



East Lothian and Midlothian
Public Protection Committee



Adult Support and Protection Biennial Report 2022-2024



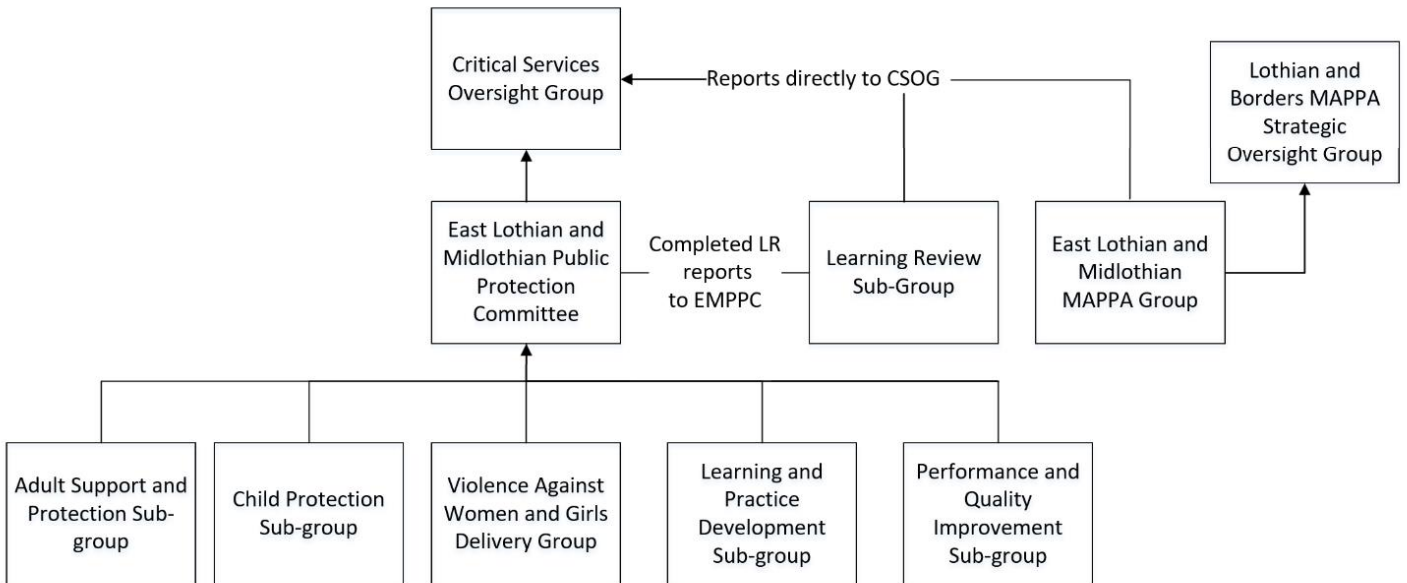
Introduction

The Adult Support and Protection Act (Scotland) 2007 aims to protect adults who are unable to safeguard their own interests and are at risk of harm because they are affected by disability, mental disorder, illness or physical or mental infirmity. The Act places duties on Councils and other organisations to investigate and, where necessary, act to reduce the harm or risk of harm.

Section 46 of the Act requires the Convenors of Adult Protection Committees to produce a biennial report analysing, reviewing, and commenting on APC functions and activities in the preceding two years. This report covers the period April 2022 to March 2024.

The local authority areas covered by this report are East Lothian and Midlothian. Since 2014, East Lothian and Midlothian has operated a joint Public Protection Committee, which incorporates Adult Support and Protection, Child Protection, Violence Against Women and Girls and MAPPA into one Committee structure.

Our reporting structure from April 2024 is as follows, with the introduction of an Adult Support and Protection Sub-group and Child Protection Sub-group at that point:



What our data tells us

The review of data and performance information in East Lothian and Midlothian is undertaken by the EMPPC Performance and Quality Improvement Sub-group.

Prior to the introduction of the National Minimum Dataset, local indicators were in place from 2015/16; this included monitoring patterns of referrals, inquiries, multi-agency attendance at Case Conferences and timescale standards. This provided assurance to EMPPC that arrangements for Adult Support and Protection work were in place to keep adults safe through timely intervention and support.

The National Minimum Dataset for Adult Support and Protection was introduced nationally in Quarter 1, 2023/24. Our Critical Services Oversight Group agreed to a delay of this by one quarter, due to the need to make significant changes to the Social Work recording system, and due to the Joint Inspection of Adult Support and Protection in East Lothian. We therefore introduced the National Minimum Dataset in both areas from Quarter 2, 2023/24 (from July 2023).

Whilst we benefit from coming together as two areas to share learning and expertise, and have joint Adult Protection Procedures across both areas, we recognise the differing structures in the delivery of Adult Support and Protection work and therefore need to be cautious about making direct comparisons between the two areas. In East Lothian Council Officers are located across a number of teams, and Council Officers undertake a mixture of short- and longer-term work. In Midlothian there is dedicated Adult Support and Protection Team which deals with the majority of the longer-term work, although there is a wider group of Council Officers who primarily undertake duty work.

Through the EMPPC Performance and Improvement Sub-group the Scottish Fire and Rescue Service reports on the number of Home Fire Safety Visits that take place and the number of Adult Support and Protection concerns that are referred to Social Work. We have been able to use that data to provide assurance of good practice in addressing Adult Support and Protection concerns.

East Lothian

Table 1 illustrates the number of referrals received and inquiries concluded since our EMPPC began collating and reporting on this in 2015/16. We see no trend in the number of referrals received by year but note a steady increase in the two years following the pandemic lockdown, when concerns about adults at risk of harm were increasingly reported once restrictions eased. Although there has been an increase in the number of inquiries over the past four years up to March 2024, we need to review the data in the coming year to see if this is a trend.

East Lothian - ASP Referrals and Inquiries

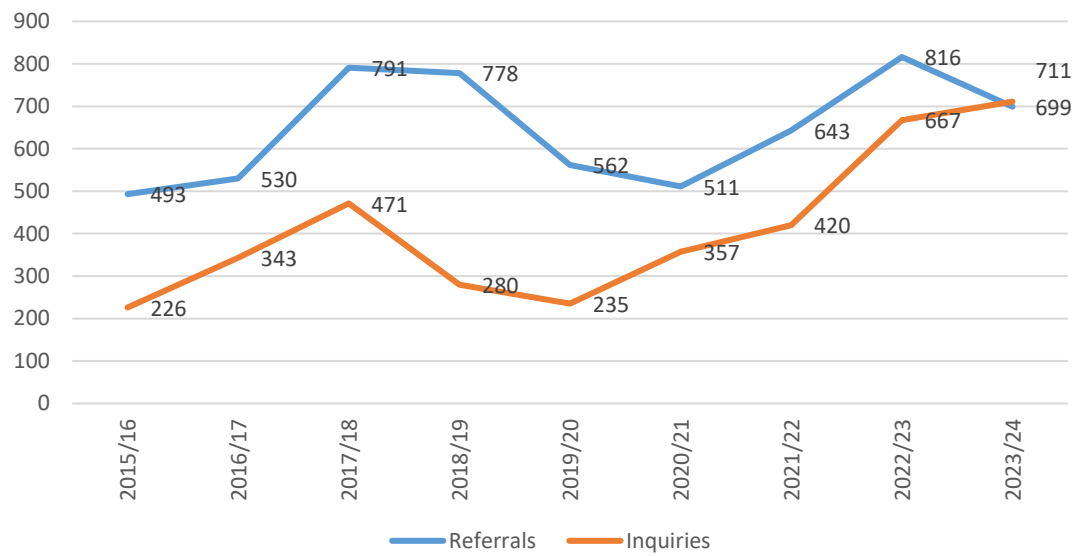


Table 1

Following receipt of any referral to Adult Social Work to the East Lothian Council Contact Centre, the referral is screened by a Duty Team Leader, within a standard of 24 hours of receipt. At screening it will be confirmed if the referral is to be dealt with under Adult Support and Protection. A referral may be re-categorised from Adult Support and Protection if, on the face of the information provided, the Duty Team Leader considers that there is insufficient information, or the level of concern does not suggest that this should be dealt with under Adult Support and Protection. Similarly, a referral may be re-categorised as Adult Support and Protection.

