

<b>Meeting:</b>	Shetland NHS Board
<b>Date:</b>	15 <sup>th</sup> October 2020
<b>Report Title:</b>	Shetland Public Protection Committee Annual Report 2019-2020
<b>Reference Number:</b>	Board Paper 2020/21/53
<b>Author / Job Title:</b>	Tam Baillie, Independent Convener and Kate Gabb Lead Officer Shetland Public Protection Committee

#### Decisions / Action required:

To receive the Shetland Public Protection Committee Annual Report for 2019-2020.

#### High Level Summary:

Shetland Public Protection Committee covers the work of Adult Protection and Child Protection Committees and came into being in March 2019. This report reflects the work of the Shetland Public Protection Committee for the period April 2019 to March 2020.

The Report is written to give Board Members a good understanding of adult and child protection work in Shetland, and the important role that NHS staff play both at strategic and individual case work levels.

The report is presented to the Board (and has been presented to Education and Families Committee, Policy and Resources Committee, Voluntary Action Shetland and the Integrated Joint Board). The Report has been placed in the public domain on the website [www.safershetland.com](http://www.safershetland.com) direct link:-

<https://www.safershetland.com/assets/files/annual-report-2019-20-final.pdf>

#### Corporate Priorities and Strategic Aims:

The Shetland Partnership Plan 2018 – 2028 states that:-

“Shetland is a place where everyone is able to thrive; living well in strong, resilient communities; and where people and communities are able to help plan and deliver solutions to future challenges”

The importance of effective child and adult protection, policy and practice in safeguarding children, young people and adults at risk is a vital contribution to the wellbeing of the whole community.

Public Protection is an interagency responsibility and Shetland NHS Board have a duty to be aware of adult support and protection and child protection. NHS staff – in whatever capacity they are employed -have a duty to

- Recognise harm or abuse to adults, children or young people
- Respond to the child or adult at risk
- Refer seek advice and refer to Duty Social work
- Record by completing a written referral to follow a telephone referral

NHS Shetland staff provide holistic medical care and mental health support to children, young people and adults who may have experienced harm and abuse. This is complex and high risk area of work requiring skills and knowledge and good support from line managers and the NHS Board.

The Shetland Public Protection Committee contribute to the Shetland Partnership plan and links particularly with the People elements of the plan which aims to reduce the numbers of disadvantaged people and households, prevent harm and enable and empower people to live the best lives they can.

Effective partnership working with all agencies is also essential. All have a duty to recognise when a child or adult is at risk and to make referrals within safe timescales.

### **Key Issues:**

In 2019-2020 the Shetland Public Protection Committee focused on:-

- Establishing an effective, practical constitution to provide a secure framework for the new committee
- Focussing business plans on quality assurance of both adult and child protection practice
- Looking to improve the participation of children, young people and adults in the work of the committee
- Improving joint working with the Shetland Alcohol and Drugs Partnership and the Shetland Domestic Abuse Partnership
- Continuing, through the work of active sub-committees, to work on specific projects. Digital safety remains a priority
- An update to the 2016 Shetland Interagency Adult Protection Procedures
- Availability of high quality adult and child protection training for all agencies organised and supported by Shetland Islands Council Workforce Development Team
- Organising a successful, well-attended Development Day. On 2 March 2020. This provided a welcome opportunity for members of SPPC and Chief Officers Group to come together to identify future priorities. It also provided an opportunity for children and young people to steer committee members towards thinking about mechanisms for future participation
- Sharing information about local and national practice in adult and child protection. Utilising the abilities of the independent chair in ensuring more regular and robust links with national meetings, and building on contact with colleagues in Orkney and Na Eilean Siar

- For adult protection there was a focus on financial harm, quality assurance of social work adult protection processes, writing new local procedures and there was also preparation for an anticipated adult protection inspection by the Care Inspectorate in 2021
- For child protection there was a focus on digital safety and support to schools and parents about online safety, activity around safer internet day in February 2020. Quality assurance of child protection processes was also important.
- For both adult and child protection awareness raising in the community and within third sector organisations was also important.
- SPPC has been well supported and meetings well attended by senior staff from all agencies and the third sector.

**Implications :** *Identify any issues or aspects of the report that have implications under the following headings*

<b>Service Users, Patients and Communities:</b>	The Shetland Public Protection Committee Annual Report provides information about the activity undertaken by agencies to protect and support adults, children, families and young people.
<b>Human Resources and Organisational Development:</b>	Within existing resources of all agencies represented on Shetland Public Protection Committee. The plan to develop a revised training strategy will have positive Human Resources and Workforce Development implications.
<b>Equality, Diversity and Human Rights:</b>	Shetland Interagency Child Protection Procedures and Adult Protection Procedures contain clear guidance about equality, diversity and human rights.
<b>Partnership Working</b>	The work of the Shetland Public Protection Committee contributes to the Shetland Partnership Plan 2018 – 2028.
<b>Legal:</b>	Child Protection activity in Shetland sits under National Guidance for Child Protection (2014), Children’s (Scotland) Act 1995, Children’s Hearing (Scotland) Act 2011 and Children and Young People (Scotland) Act 2014. Adult Protection activity in Shetland sits under the Adult Support and Protection (Scotland) Act 2007.
<b>Finance:</b>	There are no direct financial implications.
<b>Assets and Property:</b>	There are no implications.
<b>Environmental:</b>	There are no implications.
<b>Risk Management:</b>	This report presents an assessment of the work undertaken to address one of the key community safety risks, namely keeping adults, children and young people safe from harm. There are no specific risks associated with reporting the Annual Report of the Shetland Public Protection Committee.
<b>Policy and Delegated Authority:</b>	NHS Shetland has an overarching responsibility to support staff to protect adults, children and young people.

<b>Previously considered by:</b>	Education and Families Committee Policy and Resources Committee Voluntary Action Shetland Integrated Joint Board	16 <sup>th</sup> Nov 2020 23 <sup>rd</sup> Nov 2020 2 <sup>nd</sup> Dec 2020 10 <sup>th</sup> Dec 2020
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<b>“Exempt / private” item</b>	N/A
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For the Shetland Public Protection Committee Annual Report 2019/20:-

[https://www.safersheland.com/assets/files/annual-report-2019-20-final\(1\).pdf](https://www.safersheland.com/assets/files/annual-report-2019-20-final(1).pdf)

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# Shetland Public Protection Committee Annual Report 2019/2020



## Executive Summary

2019/2020 marked the first full year of the Shetland Public Protection Committee (SPPC).

