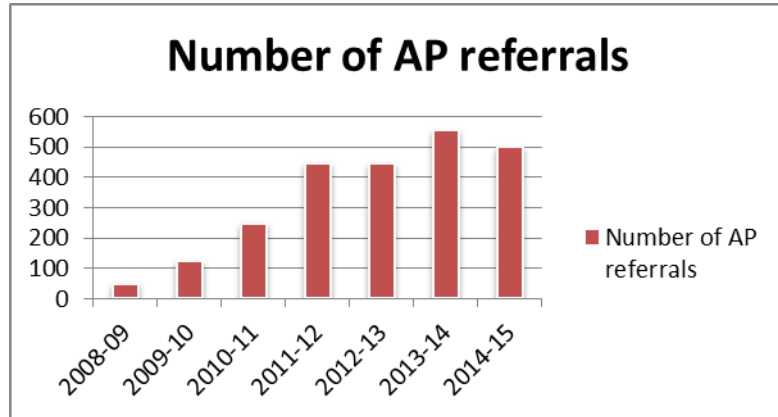
4.1. Management Data

4.1.1. Referral numbers

Between 1 April 2014 and 31 March 2015 the social work teams received a total of 501 adult protection referrals.

Data collected since the Adult Support and Protection (Scotland) Act 2007 was implemented has shown that adult protection referrals have risen considerably over time, but for the first time last year showed a noticeable fall.

Year	Number of AP referrals
2008-09	48
2009-10	124
2010-11	274
2011-12	447
2012-13	446
2013-14	556
2014-15	501



4.1.2. Referrals by area:

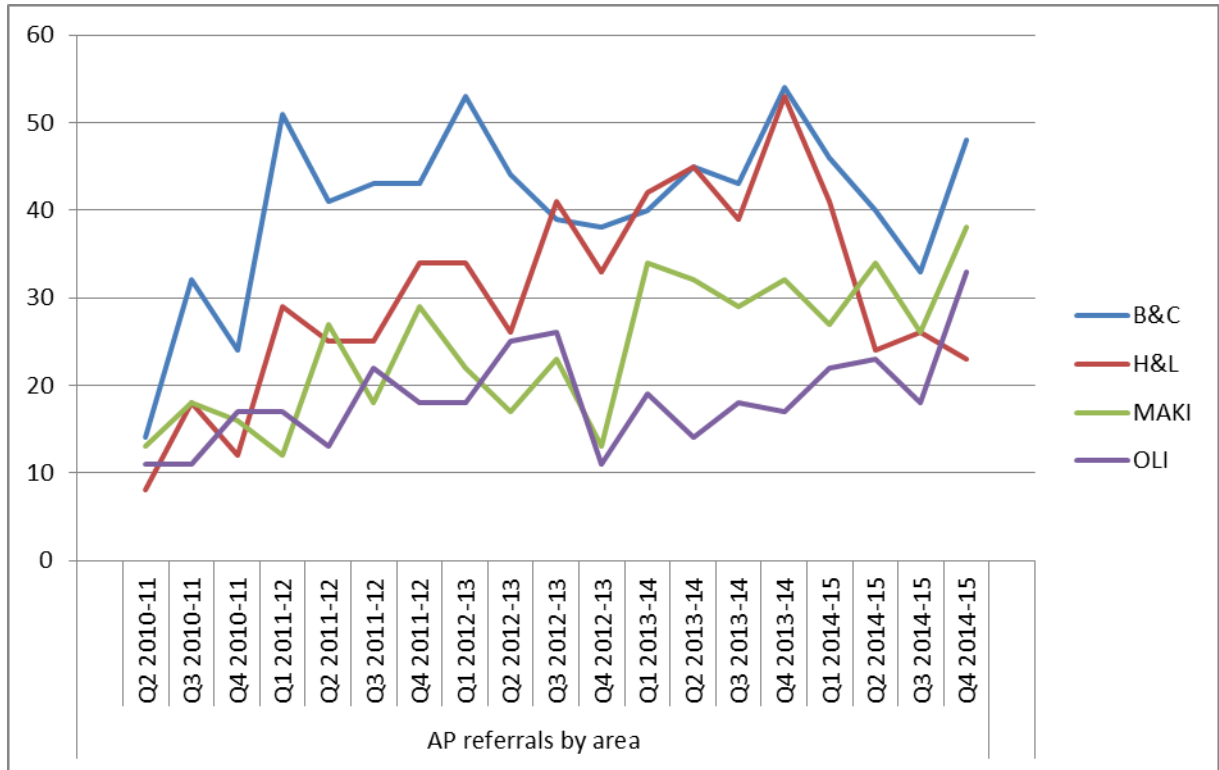
As in other years, the adult protection referrals are not received consistently across the areas.

2014-15 referrals by area:

Area	Number of AP referrals	% of AP referrals
B&C	166	33.1%
H&L	114	22.7%
MAKI	125	24.9%
OLI	96	19.1%
Total	501	

This year has been unusual in seeing MAKI receive more referrals than Helensburgh and Lomond, but as in other years, Bute and Cowal received the largest number, with OLI receiving the fewest.

The chart below shows the differences in referral rates for the areas since July 2010:



It is clear that all areas except Helensburgh and Lomond saw a fall in referrals in the first 3 quarters of the year and then a rise. The level of referrals in Helensburgh has remained low, however. There is no obvious explanation for these changes.

4.2. Referral sources:

The sources of the adult protection referrals have been collected slightly differently during different years and this makes detailed comparisons difficult. However, referrals from key sources over the last 6 years are recorded below:

Referral source	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Police	77	185	309	292	322	284
GP	0	2	2	2	6	7
Hospital	11	6	10	7	23	15
Other health	0	0	12	14	16	25
Social work	19	36	24	33	32	16
Service provider	0	24	46	48	60	46
Friend or family	4	7	11	21	28	26
Member of the public	4	4	7		4	2
Self	2	4	7	7	2	5

Overall, the police remain the highest referrer but their referrals have fallen in numerical terms from 332 last year to 284, and as a percentage of the total, from 62% in 2009-10 to 57% this year.

Ensuring that adults at risk of harm are referred to social work is Outcome 1 of the APC Improvement Plan and comments are provided below on progress against the agreed targets:

Outcome 1: Adults at risk are identified promptly and reported appropriately

As measured this year:

- *All ASP literature was reviewed in October 2014 and re-distributed to appropriate locations*
- *There was a fall rather than a rise in the referrals from the social work teams*
- *There was a rise in the number of referrals from NHS staff as compared with last year but the overall rise as a percentage of all referrals was only from 8% to 9%*
- *There was an overall fall in the referrals from care and support providers*
- *There was a small rise in the number of referrals for adults at risk*
- *There was a welcome rise in referrals from relatives, friends or the general public in every quarter this year*

During the year it became apparent that reporting on such small numbers by percentage is clumsy. It has therefore been agreed that the scorecard be amended for next year with reporting on referrals from professional sources and from adults themselves and the public as the only two measures. Greater detail on the referral sources will continue to be provided in the quarterly statistics report that goes to the APC.

Of note is the fact that referrals in the last two years have come from a far wider range of sources than previously.

In 2014-15, for the first time referrals have been received from the following staff or organisations:

- Scottish Ambulance Service
- Womens Aid
- LD Psychologist
- Practice nurse
- Pharmacist
- OPG
- Solicitor/Safeguarder
- Bank

- Immigration Enforcement Office
- A local charity

This widening of the sources of adult protection referrals is encouraging and it is hoped will continue.

4.3. Referral details:

This year has seen no major changes in the details collected in relation to adult protection referrals.

4.3.1. Ethnicity

The adults referred are overwhelmingly of a white ethnic origin, as would be expected from the population of Argyll and Bute.

4.3.2. Gender

Overall more women than men are referred, which appears to be the case in other areas, according to anecdotal information.

4.3.3. Age group

As may be expected, the largest number of referrals are for those in the 40-64 age group, which is the largest group below. Of concern, however is the continued rise in the number of those referred who are 65 and older. In the Biennial Report it was noted that the percentage of the over 65s who are referred are higher than their numbers in the population would predict, particularly in the over 85 bracket. In year 2013-14 there were 221 referrals for over 65s, 39.7% of all referrals. In 2014-15 this has risen to 235 referrals, making up 47% of the total.

Age group	Number referred	Percentage of those referred
16-24	51	10.2%
25-39	57	11.4%
40-64	157	31.3%
65-69	24	4.8%
70-74	20	4%
75-79	57	11.4%
80-85	64	12.8%
85+	70	14%
Age not recorded	1	0.2%
Total	501	100%

4.3.4. Type of harm referred:

Over time the highest number of referrals has been for adults who have self-harmed. The biggest fall noted this year has been in these referrals. As these referrals tend to come from the police, this drop is likely to correspond to the reduction in referrals from that source.

Type of harm	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Self-harm	53	98	163	88	151	92
Physical	27	49	56	45	87	79
Psychological	2	58	109	48	60	46
Financial	13	19	22	27	51	49
Neglect	3	30	46	19	31	27
Self-neglect	Not collected	Not collected	Not collected	19	32	27
Sexual	11	17	25	19	14	22

The only rise in harm reported relates to sexual harm. Because of the potential seriousness of a rise in such referrals they have been checked individually to ensure that all cases where any sexual harm may have occurred have been reported to the police. In 19 out of the 22 cases, the police were either already involved, or social work reported the allegation to them. In 2 cases the information reported to social work was either extremely vague or related to a misunderstanding and it was almost immediately clear that the original allegation was untrue. In the third case the allegation related to an incident in a care home and was dealt with by the manager in conjunction with the GP, and the relatives and Care Inspectorate were informed. The range of referrals relating to sexual harm was wide, with a number being followed up by the police, others relating to historic allegations and others to inappropriate internet contact.