In 2022/23 the conversion rate from referral to inquiry increased to 81.74% from 65.32% the previous year; this had doubled from three years earlier. In 2023/24 for the first time the number of inquiries undertaken under Adult Support and Protection in East Lothian exceeded the number of referrals, by 12. Breaking this down further by quarter, we see that for three Quarters out of four in 2023-24 (Quarter 1, Quarter 2 and Quarter 3) the number of inquiries exceeded the number of referrals.

In Table 2 below we can see the relationship between referrals and inquiries by quarter. This is the number of referrals received in the quarter and number of inquiries started in the quarter, and therefore there will be slight lag at quarter end. Given that a referral can be re-categorised, it is not simply a case of being able to calculate the difference between the number of referrals and inquiries. We are not able to say that there is any trend in relation to this, as this relates to only three quarters, and in Quarter 4, 2023/24 the number of referrals exceeded the number of inquiries.

Key messaging from operational and strategic leads has promoted a change in culture over recent years in East Lothian, moving away from managing risk through a welfare approach towards a more consistent approach in the application of Adult Support and Protection inquiry, as a referral response. This has been supported by increased operational oversight of Adult Support and Protection work generally in East Lothian. We believe this explains the increase in the number of inquiries year on year.

The screening process has been strengthened over the last two years, and we know from discussions through our EMPPC Performance and Quality Improvement Sub-group that it is robust and carried out in a timely

manner within East Lothian. Our operational Managers in Adult Social Work report that from discussions in supervision, and oversight of Adult Support and Protection work, there is increased confidence and decisiveness in Adult Support and Protection work, with inquiries being instigated appropriately. This was echoed in the report of the Joint Inspection of Adult Support and Protection in East Lothian (published by the Care Inspectorate in June 2023), which noted that referrals dealt with by the duty system were handled in a timely manner and “all inquiries were completed in line with the principles of the legislation”, with “management oversight evident for almost all inquiries completed”.

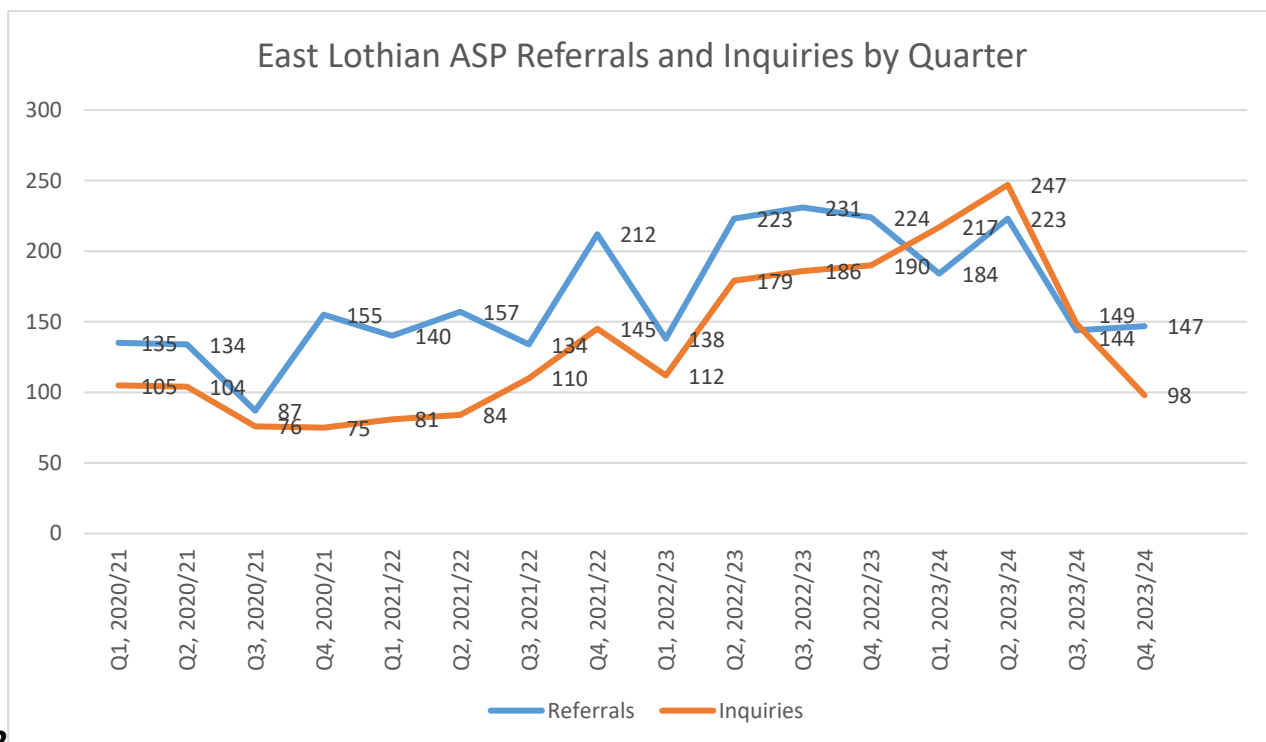


Table 2

Following the implementation of the National Minimum Dataset from Quarter 2, 2023-24, we are now able to identify the balance between inquiries with or without the use of investigatory powers. This is illustrated in Table 3 below. Although there are only three quarters to date, we believe that the increase in the use of investigatory powers is reflecting an increased confidence and competence in identifying what powers are being used and when. This is similarly reflected in our local discussions when reviewing data on a quarterly basis.

	Inquiries without use of investigatory powers (n)	Inquiries with use of investigatory powers (n)	Total inquiries
Q2, 2023-24	76.52% (189)	23.48% (58)	247
Q3, 2023-24	51.01% (76)	23.48% (73)	149
Q4, 2023-24	13.27% (13)	86.73% (85)	98

Table 3

Type of Harm

Prior to the introduction of the Adult Support and Protection Minimum Dataset, local reporting on types of harm related to an investigation (the linear stage that followed a duty to inquire under our previous Adult Support and Protection Procedures). In 2022/23, the most common principal type of harm investigated was identified as 'other' (23 cases, which would include a range of issues), followed by financial harm (22) and physical harm (22). In Quarters 3 and 4, 2022/23, we recognised a potential under-identification of self-neglect as a principal type of harm and audited a sample of cases, which confirmed a misclassification of self-neglect as neglect. This was addressed very quickly by operational managers, with significant improvement evident in Quarter 1, 2023/24.

We recognised that the use of 'other' as a category was unhelpful and welcomed the clarity provided by the introduction of the Adult Support and Protection Minimum Dataset, since which time we have been able to minimise the use of 'other' when identifying harm. We can report that in 2023/24 there has been minimal use of the 'other' category and Council Officers are effectively using the new categories.

The introduction of the Adult Support and Protection Minimum Dataset has supported more accurate identification, distinction between and recording of self-neglect, neglect and self-harm. For three quarters worth of available data in 2023/24, the three most common types of harm in inquiries with the use of investigatory powers were financial, followed by self-harm and physical harm.

As expected, the majority of inquiries related to adults living in their own home and there is nothing unusual standing out about this data. From Quarter 1, 2024/25 we will monitor and report on the use of investigatory powers. We will be able to track the number of inquiries where a home visit and interview took place, which will support us to monitor the level of engagement with the adult.

In East Lothian, the Social Work recording system has been updated to include recording fields on the offer and take up of advocacy. We had previously identified this as an area for improvement through audit work and practice is now more in line with the Code of Practice. The Joint Inspection of Adult Support and Protection in East Lothian recognised the work that had been done to actively promote advocacy via focused staff briefings provided through EMPPC Training Calendar (twice yearly), articles in the EMPPC Newsletter and inputs at Council Officer training.

Midlothian

Table 4 shows the number of referrals and inquiries by year in Midlothian. As shown, referrals increased by 37.83% from 2021/22 to 2022/23, which was double from the first year of the pandemic. There was a further increase by 10.55% between 2022/23 and 2023/24. Inquiries similarly increased for the third year in a row, by 27.69% and 28.19% in the two years of this report. There has been no corresponding increase in Council Officer resource in that period, and no publicity campaigns to encourage referrals about Adult Support and Protection. However, we know from the wide range of referral sources in Midlothian that there is good awareness of the need to refer concerns. This seems to be line with the national picture of increasing referrals since the pandemic.