The SPPC focussed its work on:-

- Establishing an effective, practical constitution to provide a secure framework for the new committee
- Focussing business plans on quality assurance of both adult and child protection practice
- Looking to improve the participation of children, young people and adults in the work of the committee
- Improving joint working with the Shetland Alcohol and Drugs Partnership and the Shetland Domestic Abuse Partnership
- Continuing, through the work of active sub-committees, to work on specific projects. Digital safety remains a priority
- An update to the 2016 Shetland Interagency Adult Protection Procedures
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- Organising a successful, well-attended Development Day. On 2 March 2020. This provided a welcome opportunity for members of SPPC and Chief Officers Group to come together to identify future priorities. It also provided an opportunity for children and young people to steer committee members towards thinking about mechanisms for future participation
- Sharing information about local and national practice in adult and child protection. Utilising the abilities of the independent chair in ensuring more regular and robust links with national meetings, and building on contact with colleagues in Orkney and Na Eilean Siar
- SPPC has been well supported and meetings well attended by senior staff from all agencies and the third sector.

<b>Contents</b>	<b>Page</b>
<b>Executive Summary</b>	<b>2</b>
<b>Introduction from Tam Baillie</b>	<b>4</b>
<b>Vision, Value, Aims</b>	<b>5</b>
<b>Shetland Public Protection Development Day Improvement Through Self Evaluation</b>	<b>5</b>
• <b>Quality Assurance of Adult Protection</b>	<b>6</b>
• <b>Adult Protection Social Work Case Review</b>	<b>7</b>
• <b>Quality Assurance of Child Protection</b>	<b>8</b>
<b>Sub Committees and Other Projects</b>	
• <b>Protection in the Community Sub Committee</b>	<b>9</b>
• <b>Digital Safety Sub Committee</b>	<b>9-10</b>
• <b>#VSVS</b>	<b>10</b>
• <b>Internet Safety Parent Involvement Evenings</b>	<b>10</b>
• <b>Training Sub Committee</b>	<b>11</b>
• <b>Financial Harm Sub Committee</b>	<b>11</b>
<b>Other Projects</b>	
• <b>Wir Ain Peerie Bodies</b>	<b>11</b>
• <b>I Am Me</b>	<b>11-12</b>
• <b>Participation of Children, Young People and Adults</b>	<b>12</b>
<b>Website Activity, Publicity and Newsletters</b>	<b>12-14</b>
<b>Statistical Analysis</b>	<b>14-17</b>
<b>Response to Covid 19</b>	<b>17-18</b>
<b>Conclusion</b>	<b>18</b>
 <b>Appendices</b>	 <b>19 - 34</b>
<b>Appendix 1 - Adult Support Protection Data 2019-2020</b>	
<b>Appendix 2 - Training Data 2019-2020</b>	
<b>Appendix 3 - Infographic about Safer Internet Day 2020 and posters</b>	
<b>Appendix 4 - Case Study- Young People’s Participation in SPPC Development Day – provided by Hazel Sutherland as part of the review of the Integrated Children’s Services Plan.</b>	
<b>Appendix 5 - OPEN Young People’s Feedback on Shetland Public Protection Committee Development Day</b>	

## Introduction from the Chair of SPPC

I am delighted to introduce the Annual Report of the Shetland Public Protection Committee (SPPC) for 2019-2020. The Annual Report provides an opportunity to inform of the work undertaken and the chance to reflect on progress made on key areas of our work. In doing so I want to highlight some aspects of our work which illustrate the changing nature of our work in public protection.

One of the characteristics of partnership work is the complexity of the systems in which we operate. This presents challenges for all aspects of the work involving professionals, communities and children and young people. It places an onus on the need for clear communication, an understanding of different roles and responsibilities, coming together for a shared ambition and outcomes. In Shetland we have attempted to harness this under the auspices of a Development Day in March 2020 which involved members of the SPPC as well as those from other partnerships – and for the first time, young people representatives whose contribution was the most highly rated element of the day.

The engagement of people affected by our services in the assessment and development of them takes time and commitment to make it happen. The SPPC has worked hard to ensure that participation has a meaningful role in the work. It has been inspiring to see how young people have grasped the chance to play a part, initially through the Development Day, which has continued beyond that stage. Whilst this is encouraging, it has been more difficult to progress the participation of vulnerable adults. On this one, we are still learning what works and will be committing more time to this area of development.

The most significant phenomena to emerge in 2019-2020 is the spread of Covid-19. For the period covered in the report we are in the early stages of the pandemic in Scotland and by March 2020 it already had an impact through lockdown which has affected the whole population. In terms of public protection it required the need to quickly adapt all procedures and practices in relation to children and young people and vulnerable adults – especially our older population. It puts a strain on services being able to carry out basic services whilst ensuring we maintain quality assurance of what is being delivered. Even at this early stage it is obvious that the response to Covid-19 will be the dominant theme for any further reporting.

For now, I hope this report provides an informative read of how the SPPC has exercised its role and responsibilities.

Tam Baillie  
Chair of the Shetland Public Protection Committee



## **Vision, Values and Aims**

Shetland Chief Officers Group (COG) have continued to guide and support Shetland Public Protection Committee (SPPC) and ensure that SPPC is developing a clear vision of what public protection means, both to local organisations and the wider community. Chief Officers play a significant role in the Shetland Partnership and their oversight of public protection work provides a close connection with the overarching Shetland Partnership Plan.

Public protection is about the prevention of harm to children, young people and adults wherever and whenever possible. It is based on human rights, and acknowledges the responsibility of all organisations to work together effectively to prevent, protect and ameliorate the effects of abuse.

It is important that SPPC has a focus on societal issues-poverty, deprivation, isolation, substance misuse, domestic abuse and gender based violence that damage lives and restricts opportunities.

In 2019/20, SPPC has been successful in establishing itself, and now needs to move further in engaging with children, young people and adults, and the wider community.

## **Shetland Public Protection Committee Development Day**

On 2 March 2020 SPPC hosted a development day to which members of the Shetland Alcohol and Drug Partnership, Mental Health Partnership, Shetland Domestic Abuse Partnership and Community Justice Partnership were invited. The day began with the Young People's Participation Group running a session that looked at the 3 key issues for young people and members and also the golden rules of participation- a case study on this part of the day is included in this report at Appendix 4.

Following the session with young people the Chair led wide ranging discussion using a world café approach to look at issues identified through national inspections and local priorities. Time was also taken to look at the way in which local partnerships currently worked, what their priorities were and how cross cutting issues related to protecting children and adults could bring as much work as possible together. Chief Officers joined the group for a plenary session at the end. Notes taken on the day were shared with SPPC in May 2020 and have informed the development of the 2020/21 Business Plan.

## Improvement through Self-Evaluation

### Quality Assurance of Adult Protection

The Adult Protection Quality Assurance Sub-Committee, (chaired by the independent chair of SPPC), continued to meet in 2019/20.