Other types of harm have remained approximately consistent with the overall drop in referrals as there has been a small decrease in the other categories compared with last year.

4.3.5 Client group of those referred

The way that adults have been categorised by their diagnoses or client groups have changed over time and are now based on the client group as recorded in Carefirst. A wide variety of categorisations are used, some that appear to duplicate others, so that they cannot be taken to be definitive. However, the highest number of referrals have been received for the following adults in the last 2 years:

Client group	Number 2013-14	Percentage 2013-14	Number 2014-15	Percentage 2014-15
Dementia	48	8.6%	54	10.7%
Frail/temp. illness	59	10.6%	79	15.7%
Learning disability	54	9.7%	55	10.9%
Mental health - other	166	29.8%	105	20.9%
Physical disability	62	11.1%	80	15.9%

As has been noted in other reports, the category “mental health – other” has sometimes been used poorly by staff recording referrals and generally refers to someone behaving oddly rather than someone with a mental health diagnosis. It is encouraging that there has been a fall in the number of referrals noted in this category.

The biggest rises have been in adults categorised as having dementia, a frail or temporary illness or a physical disability or illness, all of which can be used for older people. Additional work is being done going forward to cross-check referrals by age group, client group and type of harm, to provide more details as to these issues. However, in the short-term, work done for the Dementia Programme Board on the prevalence of harm for those with dementia has highlighted a the vulnerability of people with this condition:

- In 2013-14 there were 48 referrals for those with the client group dementia: 8.6% of the total
- In 2014-15 there were 54 referrals for those with the client group dementia: 10.8% of the total

Not all of these referrals led to the adult being considered to meet the criteria for being considered an adult at risk under the Act, a high number related instead to welfare concerns. However, those referrals where it appears that the adult is being harmed led to an adult protection investigation

In 2014-15 there were 17 adult protection investigations for adults with dementia. This comprised 27.7% of all adult protection investigations: a higher percentage than for any other client group.

Not all adult protection investigations conclude that the adult is at risk of harm, but it is clear from the 2014-15 figures that there is a high likelihood of investigations for adults with dementia determining that they are at risk.

- In B&C 3 investigations concluded that 2 adults with dementia were at risk
- In Helensburgh and Lomond 4 investigations concluded that 4 adults were at risk
- In MAKI 4 investigations concluded that 3 adults were at risk
- In OLI 6 investigations concluded that 5 adults were at risk

82.3% of adult protection investigations for adult with dementia concluded that they were at risk of harm.

This compares to

- 75% for adults who are frail elderly
- 50% for adults with a learning disability
- 45% for adults with mental health issues

Those at risk were:

- 5 adults at risk of physical harm from a relative
- 4 adults at risk of financial harm from a relative
- 2 adults at risk of self-neglect
- 1 adult at risk of physical harm from a paid carer
- 1 adult at risk of psychological harm from a friend/carers
- 1 adult at risk of physical harm from another resident in a care home

These were equally spread across the 4 areas.

New cross-check information now being put in place means that in the future we will be able to provide more such analysis, but for now the conclusions that we can draw in relation to this specific group are limited to:

- The number of referrals for over 65s are rising and forming a rising percentage of all adult protection referrals
- The number of referrals for those diagnosed with dementia are rising and forming a rising percentage of all adult protection referrals
- More adult protection investigations are done for adults with dementia than for any other client group
- More adult protection investigations for adults with dementia conclude that the adult is at risk than for any other client group
- Adults with dementia are more likely to be at risk of harm from family members than others

4.4. Completing inquiries following adult protection referrals:

In line with the West of Scotland Practice Guidance, which Argyll and Bute has signed up to since it was first developed, all inquiries made as a result of an adult protection referrals should be completed within 5 working days. It is not always possible to conclude this piece of work within such a timescale for various reasons, such as key professionals being away, so the agreed target is for 80% of all referrals to be finished within this period.

Performance against this measure is reported as part of Outcome 2 of the APC Improvement Plan: *Adults receive an effective integrated response if concerns are expressed that they may be at risk of harm*

The performance indicator is: 80% of adult protection referrals received by social work will have the initial inquiries completed within 5 working days.

- *In 2014-15 75% of referrals were completed within this timescale.*

It was recognised that some areas achieved far better results than others in completing these pieces of work, and the methods used in MAKI, whose performance tended to be far closer to the target than the other areas, has been shared with all Area Managers. There have been some initial difficulties in ensuring that all the relevant data is captured, but it is hoped that from July 2015 there will be accurate data as to why delays occur in completing particular referrals.

4.5. Repeat Referrals

As reported in the last Biennial Report, a small working group was set up last year to look at those adults who were generally not considered adults at risk of harm, but who were the subject of repeat referrals because of self-harm incidents. It had been recognised that further information about the response of the various agencies to these individuals was essential in order to develop a consistent and supportive approach.

The final report of the working group was presented to the APC in August 2014 with a number of pieces of work completed. These included:

- The pathways for individuals who self-harm were mapped
- It was recognised that the role of the GP is crucial in the process and a brief survey of GPs was undertaken, although the response rate was low.
- Work was done to clarify and standardise the response from social work when an adult support and protection referral is made
- Guidance for A&E staff dealing with frequent attenders at A&E was updated
- A flowchart was produced to clarify the agreed pathways and the responsibility to provide appropriate information to those who self-harm
- It was agreed that self-harm training provided by Choose Life staff would be re-introduced

These pieces of work should now mean that when an adult self-harms, whether they are referred as an adult at risk or not, they should receive similar information and advice, and when referred as an adult at risk the response from social work will be the same wherever the adult lives.

It was also recognised, however, that the issue of people in distress is a far wider one than could be addressed by the short-life working group and it is expected that further work on this topic will be progressed shortly on a national basis.

Locally, a change was made to the adult protection procedures for social work staff to clarify the need to hold a multi-agency case discussion after a certain number of referrals, again to ensure consistency across the areas. An additional level of scrutiny was also built into the process in response to concerns from staff who work with adults where the risks that they will continue to self-harm are high. In any case where 8 or more adult protection referrals have been received at any point, the adult's case and the work of social work staff will be examined by either the Service Manager Operations or the Lead Officer Adult Protection and feedback given to staff. This ensures that the work of the staff is either validated or challenged by an external manager so that staff can feel confidence that in situations that are likely to be both complex and challenging, their actions and interventions are supported.

4.6. The Outcomes of Adult Protection Referrals

As noted in the Biennial Report, Argyll and Bute Council made a number of changes to the way that data was recorded from 1 April 2013. From this time additional information was recorded as to the outcome of all adult protection referrals, enabling the information from 2014-15 to be compared with the previous year, but no further back.

The outcomes of the 501 referrals made in 2014-15 were as follows, and are recorded alongside those made in 2013-14 for comparison:

Outcome	Number 2013-14	Percentage 2013-14	Number 2014-15	Percentage 2014-15
Adult meets 3 point test and AP investigation required	74	13%	56	11%
Adult meets 3 point test but concerns known and managed through care plan	112	20%	122	24%
Adult does not meet 3 point test: SW assessment to be done	58	10%	64	8%
Adult does not meet 3 point test: repeat	18	3%	25	5%

referrals mean case discussion				
Adult does not meet 3 point test: referred to other agency	56	10%	46	9%
Adult does not meet 3 point test: known to and supported by services	155	28%	148	29%
Adult does not meet 3 point test: NFA	63	11%	29	6%
Not recorded	18	3%	9	2%
Open (e. not completed)	2	0.03%	2	0.04%

Again as last year, high numbers of those referred as adults at risk were already known to services:

- There was a rise from 20% to 24% of referrals where the adult was considered at risk but the concerns were already known and being managed through a care plan and existing risk assessment
- There was a small rise from 28% to 29% in the percentage of referrals where the adult was not considered to be at risk and they were already known to and supported by existing services.

In line with the updated procedures there was an increase in the numbers and percentage of cases where repeat referrals for someone not considered at risk led to a case discussion: 18 cases (3%) up to 25 cases (5%).

As last year, a relatively low proportion of referrals led to an adult protection investigation. The 55 investigations that took place this year were approx. 11% of all adult protection referrals, reasonably close to last year's figure of 13%.

The referrals for that led to an adult protection investigation for an adult were made by:

Referral source	Number of referrals made	Referral source	Number of referrals made
Care and support provider	11	Housing Assoc./Homeless	4
Social work team	5	LD psychologist	2
Police	9	Womens Aid	1
Hospital	1	Friend	2
Relative	6	Bank	1
GP	4	OPG	2
Care Home	3	SALT	1
SWES	1	Advocate	1
NHS 24	1		

It continues to be the case that the quality and relevance of adult protection referrals vary, with some agencies making a far higher proportion of referrals that lead to an adult protection investigation than others:

Referral source	% of referrals from source that led to an investigation
GP	57%
Care/support providers	24%
Social work teams	31%
Relative/Friend	31%
Other health sources	16%
Police	3%

4.7. Details of the adult for whom an adult protection investigation took place:

4.7.1 Age group:

Age group	Male	Female	All adults
16-24	2	1	3
25-39	0	4	4
40-64	7	7	14
65-69	3	2	5
70-74	3	2	5
75-79	4	1	5
80-84	5	7	12
85+	0	7	7
Total	24	31	55

It is clear from the figures below that the ages of those referred and those who are considered at risk and so are the subject of an adult protection investigation, are very different. As noted above in section 4.3.3 they are also clearly not represented equally in all sections of the population of Argyll and Bute.