Midlothian - ASP Referrals and Inquiries

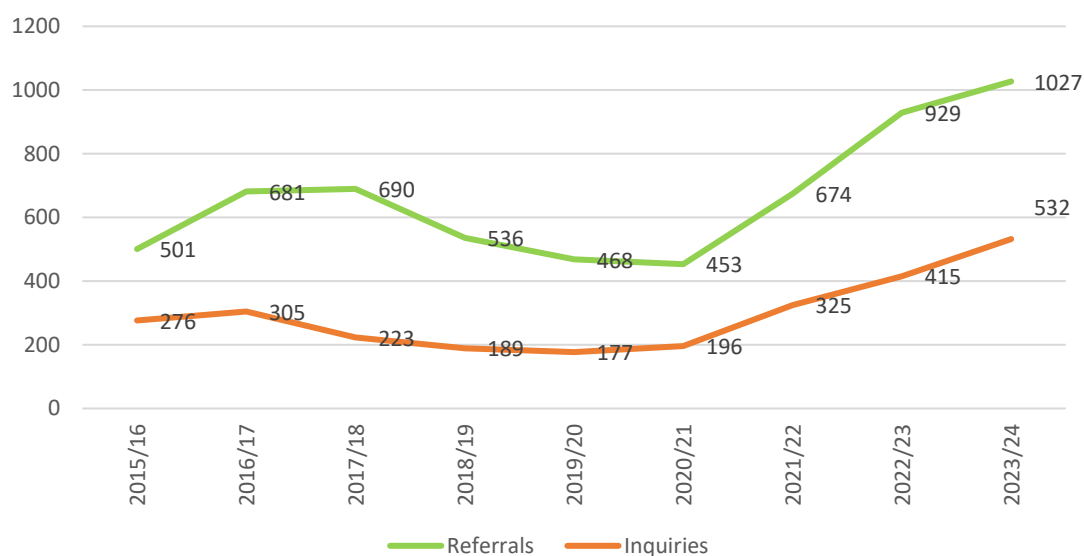


Table 4

Following receipt of any referral to Adult Social Work to the Midlothian Council Contact Centre, the referral is screened by the dedicated ASP team, within a standard of 24 hours of receipt. The performance in meeting this standard has been excellent over several years now, with a well embedded and robust system in place.

In Table 5 below we can see the relationship between referrals and inquiries by quarter. This is the number of referrals received in the quarter and number of inquiries started in the quarter, and therefore there will be slight lag at quarter end. Quarter on quarter, there are no trends in the number or source of referrals or inquiries. The spike in the number of referrals in Quarter 3, 2023/24 was examined closely, and related to some mis-badging of Police welfare concerns as Adult Support and Protection referrals. This was quickly addressed and resolved, and did not create any risk, with assurance that the needs of the adult had been appropriately addressed, and the opportunity was taken to re-issue screening guidance to staff.

It has consistently been reported over a number of years that the conversion rate from Adult Support and Protection referral to inquiry in Midlothian has sat at just below 50%. A significant proportion of referrals are screened out at the initial stage without progressing to an inquiry, however, when we look at the outcomes recorded on referrals, almost all referrals have had some form of action, and are referred to other teams/services within the Health and Social Care Partnership.

To understand more about the data, in 2023 it was agreed that we would routinely sample a portion of referrals per quarter that did not progress to an inquiry to understand more about what this data was telling us – including about thresholds for decision making, quality of referral information, repeat referrals. This work was undertaken for three quarters in 2023/24, with the Adult Support and Protection Lead Officer, Adult Support and Protection Team Leader and Mental Health Team Leader auditing cases that did not proceed to Adult Support and Protection Inquiry. In audits of 40 cases in the first two quarters, there was agreement not to progress to Inquiry in 37 cases. In the remaining three cases follow up action was taken through Social Work allocation or current case management. These audits concluded that there was assurance of sufficient safety measures in place at the screening stage and the adult’s needs had been met appropriately with non-Adult

Support and Protection intervention. It was identified that the quality of information included in referrals needed to improve to support the ability to badge a referral as Adult Support and Protection.

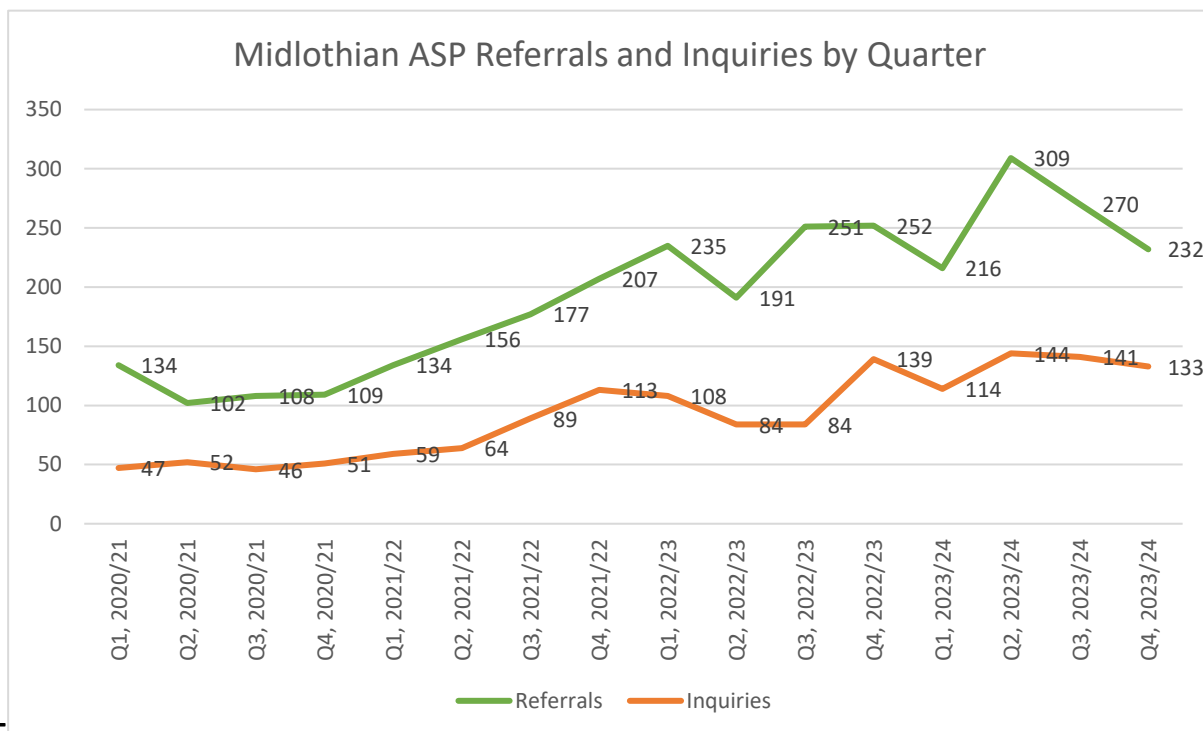


Table 5

Types of Harm

Prior to the introduction of the Adult Support and Protection Minimum Dataset, we reported on Adult Support and Protection investigations, which followed the inquiry stage. Financial harm was the most common principal type of harm investigated (38 out of 119 cases) in 2022/23; this has been the most common type of harm at the investigation stage in six of the last eight years. ‘Other’ types of harm made up 26 of 119 investigations and neglect was the third most common type of harm, relating to 18 investigations.

In 2023/24, the most common type of harm in inquiries with the use of investigatory powers was psychological, followed by financial/material harm and neglect/acts of omission. There are more categories of harm in the Adult Support and Protection Minimum Dataset, and from regular meetings between operational Managers and the Adult Support and Protection Lead Officer, we believe that Council Officers are identifying harm more confidently and competently, resulting in less use of ‘other’ categories to define harm.