- The independent chair was able to keep members up to date with national issues related to adult protection
- In July 2019, the Lead Officer and Senior Social Worker used a shortened version of the Care Inspectorate file reading proforma to review all 19 referrals received in 2018/19 that met the three point test. Additionally, 28 adult concern referrals that did not meet the test were reviewed. This was a single agency review using social work files – please see below for findings and learning points
- As noted in the 2018/19 annual report, work continued to identify evidence for each of the Quality Indicators for Adult Protection which the Care Inspectorate use, and also the 15 key recommendations from the 2018 report into the pilot adult protection inspections. Individual meetings have taken place with the aim of identifying any gaps in evidence, and collating evidence to create a library of relevant documents to support future inspections
- The interagency case review planned for November 2019 was delayed due to the need to agree a new data-sharing protocol to support this work. At the time of writing, the protocol had not been signed off. It is still planned to hold an interagency case review in late 2020.
- A learning summary was written by the Lead Officer in respect of learning from managing allegations against staff and an action plan to follow this up was agreed
- A comprehensive review and update of Adult Protection procedures was begun in September 2019. This added clearer timescales and reflected the good practice of using interagency referral discussions. The Quality Assurance Sub-Committee, informed by interagency discussions related to a specific complex adult protection case, agreed to add a large-scale investigation protocol to the updated procedures.

## Adult Protection Social Work Case Review July 2019

The following is taken from the executive summary:-

### **What went well?**

- Consistent use of procedures and ASP Act.
- Good decision making in respect of the 3 point test.
- Appropriate assessment of risk.
- Inclusion of the adult and unpaid carers in the majority of cases.
- Effective and rapid sharing of information between agencies to inform decision making.
- Agencies recognising risk and in the majority of cases making appropriate referrals.
- Consistent, persistent, caring approach to all adults at risk by all agencies.

### **What, if anything, could we improve?**

- More consistent approach to risk management following risk assessment.
- Ensuring all unpaid carers are included.
- Recording of action and decisions consistently.
- Social Work using the workflow system to provide audit trail in all ASP referrals.
- The case review had noted some concerns about resources available to Police Scotland when conducting criminal investigations as part of an ASP investigation. Following discussion at the Quality Assurance Sub-committee this concern was allayed, but it will be important to keep this under review
- To ensure all interagency staff have appropriate training regarding financial harm and exploitation

### **What have we learnt?**

- The majority of ASP referrals and adults at risk we assessed are managed well and adults are cared for, supported and protected.
- To develop a SMART action plan to respond to the areas for development noted above
- That this is a complex area of work and rarely are there easy answers or straightforward conclusions.

An action plan was put in place to respond to the learning points and this is being kept under review by the Quality Assurance Subcommittee.

## Quality Assurance of Child Protection

This remained under the remit of the Integrated Children's Services Quality Assurance Group. Of particular relevance to child protection, the following is noted:

- Children's Social Work developed and introduced a clear and revised framework for quality assurance in September 2019 that provides a focus on child protection.
- The Improvement Reviewing Officer, (who chairs child protection case conferences), produced an in-depth analysis of child protection case conferences held from August 2019 to January 2020
- Work was begun on the national child protection minimum dataset. It was agreed that in addition to the 17 national minimum data requirements to record numbers of referrals, reasons, and sources of referrals, in order to allow comparison to previous years' data. The first data set was presented to SPPC on 2 February 2020.
- The 2018/19 SPPC annual report noted the findings and action plan from the 2018 interagency practice learning review conducted in 2018 by Shetland Child Protection Committee. All actions were reviewed and noted as being completed by SPPC in November 2019, apart from the delivery of training in respect of neglect and looked-after children. Capacity issues caused delays in delivering this training. Currently external resources are being looked at to deliver training on neglect in 2021
- In December 2019, the Executive Manager of Children's Social Work and the Lead Officer reviewed decision making in respect of the children whose names had been placed on the child protection register in 2018/19. Decision making in terms of calling a conference, assessing risk of significant harm, and placing children's names on the child protection register were all seen to be very appropriate. In a few cases, there had been a slowness in referring to the Reporter and an assumption made that apparent family co-operation meant that statutory measures were not required. This had already been identified as an area of practice to improve on and following discussions with the independent chair of case conferences a more robust approach to referring to the Reporter from child protection case conferences was agreed.
- Work continued in looking at evidence against the Care Inspectorate quality indicators and creating a library of documents in advance of any future inspections.
- The Lead Officer assisted Na Eilean Siar with some quality assurance of child protection cases in June 2019. It is hoped to build on inter-islands cooperation and support.

## Sub-committees and other projects

### 1. The Protection in the Community sub committee

This committee has continued to be well supported in 2019/20, focussed on the following:

- Consolidating links to the licensed trade and agreeing standard basic child and adult protection information to be added to the training that all licensees receive
- Protection training for the Recreational, Arts and Amenity Trusts was put in place. However releasing staff for training has been difficult so the Level 1 Protection E learning is now available on the [www.safershetland](http://www.safershetland) website for all third sector organisations
- Formulating an action plan to follow up on the independent review of sexual abuse in football clubs. It was noted that football clubs for children and young people in Shetland were well organised in respect of having child protection training and policies in place, so the plan has focussed on rolling out the same approach in other clubs. The plan is to link with sports hubs that bring together different sports groups and provide advice and training for designated people in the clubs who take a lead on protection. This work was interrupted in March due to the lockdown- but will be picked up later.
- Many sports clubs use Voluntary Action Shetland PVG checking scheme and some clubs can process PVGs through their national governing bodies. Identifying any clubs who have not yet got PVG checks in place is a priority so help and support can be provided.
- The community group section of the [www.safershetland.com](http://www.safershetland.com) website was updated and circulated through the third sector
- Continuing to support training for sports clubs and the third sector
- Support was provided to Anti-Bullying week in November 2019 and the development and roll out of Bystander training (this empowers people to feel able to take action safely if they see anything that is abusive or harmful to others)
- There were also discussions about being able to provide protection training to licensed taxi drivers and this will be followed up.

### 2. Digital Safety Committee

This committee continues to be enthusiastically supported by its members and two young people from the OPEN project joined the subcommittee in February 2020. Work has focussed on:

- Developing more up to date ways of spreading internet safety messages to children, young people and parents instead of existing leaflets. Posters were designed by a work experience student and published for Safer Internet Day 2020. (Appendix 3).

- Planning and supporting activities for Safer Internet Day on Tuesday 11 February 2020 (Appendix 3).
- Welcoming young participants to the committee and valuing their ideas and feedback especially for Safer Internet Day planning and for the work of the subcommittee in the future.
- Continuing to ensure the local Child Sexual Exploitation Plan is up to date and local training is taking place.
- Planning for the next round of #VSVS events (Virtually Safe Virtually Sound) after feedback requested from stakeholders highlighted that this project is worthwhile and should continue.(see below)
- Parent Involvement Evenings (see below for more information).
- Planning for the roll out of local updated Child Exploitation Online Protection training.
- Continuing development of up to date information and resources on issues that arise (e.g. Revenge Porn Workshop, Sexting and the laws around it)

## **#VSVS**

This programme of events to support young people in safe use of the internet and social media has been running since December 2015. The events are delivered by a group of staff from the third sector; Befriending Scheme, Rape Crisis and OPEN Peer Educators as well as Youth Services and Schools Service staff. #VSVS events have now been held in all Junior High and High Schools in Shetland. In early 2019, discussions were held with youth work services and the schools service, to find a way to make this project sustainable in the long term. Feedback was sought and plans put in place to offer whole-school events to the junior high schools every two years, and an annual input to first years only at the Anderson High School. There will be a delay in beginning this programme, but it is hoped to pick this up in November 2020 and in 2021. Supporting children to be safe online remains a priority for SPPC especially in the post lockdown period as online safety has become an increasing concern.