Age Band	Number of AP Referrals	%	Population (2012 SAPEs)	% of Argyll and Bute population aged 16 and over	Number of AP investigations	% of investigations as proportion of referrals
16-24	51	10%	8260	11.3%	3	5.5%
25-39	57	11%	12101	16.6%	4	7.2%
40-64	157	31%	32315	44.4%	14	25.5%
65-69	24	5%	6422	8.8%	5	9%
70-74	20	4%	4906	6.7%	5	9%
75-79	57	11%	3786	5.2%	5	9%
80-84	64	13%	2685	3.7%	12	21.8%
85+	70	14%	2356	3.2%	7	12.7%
Age not recorded	1	0.02%				
	501	100.00%	72831	100.0%	55	10.9%

It is obvious, for example that referrals for adults between 16 and 65 make up 52% of all referrals but lead on to only c.38% of the investigations. And while almost 27% of the adult population of Argyll and Bute is over 65, it is over 65s who were the subject of 61.5% of the adult protection investigations. Interestingly, up to the age of 65, adult protection referrals are received at a rate that is slightly lower than that of the population for that age group. Over 75, that changes, and a higher proportion of referrals are received.

As noted in the last Biennial Report it is clear that there will be challenges for services as the population in Argyll and Bute ages in the way that is predicted.

4.7.2. Client group:

Client group	Number of investigations
Dementia	13
Mental health problems	13
Learning disability	12
Physical disability	5
Infirmity due to age	10
Substance misuse	1
Other	1
Total	55

Many of these figures are close to those recorded for 2013-14. However, there has been a rise in the number of investigations for people with a mental health diagnosis, from 8 last year to 13 this year. There has also been a fall in investigations for people with physical disability from 12 last year to 5 this year. The client groups used are not necessarily mutually exclusive and it is not possible to draw firm conclusions from these figures.

4.7.3. Types of principal harm:

Type of harm	Number of investigations
Financial	18
Psychological	10
Physical	16
Sexual	4
Neglect	3
Self-harm	1
Self-neglect	3
Total	55

The biggest rise from last year's types of harm is the incidence of financial harm investigated. Last year 13 adult protection investigations related to this (22.8%), this year it was 18 investigations (32.7%). A number of referrals were received from banks and others from friends and relatives who believed that an adult was being financially harmed. It appears that there is a greater awareness of this type of harm, which is to be welcomed. But as noted in the Chair's introduction, financial harm is a priority for the APC in the coming months.

Disturbingly, there has also been a rise in the number of incidents of physical harm investigated, from 11 last year (19.2%) to 16 this year (29%).

The only fall of note is that the number of cases of psychological harm investigated went from 20 last year to 10 this year.

4.7.4. The alleged harm took place in the following locations:

Location of harm	Number of investigations
Own home	45
Care home	7
Sheltered housing	1
Public place	2
Total	55

This data has been captured only for the last 3 years, and it is clear that 2014-15 reflects the previous 2 years in that the vast majority of the investigation into harm to adults examines allegations that they were harmed in their own home.

4.8. Outcomes of the Adult Protection Investigations

Of the 55 investigations undertaken, 32 concluded that the adult was at risk of harm and a case conference was held. In 3 other cases it was decided that Adults with Incapacity legislation was a more appropriate legal route to providing long-term protection for the adult.

4.8.1. Case conferences:

In 2014-15 32 initial case conferences were held. Of these, 17 concluded that the adult was at risk of harm and protection plans were put in place, other adults were not considered at risk – often because of action already taken to protect them – and in one case it was agreed that the risks to the adult were most appropriately managed through the ongoing CPA process

In addition, 19 adult protection review case conferences were held to consider the ongoing risks to the adult and monitor the protection plan.

In addition to this quantitative data on adult protection work that is collected, there is a performance measures that relate to the timescale in which adult protection work is completed.

The West of Scotland Practice Guidance originally suggested that all adult protection case conferences should be held within 10 working days of the referral of the concern. This proved almost impossible to meet for most Councils, and when the Guidance was updated in 2012 this timescale was extended to 28 working days. Following discussion at the APC it was agreed that to sanction the delay such a crucial meeting for such a long period of time was unhelpful, and a 15 working day timescale was agreed in Argyll and Bute.

Performance against this measure is reported as part of Outcome 3 of the APC Improvement Plan: *Where an adult is found to be at risk of harm, partner agencies work together to investigate the risks and take action to protect them*

The performance indicator is: 95% of case conferences take place within 15 working days of the referral

- *In 2014-15 only 57.9% of case conferences were held within this timescale, out of those that were delayed, 75% had a good reason for holding the meeting at a later date, these include the cancellation of ferries because of bad weather, the need to wait for a key staff member to return from leave etc.*

4.9. Protection Orders

During the course of 2014-15 a Banning Order with power of arrest was successfully applied for and followed a Temporary Banning Order for the same individual.

4.10. Large Scale Investigations

One Large Scale Investigation was started during this year following a number of serious concerns in a residential home. This was the first of these to be done in Argyll and Bute following adoption of this procedure in April 2014.

4.11. Management Data Conclusions

The management data presented above, together with additional information about referral types, goes to the APC each quarter for scrutiny and discussion. Ongoing areas for examination have included such issues as

- The high level of referrals from the police
- The unexplained difference in referral levels across the areas of Argyll and Bute
- The need to ensure a rise in public awareness so that referral numbers from service users, family members and the public rise
- The need to ensuring ongoing training for staff from all agencies so that referral numbers for social work, the NHS and provider organisations continue to rise
- The need to maintain a scrutiny of work being done where adults are referred repeatedly following incidents of self-harm
- Other issues identified by APC members as they arise

4.12 SELF EVALUATION AND AUDIT

The Adult Protection Committee has continued to use a number of methods to examine its own performance and the way that its member agencies work together to support and protect adults at risk of harm.

4.12.1. Self-Evaluation Days

As in previous years, the APC held a self-evaluation day in November 2014. This was a particularly well-attended event with representatives of a wide range of partner agencies present.

The theme of the self-evaluation day in 2014 was “Working Together”. The presentations included

- Information from the key agencies on the local and national progress on the 5 National Priorities for ASP

- An update on Integration from the newly appointed Chief Officer for the Health and Social Care Partnership
- Updates from the 4 chairs of the Area Forums on work done in their area over the year as they passed the responsibility for this meeting over to the new chairs
- Details of the audit activity and findings from 2013-14 covering all types of adult protection cases

Discussions then took place in area groups on the following topics:

- What works well in Argyll and Bute? What works well in our area? How could we make it even better?
- What do we need to improve in our area? What should be our local priorities?
- What do we need to improve centrally?

Much of the feedback from the areas was positive, and a number of areas for future work locally were identified and will be taken forward by the Area Forums. Areas requiring work from the APC or Lead Officer Adult Protection included:

- Improving awareness of adult support and protection
- Continuation of the training programme in 2015
- Local publicity campaign agreed to support the SG campaign
- Contact with financial institutions planned at same time to draw attention to financial arm
- A&E staff training to be rolled out
- The need to improve the consistency of adult protection investigations
- Council officer refresher training to take place in the new year
- Council officer forum to be established to discuss cases and good practice

All of these activities are now underway or have been completed.

In response to the participants' enthusiasm for an adult protection conference instead of another self-evaluation day in 2015, plans are underway for such an event to take place in November.

4.12.2. Case File Audits

Following the model used to audit adult protection work in 2013, two separate types of case file readings took place in 2014: a multi-agency audit of a small number of cases where an adult protection investigation was done and a case conference took place, and a large scale audit of cases from across all areas where the decision had been taken (following inquiries) that the adult was not at risk and adult protection procedures would not be used. Details of both are below.

4.12.2.1. Multi-Agency Case File Audit 2014

In previous years the multi-agency case file audit had been confined to case file readings. In 2014, a more ambitious model was adopted from another local authority and the examination of records was supplemented – where possible – with interviews with the adult who had been the subject of the investigation and with the lead council officer. The findings from the file readings and interviews were then considered by a small group of professionals from each of the key agencies and an overall report produced with recommendations for each partner. The report was presented at the APC meeting in October 2014.

8 cases were randomly selected from across the four areas and represented all client groups. As in the previous year, difficulties in gaining consent from all the adults approached and the limitations of requiring the adult to either have capacity or to have a legal representative to give consent, made this a long and difficult process. Again it meant that the cases finally selected for audit were not particularly representative of those adults who were the subject of an investigation, as many of the cases related to an adult with dementia and who could not consent to their case being examined, and so were ruled out of this process. There were also considerable difficulties in obtaining consent from adults to be interviewed as many were content to allow an examination of the files but not to discuss what was a painful and difficult subject for them. A number of staff were also unavailable for interview through having left the department of through sickness.

In all the work done included:

- 8 multi-agency records examined

- 3 adults (or their representative) interviewed

6 workers were interviewed

4.12.2.2. Interviews with the adult or their representative:

It was agreed by the team examining the surveys that the three interviews undertaken with the adults provided feedback so specific to those particular individuals that the information gathered was statistically insignificant and provided no general information of value.