	Inquiries without use of investigatory powers (% of total)	Inquiries with use of investigatory powers (% of total)	Total inquiries
Q2, 2023-24	67.36% (97)	32.64% (47)	144
Q3, 2023-24	69.50% (98)	30.50% (43)	141
Q4, 2023-24	51.13% (68)	48.87% (65)	133

Table 6

In the last quarter of the reporting period, we saw a marked increase in the use of inquiries with investigatory powers. Although there is only one quarter's worth of data, operational Managers report increasing awareness by Council Officers in identifying when it is appropriate to use investigatory powers. This is supported by the recording system within Social Work which identifies what type of power has been used.

As expected, the majority of inquiries related to adults living in their own home and there is nothing unusual standing out about this data.

Outcomes, achievements, and service improvements

Revision of Multi-agency Adult Support and Protection Procedures

In November 2023, EMPPC launched its revised Multi-agency Adult Support and Protection Procedures, to bring them into line with the revised Code of Practice published in July 2022. This followed a period of consultation with staff across agencies. The revised Procedures removed detail about operational processes to be followed by Council Officers, focusing on the multi-agency responsibilities across all services.

To support the implementation of our revised Procedures, we held three online briefings attended by 170 staff across East Lothian and Midlothian. This included staff in Children's Services as well as staff in Adult Services from both the statutory and third sector. In advance of the launch of the revised Procedures, there was a dedicated briefing session with Council Officers on the implications for practice and recording. There was an article in our EMPPC Newsletter, and we continued to promote the use of the procedures in each Quarterly newsletter thereafter.

Strategic and operational leads in East Lothian and Midlothian were keen to reflect the spirit of the revised Code of Practice in multi-agency Procedures and operational processes, moving away from the distinction between Inquiries and Investigations as discrete stages. In 2023, a significant and impactful amount of work was undertaken in various forums, training, discussions, processes and written communications, to increasingly embed a culture of thinking about an overarching Inquiry, with or without the use of investigatory powers. The one inquiry approach is being embedded well in both areas.

In both areas a significant amount of work was undertaken by operational Managers to review and revise standard operating processes to complement the Procedures and Code of Practice. These have ensured clarity

and consistency of understanding or roles and responsibilities. This was supported by changes to Social Work recording templates for Adult Support and Protection work, with one template/form to record the overarching inquiry. This has simplified recording processes for Council Officers and a reduction in duplication of recording. This has been an area of success and benefit in each area. This was recognised in the Joint Inspection of Adult Support and Protection in East Lothian, which noted that “the updated template for recording investigations (*inquiries*) was well designed and supported accurate recording”. The Joint Inspection of Adult Support and Protection in Midlothian was conducted between January and April 2024, and published its report in June 2024. The conclusion and publication of the Joint Inspection report is not covered by the period of this report, but we can report with confidence that inspectors similarly found during case file reading in Midlothian in January 2024 that the amendment to the inquiry template was promoting confidence amongst staff and supported the move to an overarching inquiry.

All training and learning and development materials were updated to reflect the changes in the Code of Practice and the revised local Adult Support and Protection Procedures.

Ongoing monitoring and review have provided a high level of confidence that Council Officers have embraced the changes brought about by the introduction of the revised Adult Support and Protection Procedures in November 2023. Council Officers are required to identify and record what powers have been used in an inquiry. Managers have reported that they see evidence of growing confidence and competence in the identification and use of investigatory powers.

The operational management and supervision of the work of Council Officer activity are strong in East Lothian and Midlothian, with comprehensive recording of risk assessment and analysis. There is close tracking and oversight of the progress of Adult Support and Protection work, and performance in timely completion of inquiries is strong.

From Quarter 1, 2024-25 the EMPPC Performance and Quality Improvement Sub-group will begin to see the breakdown of powers used. This is aimed at identifying any potential resource requirements, identification of training needs and oversight of the involvement of the adult in the Adult Support and Protection inquiry.

Introduction of Adult Support and Protection National Minimum Dataset

Phase 1 of this was introduced in East Lothian and Midlothian from Quarter 2, 2023/24. We know from attendance at the national drop-in feedback sessions run by the Scottish Government that we were two of 23 local authorities that did not introduce the dataset from Quarter 1 as expected. EMPPC’s Oversight Group approved delay by one Quarter, due to the Joint Inspection that was underway in East Lothian at the same time, and the requirement by both areas to make substantial changes to the Social Work recording systems.

In the period of this report, we have completed three Quarters of collating and reviewing the new dataset. Our confidence in its use has increased over the three Quarters.

Improving our approach to risk assessment

In August 2022 we introduced a risk assessment framework to support risk analysis and SMART action planning in Adult Support and Protection work. This was introduced in Council Officer training and in Council Officer Forums. In February 2023 EMPPC’s Performance and Quality Improvement Sub-group formally reviewed the framework (Analytical Risk Management in Adult Protection). The approach, known as the ‘TILS’ framework,

considers the interaction of the following component parts when assessing risk – identifying the type of harm, the imminence, the likelihood and severity of impact, for each harm identified. This is now on the ASPire Hub: [Guidance: Analytical risk management in adult protection \(East Lothian and Midlothian\) | Iriss](#)

The TILS Risk Assessment Framework is now routinely included in Adult Support and Protection training, and the Social Work recording system in each area was updated to enable Council Officers to articulate their risk analysis and assessment. In the Joint Inspection of Adult Support and Protection in East Lothian the inspection report found that “this supported the practitioner to consider, analyse and measure risk at each stage of the process and review progress from the previous stage. This resulted in more robust assessments and recording of risk”. Although it was recognised that it was early days to assess the full impact, the inspection found that “the embedding of (the TILS) approach had improved risk management planning”, and “almost all concerns regarding protection type risk had been adequately dealt with”.

Similarly in Midlothian, verbal feedback from case file reading during the Joint Inspection of Adult Support and Protection in Midlothian was positive regarding the use of the ‘TILS’ framework in practice.

Escalating Concerns Procedure

In June 2022, EMPPC approved a new Escalating Concerns Procedure. It was recognised that professionals are often dealing with long-term, entrenched behaviours and complex circumstances of adults. The Procedure was developed to provide guidance on managing cases relating to adults where existing Procedures and legislation are not appropriate or able to reduce levels of risk and where a multi-agency approach may be beneficial. It provides an operational risk management framework for adults who have been formally assessed as not meeting the three-point test (which is the criteria for formal, legislative risk management under Adult Support and Protection), but where the agency involved is still concerned that that the adult is at risk of harm.

The Escalating Concerns Procedure can also be used when risk is unmanageable using existing Adult Support Protection Procedures, with the process being triggered by the Chair of an Adult Support Protection Case Conference.

The Escalating Concerns Procedure promotes multi-disciplinary responsibility for risk management, thereby removing responsibility from a single professional or agency. Nominated Service Managers in East Lothian and Midlothian assess the referral to determine if an Escalating Concerns Meeting is needed. The Procedure is aimed at providing an effective, co-ordinated multi-agency response to a ‘critical few’. Across both areas, the number of adults risk managed under this process has been low, as expected, but the process has provided the opportunity for multi-agency risk management, oversight of these cases by senior Managers and consideration of extra-ordinary risk management actions.

During 2024/25 we will review how well this Procedure is working.

Implementation of the National Guidance for Adult Protection Committees Undertaking Learning Reviews

EMPPC implemented the new guidance following its publication in May 2022. The Public Protection Committee took the decision to adopt an overarching approach to Learning Reviews for Adult Support and Protection and Child Protection. This includes shared templates and the use of a Recommendation Report when considering the notification of any Adult Support and Protection Learning Review. The Recommendation Report is used within the National Guidance for Child Protection Committees Undertaking Learning Reviews but not within the Adult

Support and Protection equivalent. We have found the use of a Recommendation Report completed by the Adult Support and Protection Lead Officer helpful in supporting decision making about the need for a Learning Review. We have developed an efficient and effective arrangement for decision making about the need to progress a Learning Review, by holding a 'Consideration Meeting' (attended by the core statutory agencies of EMMPC).

In the two-year period of this report, we have considered three cases under the Learning Review Guidance. All three related to adults who had died, and in all three cases we decided not to progress to a Learning Review. It was concluded that the discussions in the Consideration Meeting had been sufficiently robust and comprehensive to draw out any learning, and there would be no additional benefit by proceeding from the Consideration stage to a Learning Review. The principles of a Learning Review around transparency, openness, proportionality and objectivity have been adhered to effectively. Specific learning themes and associated actions were identified and have been progressed.