**Internet Safety Parent involvement evenings** – These sessions are organised in partnership with School Councils and offer parents up to date information on the risks of being online, national and local statistics and the legal framework. The session for parents is delivered by Police Scotland. Parents are invited to bring their primary aged children to the session and they have been offered age appropriate activities supporting them to stay safe on line by school and library staff. Parent involvement evenings continue to be arranged and 4 were delivered in 2019/20.

### 3. Training sub-committee

The Training Subcommittee meets twice each year to keep an overview of the training strategy. This committee had a new Chair In 2019. Attendance at meeting has been a problem, however Workforce Development Staff and the Lead Officer have continued to see training as a priority so progress has been made.

- Level 3 Child protection and level 2 adult and child protection all continued to be successfully delivered and evaluated positively (more information about training is in appendix 2)
- New trainers to deliver the both the child and adult protection level 2 training were recruited and trained. The Training teams continue to be invaluable in being able to deliver the number of courses required across all agencies in Shetland.
- Level 3 training for Adult Protection was delivered in September 2019 by an external trainer and lead officer. This course proved to be very useful for social work staff, but not quite as helpful for senior social care workers. Currently local options that would better meet the needs of all agencies and Senior Social Care Workers are being looked at and it is hoped to have a level 3 e-learning in place in late 2020.
- There continue to be capacity issues in delivering local training for Council officers and also the ability to undertake a comprehensive training needs analysis that could inform an updated training strategy. These issues will be picked up at the August 2020 meeting.

### 4. Financial Harm Sub committee

This committee has met twice in 2019/20 and has continued to keep a focus on the Scambusters project.

**Scambusters** – a standard Scambuster training and information session was developed and delivered by staff from Trading Standards and Adult and Child Protection. In 2019/2020 the Financial Harm Sub Committee decided not to have a Scambusters Roadshow. Scambusters sessions/presentations were given to a wide range of staff groups, client groups, family groups and vulnerable adults throughout Shetland. In total we visited and/or provided information to 21 organisations across Shetland.

#### Other Projects

- **Wir Ain Peerie Bodies** This is a programme for Early Years and Primary 1 children that takes a fun and age appropriate approach to Keeping Safe. The programme was piloted in 2017/18 and is now being successfully rolled out throughout the 32 Early Years and Primary 1 settings. Wir Ain Peerie Bodies training continues to be delivered at the Schools October in Service Training. Since April 2019 the project has been delivered in 9 establishments.
- **“I Am Me”** is a national initiative aimed at helping people with disabilities to be safe from hate crime. It involves recruiting and training suitable public venues and their



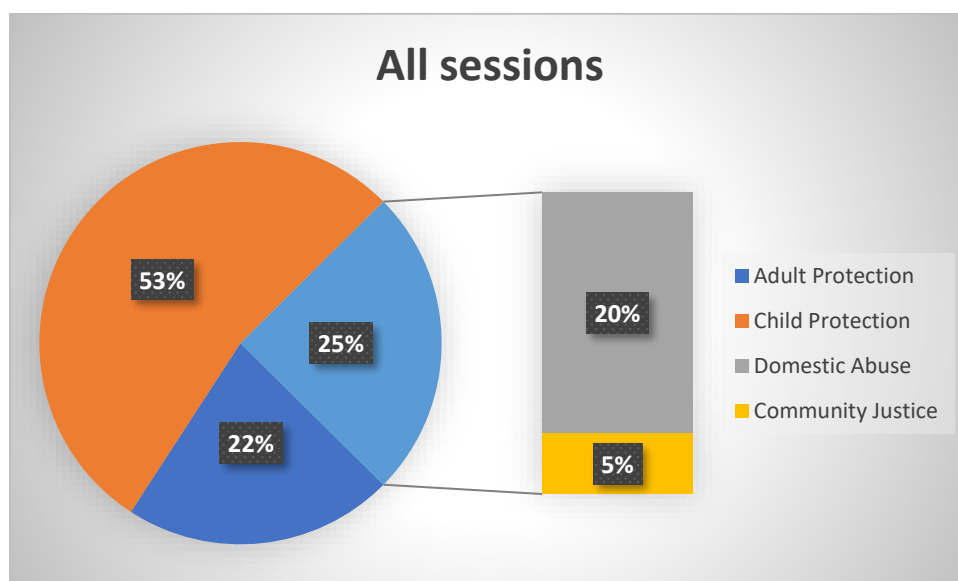
staff to provide a safe space where an adult at risk could go for help. A short life working group, including Police Scotland, Supported Living. Erik Gray @ Seafiel Centre and Ability Shetland, was established with the remit of setting this up in Shetland. Work to identify a group of adults with learning disabilities who might assist in setting up the project and help train staff has been delayed, but it is hoped to pick this up in late 2020/early 2021.

- **Participation of children, young people and adults** – the 2018/19 SPPC Business Plan clearly laid out an ambition to include children, young people and adults in the work of the committee, and shaping its vision for public protection in Shetland. A short life working group was established in September 2019. Due to the excellent work already being undertaken by the OPEN Project, the Who Cares Advocacy Worker and Shetland Youth Work Services Young Ambassadors, links with a group of young people have been made, which culminated in them running the morning session at the SPPC Development Day on 2<sup>nd</sup> March 2020. Feedback from the young people is attached at appendix 5 OPEN feedback report and a detailed case study of the project is included at appendix 4.