However, it was also agreed that gaining the feedback of adults who have been the subject of an adult protection investigation is absolutely vital. The short-life Service User and Carer Engagement Group has now been set up to develop better tools and processes to use to improve this, and these will be trialled as part of the 2015 case file audit..

4.12.2.3 Interviews with the workers:

Overall the interviews with the lead council officers for the adult protection investigations provided very positive feedback. In all six workers were interviewed. All felt confident that they understood their roles and responsibilities, all felt that the adult protection process had been multi-agency, all felt that the adult was safer at the end of the process and all felt that they had been supported throughout by their managers.

The only negative comments made related to the time that adult protection work takes and the impact this can have on existing workloads.

In additional comments made during the interviews, many staff showed an appetite for developing their skill and knowledge in adult protection through case discussions and refresher training based on actual cases. The first Council Officer Forum to enable this type of learning to take place has now been held and was well attended.

4.12.2.4. Case file readings:

A number of aspects of the ASP work by the different agencies were examined by pairs of staff with a number of areas of work examined for quality of action and recording.

In every category examined, the evaluation given to the files from different agencies ranged from weak to excellent, with no particular patterns apparent.

4.12.2.5. Overall quality of the work by each agency:

Not all agencies were involved in all cases, and one audit pair failed to provide an overall score.

	Police	NHS	Social Work	Multi-agency
Weak	0	1	0	1
Adequate	1	2	2	3
Good	2	2	3	0
Very good	0	2	1	3
Excellent	0	0	0	0

The final questions asked of the staff who examined the files were:

Was the process multi-agency throughout? 6 out of 9 (66%) felt that it was

Was the adult at the heart of the process? 6 out of 9 (66%) felt that they were

Was there evidence of positive (or negative) outcomes for the adult? 5 out of 9 (55%) could see clear positives for the adult

The completed file reading templates and questionnaires from staff and adults were then examined by the multi-agency group, and the following areas for improvement identified.

4.12.2.6. Areas for improvement:

Areas for improvement were noted for all the key agencies to be taken back to individual organisations by those involved in the group who considered the audit findings. These include:

For social work:

- The quality of adult protection investigations was inconsistent
- The views of the adult and their family members/carers were not always clarified and considered essential to the protection process: there was a sense in some pieces of work that adult protection was done to people and not with them

For Police Scotland:

- It was recognised that although social work staff reported potential crimes to the Police, feedback from the Police as to their actions tended to be extremely slow, which made it difficult for social work to develop the fullest possible protection plans

For NHS staff

- There were a number of times when it was clear that concerns about an adult had not been shared with social work at the earliest possible stage.
- It was recognised that sometimes only limited information was shared with social work when an adult protection investigation was being undertaken.
- Where health staff had been contacted for information as part of the investigation they did not always record in their own systems that this had taken place. This meant that in some health records there was no immediate way of identifying that adult protection concerns had been noted. One GP invited an auditor to examine the computed system in the practice as well as examine their notes. A visit to the health centre took place and it was immediately clear that although some information about adult protection concerns were available in the patient notes, they were stored alongside other information and not highlighted in any way. This means that should a locum GP see the patient they would not be made aware of the concerns that were current.
- In 2 out of the 7 case conferences GPs were invited but did not attend, send apologies or provide a report, meaning that their vital contribution was missing.

4.12.2.7. Actions:

The following actions were agreed by the APC as a result of the audit:

- That the audit method be adopted for a second year, with minor modifications.

This has been agreed, but with additional internal social work evaluation of cases where an adult protection investigation took place and where consent cannot be obtained because the adult lacks capacity and has no representative, in order to ensure that a more representative spread of cases are examined

- That the inconsistency and – in some cases lack of knowledge and skill – in undertaking adult protection investigations be addressed through the provision of refresher sessions for council officers and those who may be used as second workers in the period January-March 2015.

As detailed in Section 2, all except one Council Officer attended the refresher sessions held during this period

- That a Council Officer Forum be set up in order to maintain the knowledge base of those who act as council officers and develop a culture of learning through sharing practice.

The first Council Officer Forum was held in May, with a second scheduled for September.

- Specific work with GPs was recommended so that they had access to adult support and protection training appropriate to them and to encourage them to attend case conferences.

One PLT event for GPs has now been held, with others being planned for the future. There is also a degree of progress with facilitating a GP to attend the APC so that they can cascade information as appropriate to colleagues, although no G.P. has yet attended an APC meeting.

4.12.3. Internal Social Work Audit 2014

Those social work team leaders not engaged in the multi-agency case file audit examined 46 AP referrals and the work undertaken following their receipt. This was approximately 10% of all those cases where the decision had been taken that the adult was not at risk of harm and that AP procedures would not be used. The work examined was from every area and covered every client group.

4.12.3.1. Audit tool:

The audit tool used was that developed for the previous year's case file audit. However, during its use the team leaders fed back that they considered its marking scheme too generous and it was further adapted to reflect their comments. The scores given to each piece of work were then adjusted according to the new marking scheme but based on the work done by the team leaders. The result of this is that they appear to demonstrate a high degree of poor quality work.

4.12.3.2. Scoring:

Overall scores demonstrated a wide range in the quality of work done with all areas being responsible for both poor and excellent work.

	Poor	Adequate	Good	Excellent
Totals	20	7	9	10

These results were so concerning that the 20 forms considered "poor" were re-checked by the Lead Officer Adult Protection. This cross check showed that in general the weaknesses were in the recording rather than the action taken, and also in providing a critical analysis of the information gathered. Overall 78% demonstrated that the inquiries undertaken were appropriately multi-agency.

Forms that demonstrated less than excellent recording, practice and decision-making showed similar patterns across all areas:

37% of forms did not have all the information fields completed. This is poor and has been reflected over the year in the statistics that have been collected for the APC. Team leaders have been requested to be more scrupulous in checking forms for completeness of recording before they authorise them.

22% of forms did not demonstrate that the worker had made multi-agency inquiries. This means that in 78% the inquiries were appropriately multi-agency, which is extremely positive. A check of those forms where multi-agency inquiries were not made suggests that some of those were cases well known to the worker, so that further information gathering about their background was unnecessary. It would have been more helpful had this been recorded more clearly, and again team leaders have been reminded that where the adult and their needs are known to the department, this needs to be explicitly recorded.

72% of forms did not gather sufficient evidence to demonstrate whether or not the adult met the 3 criteria to be considered an adult at risk of harm and how this decision was made. The role of social work as defined by the ASPA is to receive adult protection referrals, make inquiries and then determine whether or not the adult is at risk of harm and whether action needs to be taken to protect them. This audit clearly demonstrates that social work staff make inquiries, but it also shows that staff then fail to show any critical analysis of the information gained and so demonstrate how the decision about whether or not the adult is at risk is reached.

39% of forms did not demonstrate that appropriate follow up was provided. At first glance this appears a disappointing result, but a check of those forms where this conclusion was reached suggests that the issue highlighted by the audit team was one of poor recording rather than poor decision-making. In many cases the adult was already known to staff and already receiving support but the form completed did not make clear why the decision was reached that this was appropriate and no other follow up needed. However, in some forms the decision was clearly a poor one.

4.12.3.3. General points

Although the results of this audit are disappointing, the consensus of opinion amongst the team leaders who took part was that it was an invaluable exercise for their own learning. Specific actions to improve performance were agreed with them on the day of the exercise, with others following:

- A change was made to the AP referral form to highlight that an analysis of the information gathered is required and provide a space for this. This is now being used extremely effectively by staff.
- The team leaders were sent the marking scheme used in the audit as a template against which to consider work that they authorise.

- The team leaders were sent the forms completed by their peers so that they could examine those considered to demonstrate good recording and practice and those that were judged to be less good to use them as training exercises with their staff
- At the request of team leaders anonymised template forms were created to demonstrate good recording and poor recording again to be used within teams to show staff what is expected of them.
- An external trainer was commissioned to provide a session for team leaders (and a small number of council officers) on “Recording and Defensible Decision Making”. This took place in November 2014, and at the suggestion of those who attended will be repeated in 2015 for those unable to attend the first session.

4.12.3.4. Overall findings from the 2014 case file audit:

As last year, the audits undertaken provided useful information for those involved in supporting and protecting adults in Argyll and Bute. It is clear that although considerable amounts of good work is taking place, this is too often inconsistent. The findings have been used to develop actions to make improvements in many areas and it is hoped that the audits in 2105 will demonstrate that improvements have been made.

4.13. STAFFING AND FUNDING

4.13.1. Staffing

The Lead Officer Adult Protection works to the APC and has been, to date, line managed by the Head of Service Adult Care. With the changes brought about by Integration, this will change and is currently awaiting agreement.

The Lead Officer Adult Protection and the APC were supported by the work of a half time admin officer in 2014-15. Following the admin review that took place within social work in 2014, this position is currently unfilled, but ongoing support is being provided through the strategic admin team until the situation is resolved.

4.3.2. Funding

Argyll and Bute Council continues to recognise the importance of adult support and protection and has, to date, maintained the previously agreed level of funding to support all aspects of this work. The funding for four social work staff was passed to the area

teams in 2012 to support their adult protection work, but all other elements of funding remain available to support other aspects of adult protection work.