In 2023 EMPPC introduced a Learning Review Sub-group, which meets on a quarterly basis, to maintain overview of the progress of live Learning Reviews, and development and progress of action plans.

The themes arising out of our cases to date include:

- A need to promote professional curiosity and look for evidence of safety rather than taking assertions at face value.
- The need to promote support for carers.
- The need to promote suicide prevention training.
- In order to address risk and meet needs, there needs to be clarity of diagnosis and how this impacts on the adult.
- The need to improve chronologies.
- Clarity on what specific decision making needs a capacity assessment.

We have taken steps to make improvements and share the learning with staff from our Learning Reviews in a number of ways:

- Revision to training courses to include key messages.
- Articles in the quarterly EMPPC newsletter.
- Online briefings for staff.
- From 2024/25 we will hold a quarterly online briefing to share learning from local and national Learning Reviews.

Joint Inspections of Adult Support and Protection

In the period of this report, we have undergone two Joint Inspections of Adult Support and Protection.

The Joint Inspection of the East Lothian partnership took place between February and June 2023, with the report being published on 26th June 2023. The inspection involved a survey of 135 staff from across the partnership, the reading of records of 40 adults at risk of harm who did not progress being the Adult Support and Protection inquiry stage, and 50 adults where their journey progressed beyond this stage. There were two focus groups with 27 members of staff from across the partnership, and Professional Discussions with senior Managers/leaders.

The Inspectors identified the following strengths:

- The partnership's approach to adult support and protection inquiries was robust.
- Person-centred engagement and consultation with the adult at risk of harm was evident throughout the delivery of all key processes. This supported effective consideration of risk.
- Effective social work management, support and supervision was consistently recorded and contributed to the effective delivery of key processes.
- Almost all adults at risk of harm who required a risk assessment had one completed. The quality of risk assessment had improved significantly following the implementation of the Type, Imminence, Likelihood and Severity (TILS) framework. Subsequent risk management work needed improved.
- The partnership's large scale investigative process was established and included a useful reflective element that supported improvement actions.
- The partnership's vision was well understood. The delivery of strategic aims was supported by the public protection committee improvement plan.
- The public protection committee and critical services oversight group were well established. There was synergy between these groups that supported the effective delivery of strategic aims.
- The partnership responded appropriately to the demands of the pandemic. They ensured the continued delivery of adult support and protection services and provided good support to practitioners.

The Inspectors identified the following priority areas for improvement:

- Adult Support and Protection improvements were positively impacting on key areas of practice. Importantly, procedural updates had not kept pace. The guidance should be updated as a priority.
- Findings from adult support and protection audits and improvement actions about risk management and chronologies should be fully implemented.
- A multi-agency approach to audit would strengthen joint improvement work. This should involve frontline practitioners from across the partnership.
- Relevant professionals should engage more collaboratively with critical processes. This includes attendance from police and health at case conferences and the consideration of second workers from all agencies.
- Strategic planning and improvement work should include feedback from, and engagement with adults at risk of harm with lived experience. This should be progressed as soon as possible.
- Interventions with alleged perpetrators and financial harm needed significant improvement to ensure appropriate action is taken on a multi-agency basis.

Overall, the Joint Inspection concluded that the partnership's key processes for Adult Support and Protection were effective with areas for improvement. There were clear strengths supporting positive experiences and outcomes for adults at risk of harm, which collectively outweighed the areas for improvement.

We had good multi-agency involvement in the development of the Position Statement and were satisfied that the areas of strength and areas for development as identified by the inspection team reflected our own self-evaluation. Some of the areas for improvement were already included in our Adult Support and Protection Improvement Plan which was updated following the inspection.

We used [The joint inspection of adult support and protection overview report](#) published in August 2023 to benchmark where East Lothian sat in comparison to the other 25 partnerships that had been inspected to date. The progress statement was that East Lothian was 'effective' for key processes and 'effective' for strategic partnerships (progress statements are categorised as 'very effective', 'effective' or 'important areas of weakness'). East Lothian was at the same level as another 11 of the 25 partnerships inspected in the first phase.

The Joint Inspection of the Midlothian partnership took place between January and April 2024, with the report being published on 11th June 2024. As the inspection and publication of the report extends beyond the period of this report, we have not included any detail of the published report but have included feedback provided by the inspection team up to the end of March 2024.

The Inspection involved a survey of 77 staff from across the partnership, the reading of records of 40 adults at risk of harm who did not progress being the Adult Support and Protection inquiry stage, and 50 adults where their journey progressed beyond this stage. There were three focus groups with 23 members of staff from across the partnership, and Professional Discussions with senior managers/leaders.

Quality Assurance Activity

East Lothian

In Quarter 2, 2022/23 the ASP Lead Officer and a Senior Practitioner in East Lothian completed an audit of various aspects of Adult Support and Protection work, including Duty to Inquire, Investigation Reports, Chronologies and Multi-Agency Risk Assessments. A number of strengths were identified. Almost all assessments were undertaken within agreed timescales. Investigation Reports positively recognised undue pressure when present. Strengths in Chronologies included the use of neutral language, written with factual information, not opinion. Areas for development included consistently capturing the adult's point of view in Chronologies. Multi-Agency Risk Assessments (completed after an Initial Case Conference) were completed on time, and with a logical flow of information. Areas for development included improving the use of SMART risk management plans and the detail of analysis.

Overall, the audit agreed that a re-design of templates within the Social Work recording system to support stronger analysis of risk was required and reduce duplication of recording. It was agreed that the 'TILS' Risk Assessment Framework and SMART risk management should be integrated into all Adult Support and Protection templates. The Joint Inspection of Adult Support and Protection in East Lothian saw evidence of improvement in risk identification and management by the introduction of this framework.

Midlothian

In 2023 we completed audits of Chronologies and the Multi-Agency Risk Assessment (completed when the decision to proceed to review APCC is made). These were carried out on a multi-agency basis with representation from the Adult Support Protection Lead Officer, Social Work, Health, and Police. Strengths were that Chronologies were recorded using neutral language, written with information that is factual, not opinion. Areas for development included consistently capturing the adult's point of view in Chronologies. Multi-Agency Risk Assessments were completed on time, were well structured and easy to follow. Areas for development included ensuring that risk management plans are SMART and the level of analysis in the assessment.

After review of the use of the Multi-Agency Risk Assessment tool in both East Lothian and Midlothian, it was concluded that there was duplication of recording in other templates, and we therefore retired its use in March 2023.

Inter-agency Referral Discussions (IRDs) are included in Adult Support and Protection processes in East Lothian and Midlothian. Oversight is undertaken by IRD Overview Groups for East Lothian and Midlothian, which review all Adult Support and Protection IRDs on a monthly basis. Chaired by the Adult Support and Protection Lead Officer, participants include a Detective Inspector from the Police Public Protection Unit, Service Manager for

Adult Support and Protection and the NHS Adult Support and Protection Advisor. The Group reviews the work undertaken to date and undertakes quality assurance activity of information sharing, risk management and decision making. Themes arising from IRDs are:

- IRDs are almost always appropriately raised.
- Multi-agency information sharing is strong, with increased direct input from Health.
- Identified need for improved use of SMART risk management plans.

The Joint Inspections in East Lothian and Midlothian recognised that whilst our IRD processes were well-embedded, our approach did not always add clear value to the delivery of ongoing Adult Support and Protection arrangements. In [The joint inspection of adult support and protection overview report](#) published in August 2023 it was recognised that where partnerships routinely held IRDs at the initial inquiry stage this was more effective. We have taken cognisance of these findings and have commenced a review when and how we use IRDs in our Adult Support and Protection work.

We have recognised a need to strengthen our approach to multi-agency audits. In December 2023, our link Inspector led a session for ten multi-agency staff who would be involved in undertaking quality assurance activity, on the use of the Care Inspectorate case file reading audit tool. In addition, one local Manager was involved in the case file reading in the Joint Inspection of Adult Support and Protection in Midlothian and this experience has stood us in good stead for forward planning. We had not progressed any multi-agency audits using the Care Inspectorate tool within the time frame of this report due to the Midlothian Joint Inspection being underway, but this is an area of development in the coming year.