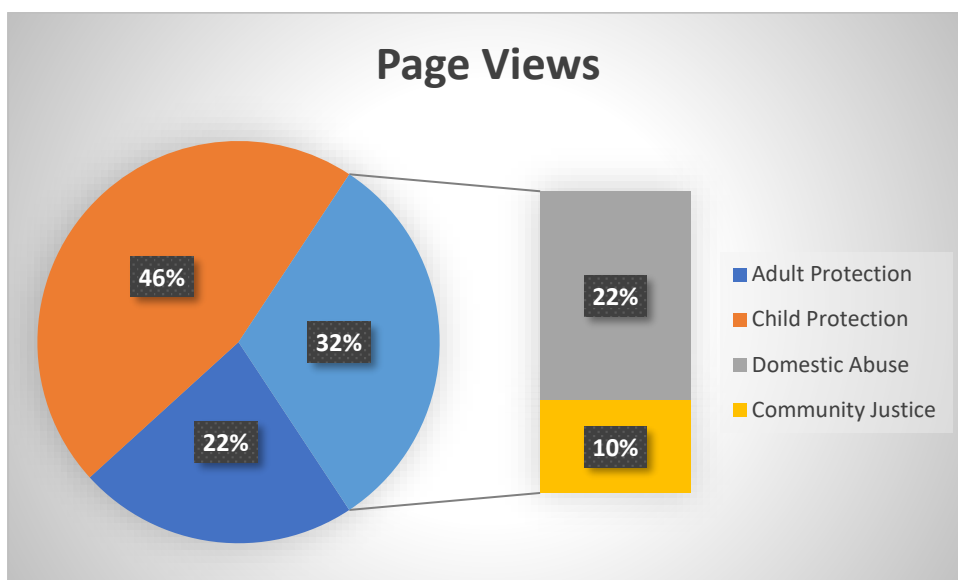
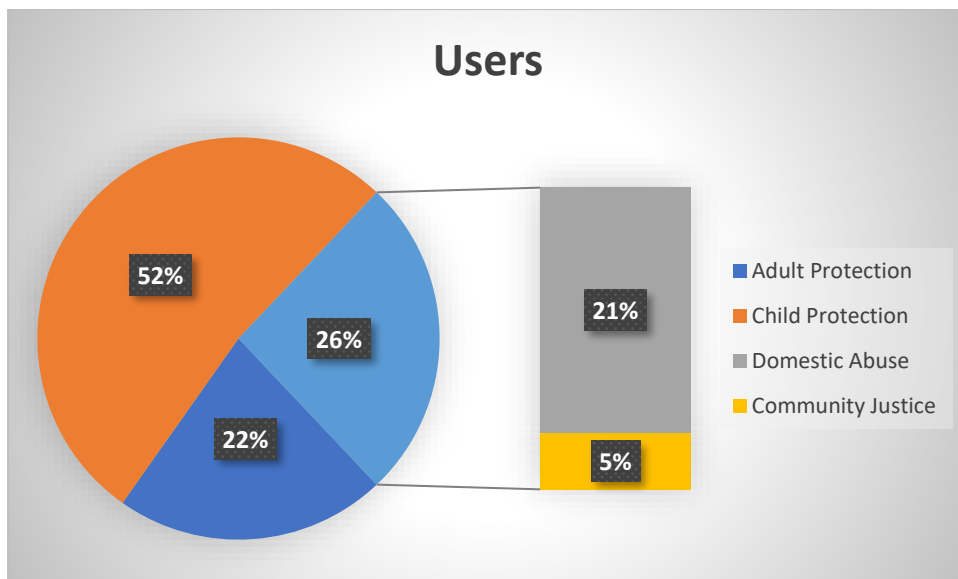
- It is proving more difficult to establish mechanisms for linking with adults and service users. There are no formally established participation group for adults. Groups of carers and service users do exist, but approaches to them have shown that they do not necessarily have the time to engage with SPPC being, rightly, focussed on the purpose for which they came together. Encouraging early discussions have been held with Senior Social Care Workers at Eric Gray@Seafiel and with Shetland Link Up to look at setting up such a participation group with adults who use their services have been held and will be followed up by the Lead Officer.

## Website activity, publicity and newsletters

### Website Statistics







Publicity and awareness raising of both adult and child protection is a key activity for the SPPC. The following activity has been carried out during 2019/20:-

- In 2019/2020 financial year the banner stand has been placed in Islesburgh Community Centre, Northlink Ferry Terminal, Mareel, Gilbert Bain Hospital, Lerwick Health Centre and the Shetland Library.
- Shetland Citizens Advice Bureau have been supplied with Scambusters Postcards and a banner stand for their 7 Energy Advice Clinics, which were held throughout Shetland, including rural areas in 2019. Additionally in 2020 information was supplied through the CAB outreach clinics.
- In June 2019 information about protecting children and adults was put out through press releases banner adverts on the online Shetland News and SIBC
- In a Carers Newsletter we included information on dementia and scams. An event in November 2019 enabled publicity for Scambusters at the "Carers Rights Day

- In November 2019 press releases highlighted "Good practice for Community Groups", "Public urged to keep eyes open for children at risk" and the "SPPC 2018-19 Annual Report".
- Information about protecting children for sports groups was shared at the "Changing Lives Through Sport Conference".
- Various newsletters have been sent out throughout including one for Safer Internet Day and guidance for all staff in responding to child protection concerns for 16 to 18 year old.
- From March 23 when Scotland moved into lockdown it was very important to publicise information that everyone needed to be aware of the risks to children and adults- possibly increased risks. Press releases, information on the safer Shetland website and newsletter were all used to try and get this message out through both professionals and the wider community.