5. TRAINING AND STAFF DEVELOPMENT

5.1. TRAINING

'... making arrangements for improving the skills and knowledge of officers .. of public bodies' S42(1)(c) ASP(S)A 2007

The multi-agency training plan developed by the Policy and Training sub-committee of the APC continues to focus on all aspects of adult support training. A full training programme for 2014-15 was published on the Argyll and Bute Council website at the start of the calendar year, with online bookings available to all agencies making it easily accessible.

A revised, simplified training framework was agreed in 2014, see below, with an associated Training Plan.



Training Plan

LEVEL	DESCRIPTION	OUTCOME SOUGHT	TARGET GROUP	MANDATORY	NOTES
	Council Officer and Second Worker Refresher Session	To provide those who undertake adult protection investigations with a practice based refresher on the essential elements of the Act and good practice in ASP work	Social workers, health staff in joint teams and any staff member who may be a second worker in an adult protection investigation	Yes for council officers	
	Specialist ASP courses as required and as identified for specific staff	No specific courses have been identified as essential in this section, as the learning needs of staff differ and it is important that any training framework remain responsive to issues identified either by individuals or as a result of self-evaluation and audit, and training commissioned to fill these gaps.	Any staff who work with adults at risk of harm and who identify a specific skill or knowledge gap		
Level 3	Chairing Adult Protection Case Conferences	To provide an opportunity for chairs of adult protection case conferences to identify the key elements of an adult protection case conference and share good practice in relation to all aspects of case conferences	Area Managers and lead professionals who chair adult protection case conferences	Yes	
Level 2	Adult Support and Protection Act in Practice	To ensure that council officers, social workers and other frontline staff who manage cases are aware of the Act, the legal duties placed on staff and how adult protection referrals are managed by social work from initial inquiries through to protection planning	Council officers Social workers, social work assistants, CPNs District Nurses, managers of care and support provider services etc.	Yes (for council officers and social workers)	Open to staff from any other agencies who manage cases and need a fuller understanding of their role within adult support and protection
Level 1	Introduction to Adult Support and Protection	To enable staff to recognise and report adult protection concerns, and have a basic understanding of the adult protection process	All staff in public, private and 3 rd sector who may come across an adult at risk of harm	To be agreed by each agency	Open to staff from any agency who have contact with members of the public.
	Minute taking	Effective minute taking	Minute takers of AP case conferences	Admin staff in adult social work	

5.1.1. Training provided 2014-15:

Level 1 Training:

Introduction to Adult Support and Protection

Most of this training was commissioned from an external provider, with the Lead Officer Adult Protection undertaking a small number of sessions in the more remote locations. It was open to all agencies groups across each area.

Overall 23 sessions took place with 344 staff trained across locations in Helensburgh, Dunoon, Bute, Lochgilphead, Campbeltown, Oban, Mull, Islay and Tiree.

The attendees were as follows:

The attendees were as follows:

Agency	Number attended
Local Authority	141
NHS Highland	109
3 rd Sector/Other	94
Total	344

Below is a breakdown of the 3rd Sector/Other agencies that attend:

Agency	Number attended
Abbeyfield House	18
ALLenergy	3
Argyll Voluntary Action	6

Bield Housing	4
Carers Direct	9
Carr Gomm	26
HART	3
Encompass Counselling	1
Lochside Care Home	6
Lynne of Lorne Care Home	8
Marines Support Agency	3
Northwood House	1
Premier Health Care	5
RAMH/ACUMEN	1
Total	94

The evaluations were consistently good, with average scores between 4 (very good) and 5 (excellent) in all categories.

Adult Protection Case Conference Minute Taking Training

This half day course for admin staff who take the minutes of adult protection case conferences was run in October 2014, and attended by 13 staff.

The changes in the admin teams across the areas as a result of the admin review within social work, means that there are plans to run this training again shortly for the staff in both adult care and children and families who may be required to minute adult protection case conferences as part of their new roles.

The evaluations were consistently good, with average scores between 4 (very good) and 5 (excellent) in all categories.

Level 2 Training:

The Adult Support and Protection Act in Practice

This one day course was run for a second year in 2014-15 and aims to ensure that staff from the key agencies who work with adults who may be vulnerable to harm have a basic understanding of adult support and protection and their responsibilities. The day long sessions reminds staff of the essential elements of the Act, provides an update on local social work and multi-agency procedures for dealing with adult protection referrals through to case conference and protection planning and provides a refresher of good practice in adult support and protection.

It is run by the Lead Officer Adult Protection and is open to any staff who hold cases or manage provider services from any of the key agencies. Overall 8 sessions were held between 1st April 2014 and 31st March 2015, with 78 staff trained across locations in Helensburgh, Dunoon, Bute, Lochgilphead, Campbeltown and Oban.

The attendees were as follows:

Agency	Number attended
Local Authority	42
NHS Highland	11
3 rd Sector/Other	25
Total	78

Below is a breakdown of the 3rd Sector/Other agencies that attend:

Agency	Number attended
Alzheimer's Scotland	3
Bield Housing	3
Carr Gomm	2
Crossreach	2
Enable Scotland	3
HART	2
H&L Carers	5
Lynne of Lorne	1
Maxie Richards Foundations	3
Trust Housing	1
Total	25

The evaluations were consistently good, with average scores between 4 (very good) and 5 (excellent) in all categories.

Level 3 Training:

Council Officer Refresher Sessions

As agreed in the new Training Framework above, it was decided that rather than simply purchase the training available, it would be more useful to ask council officers what training they felt would be most helpful for them, and tailor the training provided accordingly. The Council Officer Learning and Development Framework developed by the West of Scotland training leads was

used as the basis for a questionnaire for those staff appointed as council officers. A low number of responses were received but a number of common themes emerged and many of these were incorporated in the council officer refresher sessions held early in 2015.

All staff in the social work teams who had been appointed as council officers had undertaken an update on local procedures between January and March 2013. However, the case file audits of 2014 demonstrated a degree of inconsistency between the teams and the areas in the way that they were leading adult protection investigations. It was therefore agreed that compulsory refresher sessions be held for these staff early in 2015. They were open to second workers, too, to provide a mix of staff who attended.

The aim of the half day course was to ensure that council officers and second workers continued to have the necessary knowledge to deal with adult protection cases. The session reminded staff of the essential elements of the Act and of local procedures regarding ASP and provided a refresher of good practice in adult support and protection. Like the ASP Act in Practice training, work on specific case studies provided the attendees with the opportunity to consider how a variety of scenarios may be best approached so that the duties of all agencies are fulfilled and the principles of the Act followed when working with adults at risk.

IN all 85 staff attended the sessions, with all except 1 council officer participating.

The evaluations were consistently good, with average scores between 4 (very good) and 5 (excellent) in all categories.

Case Conference Chairing

Following previous case conference chairing training in February 2013, there had been only minor changes in the pool of case conference chairs in 2014. A refresher session was held in August 2014 for 6 chairs and an "Aide Memoire" was produced for them in order to remind them of the essential tasks when chairing such a meeting.

Recording and Defensible Decision Making

In response to the inconsistency noted in the 2014 case file audits, an external trainer was commissioned to provide a day-long session for team leaders and a number of council officers on recording and defensible decision making. This was held in November 2014 and was attended by 19 staff. At the suggestion of those who attended this session will be run again in September 2015 for those council officers unable to attend the previous day.

The Interface between Child Protection and Adult Protection

During 2014 it was recognised that the interface between Adult Care and Children and Families social work teams was not always as effective as should be expected. This was particularly concerning where there were potential adult and child protection issues identified in a case. Joint Guidance on the Interface between child protection and adult protection was produced jointly by the APC and CPC and a number of briefing sessions set up for staff from Adult Care, Children and Families, Education and a number of other agencies.

These were run by the lead officer adult protection and the interagency child protection training co-ordinator. The aim of the sessions was to enable staff to develop a shared awareness and understanding of the links between adult protection and child protection in practice. In all 6 sessions took place, with 105 staff attending from the following organisations:

Agency	Number
A&B Council	73
NHS Highland	24
Voluntary/3 rd Sector	8
Total	105

The feedback on the sessions was consistently good, with appreciation frequently shown for the opportunity to reflect on practice in these areas.

5.1.2. Monitoring and Overview of Training Activity by the Sub-Committee

- The majority of the training provided in 2014-15 was published on the Argyll and Bute Council website as part of the ongoing training programme. This proved a successful way of ensuring that the information was widely available and easily accessible for most organisations, with all partner agencies asked to pass on the link to the appropriate webpage to their contacts. The booking of places through the site was straightforward and easily managed internally and the sub-committee agreed to continue to use this model of advertising the training in 2015.
- The Policy and Training Sub-Committee also maintains an overview of the course evaluations and has been pleased to note that these have remained consistently high.
- During 2014 it was recognised that simply evaluating the appreciation of the training at the end of the session was not enough, and that it was important to try to capture whether the learning has had an impact on the day-to-day work of the attendee. The sub-committee therefore devised a post-training questionnaire that is sent out to attendees 3 months after attendance at any of the courses. It seeks to gain information as to whether the attendee has used the information acquired in their daily work and whether they have made – or considered making- an adult protection referral. The responses are shared with the sub-committee on a quarterly basis: any specific individual issues are dealt with by the lead officer adult protection as they are received, and any general points are highlighted for discussion by the sub-committee. Overall responses remain low, not unexpectedly, but feedback remains good that the staff who attended the courses have shared the information with colleagues and are using the information gained in their working lives.