There is strong operational oversight of Adult Support and Protection practice in East Lothian and Midlothian, with Managers in Social Work providing assurance about the quality of work undertaken and follow through action where improvement is required.

Large Scale Investigations

We have a Pan Lothian Large Scale Investigation Protocol which outlines our approach to conducting Large Scale Investigations. We recognise the need to strengthen our approach to the pre-Large Scale Investigation stage when a decision is reached to progress or not to a Large Scale Investigation and had included an action in our EMPPC Business Plan. We decided to place this work on hold pending the conclusion of work led by IRISS to develop national guidance. In the two-year period of this report seven Large Scale Investigations were started and concluded. The Adult Support and Protection Lead Officer conducted a thematic review of these, identifying the common themes arising:

- Quality of leadership and management.
- Resilience of staffing arrangements.
- Ongoing training needs.

In the year the Senior Practitioner for Adult Support and Protection in East Lothian delivered a Training for-Trainers event for Managers of Care Homes for Older Adults, to enable them to train staff in Adult Support and Protection (Level 1). Midlothian continued to deliver Level 1 training for staff in Care Homes for Older Adults. The Care Home Support Teams in each area provide training on clinical matters for staff in Care Homes.

The governance arrangements for Large Scale Investigations have been strengthened as the Chief Social Work Officer and the Chief Officer/Director of the Health and Social Care Partnership make any decision on the

suspension and lifting of suspension of admissions to the Care Home whilst under the Large Scale Investigation process.

Marac (Multi-Agency Risk Assessment Conferences)

We hold Marac Meetings every four weeks in East Lothian and Midlothian. We have a dedicated Marac Co-ordinator who is located within the East Lothian and Midlothian Public Protection Office and benefit from having this post co-located with our Adult Support and Protection Lead Officer, Child Protection Lead Officer and Co-ordinator for Protecting Women and Girls Against Violence. This supported a joined-up approach to our work. Our Marac meetings are well represented and supported by Adult Social Work in each area, which provides a good opportunity for their expertise to support the Marac process and ensure that victims referred to Marac can be appropriately referred under Adult Support and Protection.

Training, learning and development

Learning and Practice Development Strategy

In June 2023 EMPPC finalised its Learning and Practice Development Strategy for 2023-25. This Strategy covers the Public Protection areas for which our Committee is responsible (Adult Support and Protection, Child Protection and Violence Against Women and Girls). It took cognisance of the workforce profile and operational context, with an increase in the proportion of staff who were newly qualified and or inexperienced in their specific field. It also recognised the need to recover from the impact of the COVID pandemic when training had been suspended and subsequently moved to online. Consequently, the focus of the strategy had a strong emphasis on providing the grounding for supporting practice by developing knowledge and understanding of roles, responsibilities and processes on a multi-agency basis.

The priorities identified within the Strategy in relation to Adult Support and Protection included:

- Supporting the implementation of revised Adult Support and Protection Procedures – with briefings, changes to training and learning resources.
- Deliver refresher training in Adult Support and Protection.
- Create and embed opportunities for the voice and experience of the adult to influence and improve practice.
- Support best possible practice in risk assessment, analysis and planning through training, and promoting the use of tools in relation to chronologies, risk assessment frameworks and SMART planning.
- Develop and deliver learning opportunities about professional curiosity and working with families where there is disguised compliance (training, briefings and learning resources).
- Establish a set of 'core' on-line briefings as part of our training calendar.
- Improve the way in which we share learning from local and national Learning Reviews, Initial Case Reviews, Significant Case Reviews, Large Scale Investigations, through a variety of approaches.
- Develop our learning and development approach to supporting good practice in care home staff recognising and responding to concerns about harm/Adult Support and Protection.

Adult Support and Protection Level 2 Training (Roles and Responsibilities in Adult Support and Protection)

We have a well established Quarterly one day course, with eight courses delivered in this reporting period. This is delivered on a multi-agency basis, with input from Health, Police, Social Work, Scottish Fire and Rescue Service and our Adult Support and Protection Lead Officer. Course delivery alternates between in-person and online to support flexible access to the training. We maintain an overview of the profile of agency staff who attend this and have encouraged attendance from agencies with low representation. This training is always evaluated very highly.

Council Officer Training

In the last Biennial Report, we reported that we had revised our approach to Council Officer training, moving to a modular approach. Over the course of the period of this report, the Adult Support and Protection Lead Officer (with input from partner agencies) has delivered three courses to 22 Social Workers. These courses moved from online to in-person training, which has enhanced the training experience. A series of modules cover all aspects of the Council Officer role, responsibilities and duties. Feedback from participants has been positive, particularly about the opportunity to reflect on learning and integrate this into day-to-day practice.

It is recognised that the number of trainees in any one year is low in our two small local authority areas, but there is a need to deliver the training at a frequency whereby trainees are not waiting a long time to access this. Consequently, we delivered two courses in 2023/24 and reduced the timescale for completion of the training from nine months to six months and then to six weeks. Following feedback, in 2024/25, we will condense this timescale further to two-weeks. We will evaluate the impact of this change.

Council Officer Refresher Training was introduced in 2022/23 as a new addition to our training programme. This two-day course is to be completed by Council Officers every two years. The programme was informed by changes to the Code of Practice and quality assurance activity. This training provides the opportunity for Council Officers to:

- Refresh their knowledge of and skills in the application of the Act and Code of Practice.
- Consolidate competence and confidence in carrying out the Council Officer role.
- Support improvements in the use of chronologies, risk assessment and SMART risk management planning.

Feedback from this training has been very positive.

National Adult Support and Protection Day – 20th February

We introduced our first online event to recognise national Adult Support and Protection Day in 2022. We have held two equally successful events in the period of this report. Our learning and development events are open to staff across services, and our Adult Support and Protection Day learning events have been attended by a range of staff from various services, in the statutory and third sectors, and from children's services as well as adult services. These events provide a great opportunity to share learning about Adult Support and Protection to a wide audience, and we see this as one of the benefits of having a Public Protection lens and Committee.

To recognise National Adult Support and Protection Day 2023, on 20th February 2023 we hosted an online learning event for 320 staff and volunteers from across East Lothian, Midlothian and Edinburgh. We extended our invitation to Edinburgh. Our theme for the day was 'Self-neglect and Hoarding – what works?'. Locally we

had seen an increase in concerns about self-neglect during the COVID pandemic when adults were being seen less in their home and were more isolated, with concerns only really coming to light once restrictions eased. This informed our focus for the event on self-neglect and hoarding to learn more about the particular challenges around managing these issues.

Professor Michael-Preston Shoot, an expert academic from the University of Bedfordshire, presented the evidence base for best practice around self-neglect, from research, safeguarding adult reviews and practice experience. His presentation was very engaging and informative, and we received positive feedback about the whole event. The keynote presentation was complemented by inputs from:

- Our local Liaison Officer from the Scottish Fire and Rescue Service, who gave us an overview of their role in recognising and responding to hoarding;
- A senior Social Worker from Edinburgh, who provided an input on responding to the issue from an operational perspective; and
- Our Adult Support and Protection Lead Officer, who outlined how Adult Support and Protection can help in cases of self-neglect and hoarding, and how to make a referral for support and protection.

On 20th February 2024 we hosted an on-line learning event for 173 staff and volunteers from East Lothian and Midlothian. Our theme for the event was 'Why we need to have a trauma lens in our Adult Support and Protection work'. Shumela Ahmed, Managing Director of the Resilience Learning Partnership captivated everyone for two hours as she spoke from the lens of lived experience about why it is so important to root trauma informed practice in our day-to-day work to protect and support adults at risk of harm. Staff who attended the event overwhelmingly commented about a powerful, insightful and uplifting input.

Trauma Informed Practice

In the revision of our Multi-agency Adult Support and Protection Procedures we recognise what trauma informed practice means in Adult Support and Protection work. Midlothian Council was an early adopter of the National Trauma Training programme, having successfully bid in 2019 for money to deliver trauma training. East Lothian Council has similarly promoted the National Trauma Training programme to staff. Both East Lothian and Midlothian Councils have appointed Trauma Leads/Development Officers to support trauma informed practice. In East Lothian and Midlothian Council Officers had provided feedback during the year that they would appreciate learning more about trauma informed practice in Adult Support and Protection; this being our key rationale for focusing on this theme for our learning event.