## Adult and Child Protection Data

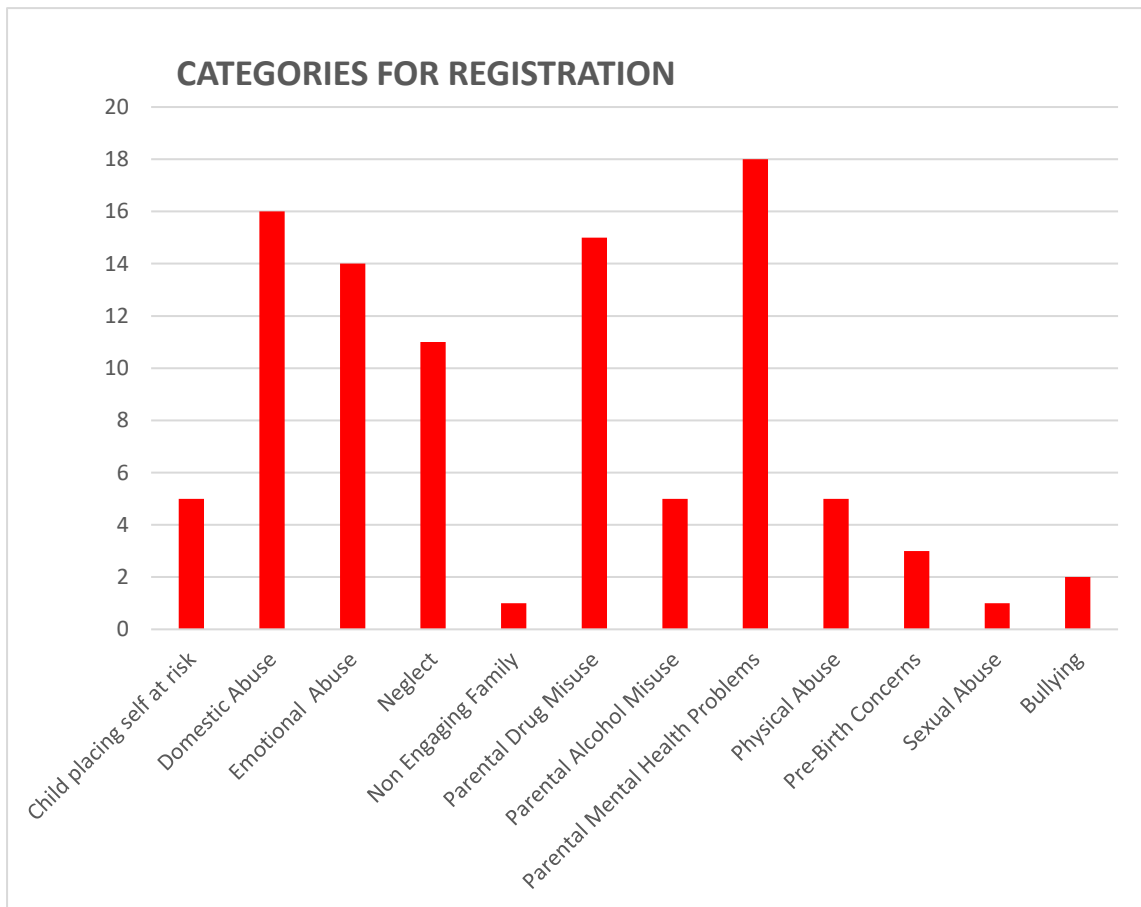
### Child Protection

2019/20 marked a significant change in how child protection statistics were gathered and presented. In 2019 Scottish Government introduced a Child Protection minimum dataset that gathered 17 types of information including data from SCRA. In addition to the national minimum dataset it was agreed locally to continue collecting data on the source and type of child protection referrals being received. The dataset is gathered from 01 August to 31 July (which approximates with the school year) and so is no longer directly comparable with data gathered by CPC and SPPC in previous years that covered 01 April to 31 March. However over time the new dataset will provide much more meaningful and detailed information contributing to children services planning and being able to identify and respond to emerging issues and trends.

From initial analysis of the first year data the following has been noted:

- There were 28 children and young people in Shetland who were "looked after"
- On the 31<sup>st</sup> July 2020 there were 9 children on Shetlands Child Protection Register. In total 23 had been on the register over the course of the year.
- 67 children were the subject of an initial referral discussion between Police Scotland, Children's Social Work and NHS Shetland. This led to 22 children being jointly interviewed by Police Scotland and Children's Social Work. 40 children's home circumstances were assessed due to concerns about a risk of significant harm by Social Work as a single agency investigation and 5 children were interviewed by Police Scotland as single agency (these would tend to be in circumstances where children had witnessed possible offences)
- The reasons why children's names were placed on the child protection register were are shown below. More than one reason can be recorded for each child, but it is worth noting that domestic abuse, parental substance misuse and parental mental health problems are the most frequently recorded reasons for registration

- Most children whose names were placed on the child protection register are under 8 years old (with some children being registered as unborn babies)



## Adult Protection Data

Quarterly adult protection statistics are collected and presented to Shetland Public Protection Committee for discussion (please see appendix 1) for the 2019/20 data.

Of note is an increase in adult concerns referrals from 131 in 2018/19 to 225 in 2019/20. There have also been differences in the types of harm being reported.

Type of Harm	2019/2020	2018/2019	
Physical Abuse	24	16	Physical Abuse
Financial Abuse	32	20	Financial Abuse
Neglect	4	2	Neglect
Self Neglect	8	6	Self Neglect
Sexual Abuse	11	5	Sexual Abuse
Self-harm	43	16	Self-harm
Psychological / Emotional Abuse	53	20	Psychological / Emotional Abuse
Substance Misuse	14	7	Substance Misuse
Discrimination	0		Discrimination
Not known	26	17	Not known
Other	10	23	Other
	225	132	One person was affected by two types of harm

From analysis of referral data (see appendix 1) the following has been identified:

- There has been a significant increase in the number of adult concern referrals received from Police Scotland – 53 in 2018/19 to 136 in 2019/20. Adult concern forms generated by police officers in Shetland are passed to the Police Scotland Public Protection Hub in Inverness before being passed to Adult Social Work Duty Team. In 2018/19 triaging of the adult concern form meant that quite a lot of lower level or inappropriate referrals were not passed to Social Work. From mid-2019 the approach to triaging changed and now the majority of adult concern referrals are passed through. This creates an additional workload for the Adult Social Work Duty Team. Regular fortnightly discussion between Police Scotland colleagues in the hub and Senior Social Workers take place and this is helpful and will allow for further discussion about adult concerns forms.
- A particularly complex case involving one perpetrator who targeted and exploited a number of victims in late 2019 generated an increased volume of referrals.
- The number of adults meeting the three point test have remained stable despite the increase in adult concern forms – 19 in 2018/19 and 18 in 2019/20.
- Formal investigations and case conference numbers have not changed and no orders under the Adult Support and Protection (Scotland) Act 2007 Act have been applied for.

- Adult concern forms received from carers, family members and self-referral remain the same.
- In looking at the reasons for referral there has been an increase in adult concern referrals related to financial harm. It is not possible to directly attribute this to the Scambusters project and the work that has gone into raising awareness, but this has been a priority and hopefully has contributed to this increase. The rise in referrals due to psychological and emotional abuse is concerning and would benefit from further analysis – although initial discussions with senior social work staff would indicate that some of these referrals relate to lower level concerns.
- Using the data in these reports will inform some discussion at the Quality Assurance Sub Committee meeting in September 2020 about where to focus quality assurance and review activity.
- As always adults who did not meet the three point test were provided with assessment and received services and support as required.

### Response to Covid 19

Although the timeframe for this annual report covers only the initial phase of lockdown it is appropriate to acknowledge the measures which all services put in place in order to continue to provide responses to child and adult protection referrals.

- SPPC quickly issued both adult and child protection guidance and this was updated regularly in line with Scottish Government Guidance.
- Police Scotland, NHS Shetland Protection Nurse Advisor and Child and Adult Social Work continued to conduct IRD's in response to adult and child protection referrals and as normal a service as possible continued. Interviews of children and adults at risk were conducted when required. Child and Adult Protection Case Conferences were held initially by gathering views by phone and email and then latterly using video conferencing.
- The Caring for People Emergency Planning Guidance was immediately put in place led by Chief Officers.
- Interagency groups focussing on specific issues were formed under the Caring for People Guidance and this worked very effectively.
- Weekly data (including adult and child protection data) was submitted to the Scottish Government and close contact was maintained with the Care Inspectorate.

It will be appropriate at some future point to reflect more fully on the whole process and draw learning from the experience. Initial thoughts have centred on the excellent and close interagency working relationships that developed and were strengthened during this time.

There is emerging evidence nationally about the negative impact of lockdown on children, young people and adults more vulnerable to harm. Services in Shetland are

alert to the possibilities of an increase in adult and child protection referrals in the post lockdown period.

## Conclusion

In conclusion 2019/20 has seen the secure establishment of the Shetland Public Protection Committee which has been well supported by all organisations and meetings attended regularly. The successful work of the Participation Sub-committee has allowed young people to be included in the work of the SPPC following a powerful contribution made to the SPPC Development Day by a group of young people. Good quality training has continued to be provided for all agencies, the review of adult protection cases in July 2019 gave assurance that these were being assessed and responded to safely and well, quality assurance of child protection case conferences has also provided evidence of sound practice.

During the covid-19 pandemic and associated emergency measures advice and guidance about adult and child protection was provided. The associated reduction in activity meant that some work was suspended- although wherever possible work on a variety of projects continued.