5.2. PUBLIC AWARENESS OF ADULT SUPPORT AND PROTECTION

Raising the profile of adult support and protection remains high on the agenda of Argyll and Bute's APC.

It was agreed that rather than set up a new sub-group, the existing sub-committee should take on this responsibility and the membership was increased to include one of the Council's Communications Officers. With their assistance a communications strategy was developed and has included various actions such as additional press releases and additions to the website.

5.2.1. Citizens panel:

In the autumn of 2012 the APC had undertaken a first survey of knowledge of adult support and protection using the Citizens Panel. This showed that only 27% of respondents were aware that adults now had the legal right to be protected from harm. This figure was clearly disappointing but provided a baseline against which to compare figures in the future.

In 2014 Citizens Panel members were asked if they had heard of adult support and protection, and the responses demonstrated that the percentage of respondents aware of ASP had now risen to 37%. Panel members were then asked where they had seen or heard information about adult protection, with the answers providing some fascinating differences between the areas:

	Bute and Cowal	Helensburgh and Lomond	MAKI	OLI	Argyll and Bute
TV Advert	17%	26%	9%	18%	17%
Leaflets or posters	28%	30%	24%	64%	36%
Council website	9%	3%	22%	16%	14%
Local newspapers	52%	33%	22%	21%	31%
Other	5%	9%	7%	2%	6%

Despite the differences between different areas, it is clear that leaflets and posters, and local newspaper articles are the most effective means of promoting the topic, which is vital information as planning takes place for disseminating information.

Panel members were also asked where they saw leaflets or posters about adult support and protection. Again, interesting differences between the areas are clear:

Location of leaflets	Bute and Cowal	Helensburgh and Lomond	MAKI	OLI	Argyll and Bute
Social work office	10%	10%	13%	15%	13%
Police station	5%	30%	8%	15%	14%
Library	43%	30%	29%	8%	23%
Health centre	62%	79%	58%	88%	75%
Dentist	15%	15%	21%	4%	12%
Hospital	33%	42%	30%	27%	32%
Housing Office	0	0	13%	0	3%
Care Home	5%	0	0	4%	3%
Day Centre	0	0	0	15%	6%
Other	5%	0	4%	2%	3%

Crucially, it is clear that in all areas health centres are the best place for people to find out about adult protection.

To date all health centres have been sent new supplies of leaflets and posters every 6 months, and this will continue to be done, drawing the attention of practice managers to the figures above and the importance of the information being displayed. As detailed in Section 5 specific training is being offered to ensure that GPs have an improved understanding of adult support and protection and their importance in the process, and in ensuring their engagement with the APC through an identified GP link.

Because of the differences between areas, it is important that local work to raise awareness of adult protection is tailored to local need, so the above information has been provided to the Area Forums so that they can make appropriate links with these venues to ensure that they prioritise the ASP publicity materials.

5.2.2. Scottish Government Awareness Raising Campaign

After a number of delays, a publicity campaign initiated and funded by the Scottish Government took place between 9th February and 8th March 2015. Considerable amounts of work were done nationally to raise awareness of adult support and protection, with additional support provided locally.

Argyll and Bute had requested 100 posters using the national images but with a blank space for stickers to be attached, providing local contact details for anyone wanting to report harm. Well over 200 posters were received – after the start of the campaign – and these were distributed as widely as possible. Those assisting with the distribution placed them in health centres, hospitals, pharmacists, local shops, leisure centres and any of location that would agree to take them.

The council's communication team produced a press release based on the national information, and this was taken up and published by the Dunoon Observer and the Helensburgh Advertiser. The communications team also arranged to use the images from the campaign as one of the banner headlines on the Argyll and Bute council website, with the ability to click through the headline to the ASP pages. In addition they used the social media guidance from the national campaign to produce regular facebook and twitter comments drawing attention to the issues raised. The social media strategy was shared with other partner agencies, but as many have national rather than local web-based communications the bulk of the social media posts were done by the council.

In order to assist with raising awareness of financial harm, letters were sent to all banks and building societies in Argyll and Bute drawing their attention to the campaign and sending them leaflets and offers of further information about harm.

Following the campaign the Scottish Government asked councils for information to gauge the effectiveness of the publicity produced. And responses were submitted to each of the questions asked, as follows:

- We were asked if there had been a rise in in the number of referrals during or just after the campaign. In all there were 46 referrals in the 4 week period just prior to the campaign, and 44 during the campaign.

- We were asked how many were taken further under adult support and protection: there were 4 investigations in the 4 week period just prior to the campaign, and 4 that resulted from referrals made during the campaign.
- We were asked to provide details of the number of hits to the webpages in the weeks just before the campaign and for during the weeks of the campaign and about the “website bounce rate” both during and prior to the campaign.

The web team supplied the following information:

	Web page	Page views	Unique page views	Time spent on page	Bounce rate
Before	Social care and health APC	12 (100%)	12 (100%)	00.02.06	50%
Before	Adult protection	78 (36.28%)	58 (43.94%)	00.00.48	46.67%
During	Social care and health APC	21 (91.30%)	15 (88.24%)	00.00.54	66.67%
During	Adult protection	37 (68.52%)	34 (68%)	00.01.06	50%

It is clear from the above information that there was no rise in referrals or noticeable rise in visits to the relevant web pages during the campaign, but it is perhaps naïve to suppose that awareness of harm rises so quickly. The national campaign is only one element of the Argyll and Bute adult support and protection communications strategy, and other work continues to be done to raise awareness of this issue. Awareness levels will continue to be measured through the Citizens Panel, as this also provides us with detailed data as to where best to target our efforts to make people aware of the need to identify and report harm.

6. COMMUNITY SAFETY, CO-OPERATION, PARTNERSHIP AND LEARNING

6.1. Public Protection Arrangements

As detailed in Section 1 strategic leadership and scrutiny to the three public protection areas of Child and Adult Protection and the Multi Agency Public Protection Arrangements for High Risk Offenders (MAPPA) are provided through the Chief Officers Group Public Protection (COGPP).

In line with the APC's constitution, this will be reviewed again in September 2015 when the Committee undertakes its annual self-evaluation. This APC meeting has been postponed from its usual August date so that the findings from the recent Older Peoples Joint Inspection in relation to adult support and protection may be considered. Membership will also need to be reconsidered in the light of the ongoing management changes as Adult Care and the NHS integrate, as it is essential that the key personnel who lead the ASP agenda in their areas are represented at the meeting.

6.2. Communication Between Agencies in Practice

Feedback from partners within the APC continues to suggest that in general communication between the agencies is good.

Ongoing quality assurance and case file audits both report that most adult protection inquiries demonstrate multi-agency liaison and follow up, and that all adult protection investigations involve the other organisations working with the adult. The agencies represented at the self-evaluation day, too, reported very positively on partnership working where staff routinely work together to protect adults at risk of harm.

A number of key elements of multi-agency work in adult protection have been included in the APC Improvement Plan in recognition that it is only by ensuring the involvement of all key agencies that adults can best be supported in situations of risk:

6.3. Responses to adult protection referrals:

Although the council is lead agency for adult support and protection, the work undertaken when an adult protection referral is received is to undertake multi-agency inquiries so that information is sought from other key agencies to determine whether or not the adult is at risk, and ensuring that the appropriate support is available to them. Two qualitative measures form part of Outcome 2 of the APC Improvement Plan: *Adults receive an effective integrated response if concerns are expressed that they may be at risk of harm*

One measure is that 95% of adult protection referrals demonstrate the involvement of partner agencies in assessing whether or not an adult is at risk of harm

- *In 2014-15 95.3% of all referrals demonstrated the involvement of partner agencies*

The other is that 95% of adults not found to be at risk of harm are offered appropriate information and/or support

- *In 2014-15 97.6% of referrals demonstrated that the adult found not to be at risk of harm was offered appropriate information and/or support*

It is extremely encouraging that both these indicators have been met as they are key to ensuring that adult protection work is multi-agency from the outset and that even where it is clear that adult protection procedures are not required, the adult and their issues are treated seriously and they are provided with a service to meet their needs.

6.4. Adult Protection investigations, case conferences and protection plans:

From the conclusion of an adult protection referral that the adult is at risk, all aspects of the work that follows should be multi-agency, and a number of measures of this aspects of key stages are measured *in Outcome 3 of the APC Improvement Plan:* - *Where an adult is found to be at risk of harm, partner agencies work together to investigate the risks and take action to protect them.*

The measures include the following:

100% of adult protection investigations demonstrate multi-agency work

- *In 2014-15 96% of the investigations done involved multi-agency work*

100% of adult protection case conferences demonstrate that appropriate multi-agency staff were invited

- *77.7% of case conferences ensured that appropriate multi-agency staff were invited*

100% of adult protection case conferences demonstrate that appropriate multi-agency staff attend or send a report

- *67.3% of case conferences had full attendance by the invited staff or a report from them*

100% of protection plans demonstrate the involvement of partner agencies

- *100% of protection plans were multi-agency*

Although these measures demonstrate that not all of the ambitious targets were met, they are an important indication of a high level of multi-agency work being done here. Only a tiny number of investigations were not appropriately multi-agency, key staff from other agencies were invited to most meetings where an adult was considered at risk, and although full attendance was not achieved, a high degree of participation is taking place. It is clear from the more detailed records kept in the Scorecard (see Appendix 1) that it is most often GPs who fail to attend such meetings. Work was done some time ago with NHS Highland to ensure that funding was available for replacement cover when they were expected to attend such meetings and the additional training that has now been offered to GP practices may well assist in raising the profile of adult protection and the importance of the GPs participation.