All our multi-agency training includes input on trauma informed practice.

Briefings

In 2022/23 we introduced one-hour online briefings, open to staff and volunteers across East Lothian and Midlothian. This was to provide additional learning and development opportunities in a bit-sized, accessible way without the need for a full training course to be developed. Our topics were informed by local reviews and quality assurance activity. The topics covered in 2022/24 include:

- Scottish Fire and Rescue Service on Home Fire Safety Visits
- Trading Standards
- Advocacy
- Disclosure Scheme for Domestic Abuse Scotland
- Managing Risk of Skin Breakdown

- Human Trafficking and Violence Against Women
- Commercial Sexual Exploitation
- MARAC (Multi-Agency Risk Assessment Conferences)

Our briefings are well attended and positively received and have been a welcome addition to our learning and development offerings, as they increasingly complement our ability to implement action plans arising from Learning Reviews.

Engagement, involvement, and communication

EMPPC Newsletter

Since November 2021, we have produced a quarterly newsletter. During the period covered by this report we produced eight newsletters which we distribute to our Public Protection Committee, Sub-groups, Training Distribution list and key partner agencies, for onwards distribution. Although we do not measure the exact extent of our reach, the distribution list is almost 400 individuals within named services, or service mailing addresses. We routinely receive positive feedback from staff about this. Each newsletter includes learning and reference materials, as well as information about the work of EMPPC and its Sub-groups, to raise awareness of the work and promote the vision for Public Protection. The newsletter is a key vehicle to communicating the vision on a regular basis. This was recognised in the Joint Inspection of Adult Support and Protection in East Lothian, which noted that “we saw these core values underpinning the protection work in the community. The vision was well understood, and staff expressed a good level of confidence in the Public Protection Committee”. Articles are chosen to communicate learning from local and national Learning Reviews, developments in policies and procedures and quality assurance activities. We always include a Spotlight article which provides the opportunity to highlight a theme that cuts across all areas of Public Protection, such as trauma informed practice, chronologies and SMART planning.

Involvement of service users

We have not directly involved service users in designing, co-producing or implementing policy and procedures. However, we have engaged well with our three local Advocacy providers. They were asked to comment on our revision of our Multi-agency Adult Support and Protection Procedures. We recognised a gap in the involvement of Advocacy Services in our Committee structures and introduced an Adult Support and Protection Sub-group from 2024/25 with one of the Advocacy providers being a member.

Over the last two years of this report, we took steps to raise awareness of the use of advocacy in Adult Support and Protection, by holding three briefings from our three Advocacy providers, reaching approximately 180 staff. Changes to recording requirements ensure that offers and take up of advocacy can be audited.

The East Lothian Joint Inspection of Adult Support and Protection recognised the work undertaken to involve adults at risk of harm during the Adult Support and Protection process. It stated that “Almost all adults at risk of harm were involved or consulted at inquiry, investigation, and case conference. At the protection planning stage all adults at risk of harm were involved or consulted in the development of their protection plan. Almost all

adults had support to be involved throughout the process. The effectiveness of this support was rated good or better for most adults at risk of harm. Unpaid carers were appropriately involved or consulted in almost all cases. There were examples of good practice including council officers being flexible and sensitive in approach. This included identifying family members not involved prior to the concerns and supporting the adult at risk of harm to reconnect”.

Information for adults about Adult Support and Protection

In East Lothian the Health and Social Care Partnership developed leaflets to support the Council Officer to engage with adults at risk of harm. This work has started in Midlothian and will be concluded in 2024/25.

EMPPC Website

Our website for EMPPC was de-commissioned in October 2023 as we were unable to resolve a contract issue. We had previously recognised that our website was out of date and therefore began work to develop a new website with the support of one of our partner agencies. The development of this is underway and has been launched in October 2024. As an interim solution we disseminated guidance and Procedures via our networks to ensure that staff could still have access to these and have temporarily hosted our multi-agency Adult Support and Protection Procedures on both Council websites.

Our activities around sharing of key Public Protection messages for partner media platforms reduced in the reporting period, although national communication campaign materials were shared when available. We recognise we have further work to do to raise awareness of Public Protection beyond staff and volunteer groups. Our new website will have information available for the public about Public Protection and how to raise concerns about a child or adult who may be at risk of harm, alongside frequently asked questions about key Protection processes. We will use the launch of our new website to further develop a communications plan with our key partner agencies.

Challenges and areas for improvement

Working across two small local authority areas in a Public Protection Committee arrangement undoubtedly brings benefits, particularly when the Police and NHS partners work across both areas. At the same time this presents resource capacity challenges for partners. Our Police partners work across four local authority areas in their Division, which is a geographically wide spread as well as the challenges posed by the number of partnership commitments in existence in all four areas. Similarly for our NHS partners, there are four local authority areas included in NHS Lothian, which creates resource capacity pressures for partnership working. NHS Lothian staff work to three different sets of Adult Support and Protection Procedures, which are complemented by single-agency Procedures for NHS Lothian staff. Notwithstanding the challenges posed by working across several local authorities, there are effective and good working relationships between partners.

During the two-year period of this report, Police, Councils and NHS have been involved in external scrutiny Inspections on a continual basis. EMPPC and the Critical Services Oversight Group have acknowledged the impact of being involved in a continual cycle across the Police 'J' Division, which also includes West Lothian and

the Scottish Borders. For NHS Lothian this includes Edinburgh and West Lothian. In addition, each Council has been involved in a number of external Inspections for different service areas, which has placed significant demands on staff at various levels for the two Councils and Health and Social Care Partnerships. In two small local authority areas the staff involved in the preparation for, and involvement in Inspection, are often the same staff who are operational Managers overseeing service delivery. It is important to acknowledge the ongoing dedication to service delivery despite those challenges.

The work of EMPPC is supported by the East Lothian and Midlothian Public Protection Office, where the Adult Support and Protection Lead Officer is co-located with the equivalent roles for Child Protection and Violence Against Women and Girls. This undoubtedly brings benefits, but challenges in that the Lead Officer role is in effect one person covering two local authority areas. Whilst we have shared guidance, Procedures and training, there are aspects of the work that require a separate approach or need to be done twice, due to the different operational structures in existence in East Lothian and Midlothian. For example, the delivery model for Adult Support and Protection in East Lothian is different from Midlothian, and the available workforce development supporting resource is different in each area. The contingency arrangements are limited if there are gaps or absences in specific roles. We were unable to recruit to a part-time Learning and Development Officer within the reporting period, which impacted on our ability to deliver some of our Learning and Development priorities. This has impacted on the ability to fulfil some of our committed actions in our EMPPC Business Plan in the reporting period.

The two Joint Inspections for Adult Support and Protection identified common themes for improvement:

- Seeking, collating and using the views and voice of adults involved in Adult Support and Protection to inform service improvements.
- Developing a multi-agency approach to audit and quality assurance.

We had already identified these as areas for improvement, which will feature in our forthcoming EMPPC Business Plan and our newly developed EMPPC Adult Support and Protection Sub-group.

There is further work for us to ensure we have a consistent approach to the national Minimum Dataset for Adult Support and Protection, and that we use this data to support our understanding of Adult Support and Protection work. In particular, we have work to do to help us measure the impact and outcome for adults at risk of harm. We continue to engage with the Quarterly national drop-in sessions for the national Minimum Dataset for Adult Support and Protection which are helpful in supporting this work.

Looking forward

Challenges posed by demographic changes

Between 2018 and 2028, Midlothian will have the fastest growing population of all local authorities in Scotland and East Lothian the second fastest growing population. Whilst this brings benefits to a local area, it brings associated challenges, with increased demand for health and social care services. The increase in the number of families and older people residing in both local authority areas is growing at a rate that far outweighs the resources in the local authority, NHS and third sector organisations.

East Lothian

On 30 June 2022, the population of East Lothian was 112,450. Between 2001 and 2022, the population of East Lothian increased by 24.7%. This is the highest percentage change out of the 32 council areas in Scotland. Over the same period, Scotland's population rose by 7.6%.