In 2020/21 SPPC needs to focus its energies on:-

- Developing the vision of public protection in Shetland informed by all stakeholders. Building on the participation of young people and finding ways to involve adults.
- Raising the profile of public protection with the wider community in Shetland
- Preparing for future Adult Protection Inspections and also Joint Inspections of services for children in need of care and protection.
- Continuing with key projects through the work of the sub-committees and ensuring any work missed or delayed due to covid-19 is picked up.
- Improving the collection and analysis of child and adult protection data
- To move from discussion with other partnerships to working more effectively on cross cutting issues.

## Appendix 1 – Adult Support and Protection Data

### ADULT SUPPORT AND PROTECTION STATISTICS

Referrals, case conferences and categories of abuse registered

Reporting Period Financial Year 1st April 2019 - 31 March 2020

Number of Referrals	Number of repeat referrals
225	24 people x 2 referrals, 4 people x 3 referrals, 3 people x 4 referrals, 1 person x 5 referrals, 1 person x 10 referrals and 1 person x 17 referrals Total 70
Adult Concern Referrals	
207	
ASP Referrals (3pt test)	Source of referral meeting 3 point test
18	Police x10, Social Work x1, Family x1, Carer x2, Housing x1, Education x1, Other Care Home x1, Health x1
Source of Referral	Referring Agency
136	Police
8	SIC Housing
18	Health - Primary
9	Health - Acute
2	Health
<5	NHS 24/GP
<5	Scottish Fire and Rescue Service
14	SIC Social Work Colleague
6	Carer
8	Member of Public
7	Local Authority Care Home
<5	Other Care Home
<5	Voluntary Sector, Shetland Link Up
7	Family Member
<5	Self-Referral
<5	Other
<5	Unknown
Number of referrals that <u>did not</u> meet 3pt test	207
Number of cases of harm	Type of Harm caused (some cases may be referred for more than 1 cause)
24	Physical Abuse

32	Financial Abuse	
4	Neglect	
8	Self Neglect	
11	Sexual Abuse	
43	Self-harm	
53	Psychological / Emotional Abuse	
14	Substance Misuse	
0	Discrimination	
26	Not known	
10	Other	
<b>Number of police/social work investigations</b>	<b>Number of adults involved</b>	
Police - <5		1
Social Work - <5		2
<b>Number of joint police/social work investigations</b>		2
<b>Number of adult protection case conferences</b>	<b>Number of adults involved</b>	
<5		4
<b>Number of protection plans established</b>	<b>Number of adults involved</b>	
<5		3
<b>Total number of adults subject to protection plan</b>		3
<b>Any Legal Orders</b>		
<b>Assessment Order</b>		0
<b>Removal Order</b>		0
<b>Banning Order</b>		0

**NB due to small number the above statistics are given as <5**

Of the 207 referrals in 2019/2020 who did not meet the 3pt test, 145 people were offered services that included Adult Social work and social care services, SMRS, CMHT, Housing Support, Women's Aid. Through Care and After Care, Annsbrae, Consultant Psychiatrist, medical consultants, CPN, Children and Families Social work, 62 NFA and 75 people accessed a variety of multiple services.

Glossary:-



CMHT – Community Mental Health Team  
SMRS – Substance Misuse Recovery Service  
DSW – Duty Social Work  
CJSW – Criminal Justice Social Work  
TCAC – Through Care and After Care  
SMSW – Substance Misuse Social Worker  
C&FT – Children and Families Team  
NFA – No Further Action

## Appendix 2 –Adult and Child Protection Training Statistics

### ADULT AND CHILD PROTECTION TRAINING

Training undertaken by agency and levels

Reporting Period 1 April 2019 - 31st March 2020

No. of people trained	Number of training sessions held
833	41 Sessions
Number of people by agency	Agency Trained
633	Shetland Islands Council
31	Voluntary Sector
157	NHS Shetland
1	Police
11	Private Sector
Keeping Adults and Children Safe	3
Adult Support and Protection Level 2	297
Child Protection Level 2	137
Adult Support and Protection Level 3	20
Child Protection Level 3	45
Adult Support and Protection Train the Trainer	4
Child Protection Train the Trainer	4
Child Protection Refresher for Level 3	103
Child Protection Procedures Workshop	17
Child Sexual Exploitation Training	24
Child Protection - Keeping Children Safe	9
Relational and “Family” Living in Residential Child Care	28
WRAP	114
Minute Taking for Case Conferences	14
Scottish Ambulance Service – Adult and Child Protection	14
E-learning SIC - Level 1 Adult Protection	23
E-learning SIC – Level 1 Child Protection	16
E-learning SIC – Level 3 Child Protection Refresher	62
E-learning SIC – Nurture	166
E-Learning SIC – Child and Adult Protection – It’s Everyone’s Job	552
E-learning NHS – Adult Support and Protection including both Adult and Child Protection	470
E-Learning NHS – Foundation Child Protection	30

The courses that were evaluated in 2019-2020 are as follows:-

- 3x Level 2 Adult Support and Protection
- 1x Level 3 Adult Support and Protection
- 2x Level 2 Child Protection
- 1x Child Protection Level 3 Refresher
- 1x Level 3 Child Protection
- 1x Adult and Child Protection Training for Shetland Ambulance Service

From analysing the evaluations returned on the about courses the following is noted:-

- Outcomes and objectives were fully met for most courses.
- Attendees commented positively on the discussions generated and positive use of practice examples.
- Confidence in knowing what to do if they were concerned about a child or adult being at risk.

## Appendix 3 – Internet Safety Day Infographic



For Safer Internet Day 2020 the Digital Safety Committee arranged the following:

- A press release went out on Monday 10 February 2020.
- Radio Shetland broadcast information on their evening programme on 11 February 2020 and held interviews with our Lead Officer and a representative from G Robertson Ltd.
- An article was published in the Shetland Times on Friday 14 February 2020.
- An SPPC Newsletter was circulated and focused this year on Online Gaming.
- Safer Internet Day Education Resources Quick Activities were sent to all schools, colleges and youth services
- Gaming factsheets were uploaded to safershetland website.

The Open Online Workshop, which focuses on bullying and the effects it has on everyone – the victims, the bullies and the bystanders, was delivered by young volunteers to 222 S1 pupils across Shetland between January and February 2020

Posters were designed by Imogen Leslie, Work Experience Student and sent to all schools, youth services, colleges for display.

### Feedback from Schools

Aith Junior High School displayed the posters and did the quick activities with pupils

Anderson High School displayed the posters on their screen and on noticeboards around the school.

P7 from Whiteness Primary School shared the posters in an internet assembly and displayed them in the computing room. Internet safety lessons were held throughout the week.



The Shetland Library posted and tweeted throughout the week on their Facebook page and Twitter accounts.