7. CONCLUSIONS, RECOMMENDATIONS AND FUTURE PLANS

In my conclusion to the 2012-14 Biennial Report, I stated that much progress had been made, and that in the immediate future we must make sure that

1. all those referred are offered advocacy
2. we progress all referrals within our challenging timescales
3. the range of referral sources continues to widen – and widen rapidly
4. we understand much better the impact of our interventions
5. understand the rising tide of financial harm – and address it
6. raise awareness of Adult Support and Protection; in this we will need the help and support of the Scottish Government

We cannot claim to have completely resolved any of these issues, but in all of them we can report progress.

1. In 2013-14 only 45.3 of adults who were the subject of an adult protection investigation were offered advocacy. In 2014-15 this has risen to 82.5%
2. In 2013-14 71% of adult protection referrals had the initial inquiries completed within 5 working days, in 2014-15 this fell to 67%, but additional work is being undertaken within the social work teams to address this issues.
3. The range of referral sources has continued to broaden, with referrals this year from more organisations that ever before. An indication of this is the gradual reduction now being seen in the percentage of referrals from the police. In 2013-14 they made 57.9% of all referrals, in 2014-15 this had fallen marginally to 56.7%.
4. As described in Section 2, the importance of gaining meaningful feedback from adults and carers has been recognised and a short-life working group was set up to develop appropriate ways of doing this, then using the information gained to improve our services.

5. Financial harm has continued to increase, with a wide variety of cases dealt with this year. The impact of these sometimes extremely serious cases of financial loss has been recognised and the topic of Argyll and Bute's first adult protection conference taking place in November 2015 will be financial harm.
6. The response to the Citizens Panel in Autumn 2014, and the increase in referrals from members of the public, family members and friends demonstrate that awareness of adult protection is rising. The brief Scottish Government publicity campaign assisted with this, but it is too early yet to be clear of the level of impact that it had.

The APC Improvement Plan and scorecard covering 2014-15 is attached at Appendix 1. The performance measures will continue to be collected throughout 2015-16. These and the results of the case file audits in August 2015 and the annual self-evaluation day in November 2015 will be used to form the basis of the Committee's consideration as to what to include in its next improvement plan. Feeding into this process will be the assessment provided by the Joint Inspection of Older Peoples Services due in August 2015 and the feedback from the Minister on the Biennial report submitted last year.

It is planned that in early 2016, the Adult Protection Committee will undertake a major review of the future direction of travel. We will be looking beyond mere incremental change. Rather we shall be contemplating significant change. Adult Support and Protection is no longer a new issue. It has been mainstreamed. We shall be deciding how to develop this established responsibility in an environment where health and social care are fully integrated. We aim to up our game to be even more effective in this new environment.

**Act
against
harm**

Argyll and Bute Adult Protection Committee

ARGYLL AND BUTE APC IMPROVEMENT PLAN FOR ADULT PROTECTION

April 2014 – 2016

ACTIVITY	SUCCESS MEASURE	PERFORMANCE INDICATOR	LEAD AGENCY & REP	TIMESCALE	REPORT TO APC	2014-15 ADULT CARE SERVICE PLAN
OUTCOME 1 - Adults at risk are identified promptly and reported appropriately						
Clear public information exists explaining harm, who may be considered an adult at risk of harm and how to report harm	Public information is provided and published as widely as possible (and in appropriate formats) so that it is easily available to all	100% of ASP literature will be reviewed on an annual basis and re-distributed to appropriate locations	Multi-agency activity through members of Policy and training sub-group	Annual re-distribution September/October	Quarterly report from Policy and Training sub-group minutes	
	The effectiveness of public awareness campaigns are measured through an increase in referral rates from a number of sources	2% increase in referrals from social work, NHS, and care/support provider staff 2% increase in referrals from adults at risk, their friends, relatives and local community Carefirst AP referral numbers/sources	Figures collated by Area Manager AP, report to NHS ASP sub-group	Quarterly	Quarterly report on ASP Statistics	

	Training is available to staff from social work, NHS and care and support providers in the statutory, voluntary and independent sectors	A training programme for the year is provided, publicly available and open to staff from all agencies	<p>Training provided and published by social work on council website</p> <p>Distribution to staff in social work and NHS done by each agency</p> <p>Commissioning and contracts staff distribute to provider services</p>	Annual in January	Quarterly report from Policy and Training Group minutes	
		Attendance by staff from all agencies to be monitored	<p>Figures collated by Area Manager AP</p> <p>Figures reported</p>	Quarterly	Quarterly report from Policy and Training Group minutes	

			<p>to multi-agency Policy and Training sub- group</p> <p>Any demonstrable lack of attendance to be identified by group and dealt with by appropriate agency</p>			
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ACTIVITY	SUCCESS MEASURE	PERFORMANCE INDICATOR	LEAD AGENCY & REP	TIMESCALE	REPORT TO APC	SOURCE
OUTCOME 2 - Adults receive an effective integrated response if concerns are expressed that they may be at risk of harm						
All partner agencies will work together to ensure they are able to evidence clear, consistent guidance on adult support and protection and how to report concerns	All partner agencies are able to demonstrate a clear understanding of the guidance and make referrals appropriately	2% increase in referrals from social work, NHS, and care/support provider staff Carefirst AP referral numbers/sources	Figures collated by Area Manager AP	Quarterly	Quarterly statistical report	
Social work teams will work to ensure that all concerns and referrals receive a prompt and appropriate response	When adult protection referrals are received by social work teams they receive a timely and professional response	80% of adult protection referrals received by social work will have the initial inquiries completed within 5 working days Carefirst AP statistical report	Area Managers, social work, for B&C, H&L, MAKI, OLI	Quarterly report	Quarterly statistical report	AC-02
All agencies will ensure that they work together to assess whether or not an adult is at risk of harm	Joint working is evident across the partnership in relation to assessing whether or not an adult is at risk of harm	95% of adult protection referrals demonstrate the involvement of partner agencies in assessing whether or not an adult is	Area Managers, social work, for B&C, H&L, MAKI, OLI	Quarterly	Quarterly statistical report	AC-01 AC-03

		at risk of harm Internal quality audit				
All agencies must work together to ensure that, where the adult is not at risk of harm, they receive information and support as appropriate	Adult not at risk of harm are offered appropriate information and/or support	95% of adults not found to be at risk of harm are offered appropriate information and/or support Internal quality audit	Area Managers, social work, for B&C, H&L, MAKI, OLI	Quarterly	Quarterly statistical report	AC-01 AC-03

ACTIVITY	SUCCESS MEASURE	PERFORMANCE INDICATOR	LEAD AGENCY & REP	TIMESCALE	REPORT TO APC	SOURCE
OUTCOME 3 - Where an adult is found to be at risk of harm, partner agencies work together to investigate the risks and take action to protect them						
Adult protection investigations always involve partner agencies	Joint working is evident across the partnership in relation to adult protection investigations	100% of adult protection investigations demonstrate multi-agency work Internal quality audit	Team Leaders, social work teams, B&C, H&L, MAKI, OLI	Quarterly	Quarterly statistical report	AC-01 AC-03
Adult protection case conferences always involve multi-agency information sharing and decision making	Case conferences invitations are extended to an appropriate variety of professionals who attend the meetings	100% of adult protection case conferences demonstrate that appropriate multi-agency staff were invited and that those staff attend or send a report Internal quality audit	Team Leaders, social work teams, B&C, H&L, MAKI, OLI and lead staff from NHS and Police Scotland	Quarterly	Quarterly statistical report	AC-02
Where adults are considered at risk of harm, agencies work together to put in place timely plans to provide support and	Protection plans are developed jointly between partner agencies who work together to support and	95% of case conferences take place within 15 working days of the referral	Team Leaders, social work teams, B&C, H&L, MAKI, OLI	Quarterly	Quarterly statistical report	




























ACTIVITY	SUCCESS MEASURE	PERFORMANCE INDICATOR	LEAD AGENCY & REP	TIMESCALE	REPORT TO APC	SOURCE
protection	protect the adult at risk	100% of protection plans demonstrate the involvement of partner agencies Carefirst report and internal quality audit	AP Case conference chairs from all agencies			




















ACTIVITY	SUCCESS MEASURE	PERFORMANCE INDICATOR	LEAD AGENCY & REP	TIMESCALE	REPORT TO APC	SOURCE
OUTCOME 4 - Adults at risk receive a person-centred response to concerns about them						
All partners will work to ensure that adults who are the subject of an adult protection investigation are given information about the process	Adults who are the subject of an adult protection investigation are well informed about the process and have their communication needs considered and support provided where required	100% of adults who are the subject of an adult protection investigation are given information about the process and their communication needs are considered.	Team Leaders, social work teams, B&C, H&L, MAKI, OLI	Quarterly	Quarterly statistical report	AC-03





ACTIVITY	SUCCESS MEASURE	PERFORMANCE INDICATOR	LEAD AGENCY & REP	TIMESCALE	REPORT TO APC	SOURCE
		Carefirst report				
All adults who are the subject of an adult protection will be offered support to enable their views to be expressed	Adults who are the subject of an adult protection investigation are offered advocacy	100% of adults who are the subject of an adult protection investigation are offered advocacy Carefirst report	Team Leaders, social work teams, B&C, H&L, MAKI, OLI	Quarterly	Quarterly statistical report	
All adults who are the subject of an adult protection investigation are supported to attend any case conference and their views are clearly recorded	All adults are supported to attend their AP case conference	100% of adults who are the subject of an adult protection investigation are invited to their case conference and have supported to attend if they wish to do so, and any reason for non-attendance is clarified and recorded Internal quality audit	AP Case conference chairs from all agencies	Quarterly	Quarterly statistical report	