Between 2001 and 2022, each age group increased in size. The 65 to 74 age group saw the largest percentage increase (+53.1%).

Between 2018 and 2028, the population of East Lothian is projected to increase from 105,790 to 113,403. This is an increase of 7.2%, which compares to a projected increase of 1.8% for Scotland as a whole.

East Lothian is projected to have the 2nd highest percentage change in population size out of the 32 Council areas in Scotland.

The average age of the population of East Lothian is projected to increase as the baby boomer generation ages and more people are expected to live longer.

Midlothian

On 30 June 2022, the population of Midlothian was 97,030. Between 2001 and 2022, the population of Midlothian increased by 19.9%. This is the 2nd highest percentage change out of the 32 council areas in Scotland. Over the same period, Scotland's population rose by 7.6%.

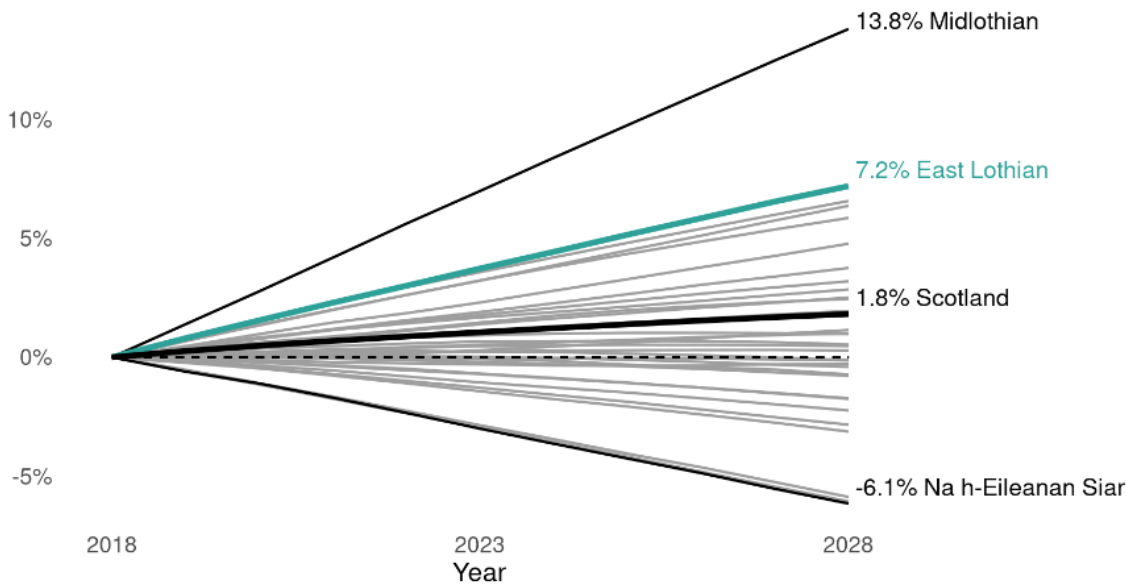
Between 2001 and 2022, each age group increased in size. The 75 and over age group saw the largest percentage increase (+59.8%).

Between 2018 and 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which compares to a projected increase of 1.8% for Scotland as a whole.

Midlothian is projected to have the highest percentage change in population size out of the 32 Council areas in Scotland.

The average age of the population of Midlothian is projected to increase as the baby boomer generation ages and more people are expected to live longer.

Council areas of Scotland
Percentage change in projected population, 2018-2028



Challenges posed by financial climate

In August 2024, East Lothian Council reported a residual five-year budget gap of £17.487 million for Council services and £12.329 million for the Health and Social Care Partnership budgets¹. It was reported that unless additional government funding is forthcoming, balanced budgets would require to be met by agreed savings and further Council tax increases.

In October 2024, Midlothian Council reported a projected budget gap for 2025/26 of £9.406 million, rising to a projected £20.645 million by 2028/29.² Midlothian Integrated Joint Board reported a projected total overspend in 2024/25 of £9.406 million. The budget gap is projected to increase to £18.059 million by 2028/29³.

On 3rd September 2024, the Scottish Government's announced spending cuts of £500 million, including £115.8 million cuts to health and social care as part of their in-year savings plan, with mental health services and some programmes for disabled people hitting hardest.⁴

The third sector plays a vital role in providing early intervention and prevention services to support families and communities in East Lothian and Midlothian. The range of work carried out by the third sector is huge. The current funding climate and structure affect the ability of third sector organisations to provide consistent and sustainable services that are crucial to Public Protection work, such as groups providing services to vulnerable groups and gender-based violence. Many third sector organisations are subject to short-term, and standstill

¹ [East Lothian Council 24th August 2024](#)

² [Midlothian Council 8th October 2024](#)

³ [Midlothian IJB 22nd August 2024](#)

⁴ [Health and Social Care budget announcement 3rd September 2024](#)

grants from national organisations, in addition to grants provided from Councils and Integrated Joint Boards being placed at risk due to the need to make savings. This makes longer term planning difficult, leading to uncertainty in service provision, an inability to develop new services, and challenges in retaining experienced and skilled paid and volunteer workforces.

In both East Lothian and Midlothian, the demographic changes of an increasing and ageing population will place increasing pressure on demand, capacity, and service delivery in relation to Adult Support and Protection. Rising demand for, and cost of, services, and reductions in overall central government funding means doing more with less, in both the statutory and third sector.

EMPPC Priorities

We will review our multi-agency Adult Support and Protection Procedures after one year's operation. Our joint Inspections in East Lothian and Midlothian highlighted the need to review our approach to Inter-agency Referral Discussions, as it was not clear how and where they add value and purpose or support Adult Support and Protection work. We will undertake this work within our new Adult Support and Protection Sub-group and make any necessary changes to our Procedures thereafter.

We have established a new EMPPC Adult Support and Protection Sub-group from April 2024. This will take place on a six-monthly basis. We recognise the benefits brought about by a Public Protection Partnership over two small local authority areas and the challenges posed in terms of scope and scale. This was our driver for developing the new Sub-group, to ensure we give sufficient focus and space to Adult Support and Protection issues. It also enables us to include a wider membership, with Advocacy and Third Sector partners engaging in this Sub-group. We have identified a need to ensure that we gain and use feedback and incorporate the voice of the adult in our Committee, and this will be a regular standing item of our new Sub-group. We will review the functioning of this after 18 months' operation.

We will progress the key areas of improvement identified in the two Joint Inspections that took place in 2023/24 – in particular, we will give priority to:

- Ensuring that we incorporate the voice and lived experience of adults who come into contact with Adult Support and Protection processes.
- Continue to embed the national Minimum Datasets for Adult Support and Protection and seek to improve how we demonstrate the impact of the Committee and the work that services do to improve the outcomes and lives of adults who come into contact with Adult Support and Protection processes.
- Strengthening our approach to multi-agency quality assurance of Adult Support and Protection work.

We will continue to implement our current Multi-agency Learning and Development Strategy which runs to 2025 and will develop a new Strategy for 2025-27. We will include increased opportunities for skills-based development to support practice improvement on areas identified in audits and inspections, such as chronologies, SMART planning, defensible and evidence-based decision making and working with adults and families with whom services struggle to engage. Having successfully recruited to our part-time Learning and Development Officer post with a start date of 30th April 2024, we are able to progress the development of skills-based workshops in our 2024-25 workplan.

We will develop good practice guidance in Adult Support and Protection Case Conferences and will regularly observe Case Conferences as part of our quality assurance and improvement activity. We will also undertake regular multi-agency audits of Adult Support and Protection cases using the Care Inspectorate audit tool.

We will develop guidance for staff on Human Trafficking and No Recourse to Public Funds). This arose from a case where staff were unclear about what steps to take and how to access guidance. The issues that came up in this case arise rarely and staff require easy access to nationally available supports and guidance.

A new EMPPC website has been launched in October 2024 (emppc.co.uk). This has a dedicated page for Adult Support and Protection, with our local guidance and procedures, and has information for members of the public as well as staff about Adult Support and Protection. This will include how to raise concerns about an adult who may be at risk of harm. EMPPC has further work to do to develop its approach to public facing communications to raise awareness of Adult Support and Protection. This work will be taken forward in 2025.