ACTIVITY	SUCCESS MEASURE	PERFORMANCE INDICATOR	LEAD AGENCY & REP	TIMESCALE	REPORT TO APC	SOURCE
All adults who are the subject of an adult protection investigation are given the opportunity to feedback on whether they were listened to and whether they feel safer as a result of the process	All adults are able to feedback to partner agencies whether they feel they were listened to	100% of adults who are the subject of an adult protection investigation are offered the opportunity to provide feedback on their experience of the process Report from advocacy service	Advocacy service report to Adult Protection Committee	Quarterly	Quarterly	

Adult Protection Committee Improvement Plan Scorecard

Measure	Baseline Figure April 2013 – March 2014	1 April – 30 June 2014	1 July – 30 September 2014	1 October – 31 December 2014	1 January – 31 March 2015
OUTCOME 1 - Adults at risk are identified promptly and reported appropriately					
100% of ASP literature will be reviewed on an annual basis and re-distributed to appropriate locations	No baseline figure	To be reviewed in Autumn	Reviewed October 	Reviewed October 	Reviewed October 
2% increase in referrals from social work	8 (please note this is an average figure per quarter)	6 	2 	3 	5 
2% increase in referrals from NHS	11 (please note this is an average figure per quarter)	10 	13 	5 	19 
2% increase in referrals from care/support staff	15 (please note this is an average figure per quarter)	16 	13 	8 	9 
2% increase in referrals from adults at risk	1 (please note this is an average figure per quarter)	0 	1 	2 	2 
2% increase in referrals from relative, friends or general public	4 (please note this is an average figure per quarter)	5 	7 	7 	8 
OUTCOME 2 - Adults receive an effective integrated response if concerns are expressed that they may be at risk of harm					
80% of adult protection referrals received by social work will have the initial	71% (please note collected over last				

95% of case conferences take place within 15 working days of the referral	No baseline figure	75%  Of 4 case conferences required, 1 was held late	78%  Of the 9 case conferences, 2 were late (by 1 and 2 days respectively)	33%  Of the 3 case conferences 2 were late but for good reason	75%  3 case conferences were delayed, all for good reasons
100% of protection plans demonstrate the involvement of partner agencies	95.8%	100% 	100% 	100% 	100% 
OUTCOME 4 - Adults at risk receive a person-centred response to concerns about them					
100% of adults who are the subject of an adult protection investigation are given information about the process	100% (please note info only collected from last 2 quarters)	100% 	100% 	100% 	100% 
100% of adults who are the subject of an adult protection investigation have their communication needs considered	86.1%	100% 	89%  1 adult did not have their communication fully considered	81%  2 adults did not have their communication fully considered	86%  1 adult did not have their communication fully considered
100% of adults who are the subject of an adult protection investigation are offered advocacy	45.3%	60%	93%  1 adult failed to be offered advocacy without good reason	91%  1 adult failed to be offered advocacy without good reason	86%  1 adult failed to be offered advocacy without good reason

<p>100% of adults who are the subject of an adult protection investigation are invited to their case conference and are supported to attend if they wish to do so, and any reason for non-attendance is clarified and recorded</p>	<p>87.3%</p>	<p>100%</p> 	<p>100%</p> 	<p>100%</p> 	<p>100%</p> 
<p>100% of adults who are the subject of an adult protection investigation are offered the opportunity to provide feedback on their experience of the process</p>	<p>No baseline figure</p>	<p>Not yet captured</p>	<p>Not yet captured</p>	<p>Not yet captured</p>	<p>Not yet captured: work ongoing through service user and carer engagement group</p>

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MID ARGYLL, KINTYRE AND THE ISLANDS – AGENDA ITEM TRACKER
NOVEMBER 2015

	Report Title	Officer/Contact	Date added to Tracker	Notes	Action Required
1.	Roads Issues & Roads Revenue Budget	Kevin McIntosh/Jim Smith	Ongoing	Regular attendance at Area Committee meetings with updates and revenue budget.	April AC – FQ3 October AC – FQ1 (FQ4 as addendum to FQ1) December AC – FQ2
2.	Area Scorecard	David Clements	Ongoing	Regular attendance at Area Committee meetings to report on scorecard.	April AC – FQ3 June AC – FQ4 August AC – FQ1 December AC – FQ2
3.	Item Tracker	Lynsey Innis	Ongoing	Regular updates at Area Committee meetings for noting and updating.	Future AC Meetings
4.	Secondary Schools – Performance and attainment		Ongoing	Scheduled attendance of Head Teachers at Area Committees to provide reports on performance and attainment.	February AC – Campbeltown Grammar School April AC – Tarbert Academy & Lochgilphead Joint Campus June AC – Islay High School
5.	Adult Care MAKI (Health and Social Care)	John Dreghorn	Ongoing	Regular Updates – Integrated report (Health and Social Care).	February 2016 AC

Standing items on the tracker

6.	MAKI Ferry Services	Jocelynn McConnachie/Simon Richmond of CalMac and Fergus Murray	June 2013 AC	Annual Updates	October 2016 AC
7.	Defence Estates, Machrihanish/Machrihanish Airbase Development	Fergus Murray/Malcolm MacMillan (MACC Manager)		Regular updates required	Future meeting
8.	Scottish Water	Joanna Peebles		Annual presentation at Business Day with information on the 5 year Capital Programme and input into the development aspirations for A&B as a whole	Business Day meeting to be confirmed (Shona Barton to confirm timetable with Joanna Peebles)
9.	ACHA	Alistair MacGregor (Chief Executive – ACHA)	December 2013 AC	Annual Update	October 2016 AC
10.	Primary Schools - Performance and Attainment	Kathryn Wilkie	June 2013 AC	Annual Update - to include information on early years development	June 2016 AC
11.	Health and Social Care Integration Agenda	Integration Manager	August 2014 AC	Regular reports to AC	February 2016 AC
12.	Transport Scotland	Morag MacKay/Jonathon Morran, Transport Scotland	October 2014 AC	Regular Updates	December 2015 AC
13.	Third Sector Grants	Antonia Baird		1. April tranche 2. August tranche 3. Monitoring of grants to the Third Sector	1. April AC 2. August AC 3. August AC
14.	Roads Issues	Jim Smith	May 2014 BD	Report from EDI Committee on the Area Roads split formula (The Chair confirmed that following conversation with the HOS, the report would be presented following the P&R Committee meeting)	Future BD Meeting (<i>following item calling at P&R Committee</i>)

15.	MAKI Economic Development Action Plan (EDAP) including Mid Argyll Regeneration Initiative	Ishabel Bremner	June 2013 AC	Annually reviewed	June AC
16.	New Campbeltown Grammar School	Michael Casey/Malcolm MacFadyen	August 2013 AC	Update report	January 2016 BD
17.	Patient Transport Policy	Alison Guest (Assistant Locality Manager, NHS Highland)	June 2014 AC	Report to future AC when report finalised	<i>Policy circulated to Members by email – November 2015 – Updated policy to future AC meeting following completion of review</i>
18.	Inveraray CARS	Audrey Martin/Feargal De Buiteleir	October 2014 AC	Report to come to future AC following submission of grant applications	Future AC
19.	Flooding in Campbeltown	Jim Smith/Stewart Clark	January 2015 BD	To remain on tracker until such time as issue is rectified	
20.	Digital Infrastructure Update	Anna Watkiss	May 2015 BD	Report on where we are now with mobile coverage in local communities and further detail on the Scottish Government initiatives when rolling out broadband	<i>Following discussion with the Chair, it was agreed that this item be given consideration at the December 2015 AC</i>
21.	Consultation on Jura Ferry	Pippa Milne/Fergus Murray	June 2015 AC		<i>Following discussions with the Chair, it was agreed that this item would be considered at a future AC meeting, following clarification on the direction of Transport Scotland.</i>
22.	Campbeltown CHORD	Helen Ford/Kirsteen Macdonald		Position Paper	<i>Following discussions with the Chair, it was agreed that this item would be considered at the February 2016 AC due to the</i>

					final account not yet being finalised.
23.	Adult Protection Committee Annual Report	Rebecca Barr	Email request added to tracker on 23/09/2015		December 2015 AC
24.	Townscape Heritage Initiative	Audrey Martin/James Lafferty	October 2015 AC	Progress Report in relation to the Town Hall	Updates when required
25.	Running Track, Meadows	Pippa Milne/Jim Smith	October 2015 AC	Progress Report	Updates when required

MID ARGYLL, KINTYRE AND THE ISLANDS – ITEMS REMOVED FROM TRACKER

	Report Title	Officer/Contact	Date added to Tracker	Notes	Action Required
21.	Campbeltown Office rationalisation	Malcolm MacFadyen	May 2015 (Councillor Colville request)	Update of current position	<i>Following discussions with the Chair, it was agreed that this item be given consideration at the November 2015 BD</i>
24.	Roads Issues	Stewart Clark/Jim Smith	October 2015 AC	Report highlighting options on how information could be provided to Members in the future	November 2015 BD

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