Rip Off Gaming Article  
Friend Request Poster with a quiz

Catherine from the Library reading Chicken Clickin  
Who Are You Talking to Online Poster

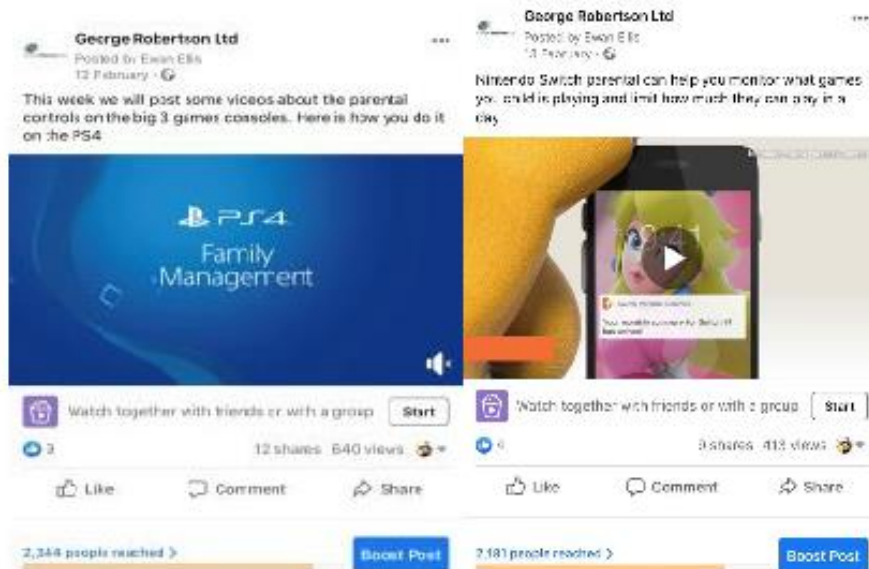
Tavish Scott previous SMP reading Troll Stinks and the finale on Friday was Liam Summers, Guizer Jarl 2020 reading Goldilocks

Tweets reached 30,872 people

Facebook posts reached 14,775 people

2076 clicks and reactions from facebook, twitter and views on Youtube

The Digital Safety Committee collaborated with local business, **George Robertson Ltd**, which saw them offer advice on how to set up parental settings on consoles. It also posted tutorials on safe settings on their facebook page.



## Appendix 4 – Young Peoples Participation Case Study

### Case Study: Participation of Children and Young People in Shetland’s Public Protection Committee

Shetland’s Public Protection Committee has an ambition to include children, young people and adults in the work of the committee and in shaping its vision for public protection in Shetland. Excellent work in this area is being undertaken by the OPEN Project, the Who Cares Advocacy Worker and Shetland Youth Work Services Young Ambassadors. This enabled links with a group of young people to be made, which culminated in them running the morning session at the Shetland Public Protection Development Day on 2 March 2020, which was very well received by all participants. The work was undertaken in line with the Youth Participation Pathway, which was adopted last year.

The day opened with an interactive session organised by a group of young people consisting of volunteers from the OPEN Project, in partnership with Who Cares? Shetland and the #shetlandcrew, and Shetland Islands Council, Youth Services Young Ambassadors. The Young People’s Participation Group (YPPG) created workshops based on their learning from the two participation planning workshops, using the themes Safe and Participation. The workshops were run by the group of 12 young people who attended.

The format of the session was conducted entirely by the young people who had separately prepared key questions to be addressed by themselves and Committee members, which allowed comparisons in the different responses given.

#### **Workshop 1 - ‘What are the 3 biggest challenges in keeping children and young people safe in Shetland?’**

To explore the theme of “Safe” young people and members worked in small groups to agree on their preferred seating arrangements, this proved to be an effective way to demonstrate the different ways people like to work and enabled the young people to raise awareness about some of their needs when attending meetings. This was followed up by separate young people and adult groups answering the question of:

**‘What are the 3 biggest challenges in keeping children and young people safe in Shetland?’**



It is interesting to see the very different answers provided by the adult groups and the young people groups – below are the top three priorities for each of the groups.

This is an important lesson in the planning and design of service delivery – where using only a few stakeholder’s views may result in important service needs being missed or ignored.

Adult Groups	Young people
<ul style="list-style-type: none"> <li>○ Drugs and Alcohol misuse in parents and children and young people</li> <li>○ Social media, internet use and potential exploitation</li> <li>○ Poverty, deprivation and isolation</li> </ul>	<ul style="list-style-type: none"> <li>● No place for young people to hang out</li> <li>● Not enough love and care, supporting life skills and structuring your day</li> <li>● The meeting of criteria to fit into services – the group did not know the SPPC existed – need to raise awareness of the services</li> </ul>

### Workshop 2 - The 7 Golden Rules for Participation<sup>1</sup>

What are the Golden Rules?

The 7 Golden Rules for Participation are a set of principles that anyone working with children and young people can use. They inform adults what children and young people’s participation should feel like.

They can help adults:

- understand what the United Nations means by participation, and
- understand what they should do when helping children and young people take part in decision-making.

<sup>1</sup> <https://www.cypcs.org.uk/education/golden-rules>

The aim of the Participation workshop was to support young people to take a lead and begin to develop a working relationship with committee members to support their participation in the work of the committee. The second workshop focused on the 7 Golden Rules of Participation. To introduce the Golden Rules to the Committee, 2 young people facilitated groups made up of 4 or 5 members to discuss and take notes about what each of the rules mean and how they can be used to support the participation of young people on the Committee.

Tam Baillie, Chair of Shetland Public Protection Committee, reported that, “feedback from the workshops will inform and contribute towards the on-going participation of young people in the Committee. It is recognised that this will take time to evolve and there are different models of participation with varying degrees of success. The aim of this initiative is to support the participation of young people to work with the committee to design a system and process for participation that enables everyone to work together effectively, comfortably and productively”.

Tam Baillie, Chair of Shetland Public Protection Committee, May 2020



The 7 Golden Rules of Participation have been adopted by the Public Protection Committee:

1. Understand my rights
2. A chance to be involved
3. Remember it's my choice
4. Value me
5. Support me
6. Work together
7. Keep in touch

**How can we make sure children and young people know their views have been taken seriously and have made an impact?**

- ✓ Be accountable
- ✓ Do not make promises you cannot keep
- ✓ Write it down
- ✓ Share information – in many ways
- ✓ Feedback – many times, keep an open and ongoing dialogue
- ✓ Hear the views of as wide a range of people as possible
- ✓ Do not be judgemental
- ✓ Take what is said seriously
- ✓ Share the responsibility

The Young People's Participation Group

**What Messages did our children and young people want us to hear and respond to?**

**1 Understand my rights**

- There is a lack of knowledge of rights in school
- Schools need to be more empowered

**2 A chance to be involved**

- Mutual respect and boundaries
- Positive and genuine regard
- If you are going to ask a young person something, take it on and feed back
- Refer the person to the right service and not to numerous places
- Making sure everyone is welcome

**3 Remember it's my choice**

- Encouraging and supporting everyone's choices

**Barriers for young people participating:**

- Not interested
- Social barriers
- No time
- Lack of confidence and abilities
- Lack of knowledge

The Young People's Participation Group

#### **4 Value me**

- Communication - different methods which work for everyone, listen, no jargon
- Taking time - get to know each other, comfortable spaces, not office based, best time of day
- Involve people that young people are comfortable with
- Make it real - take what is being said seriously, follow through and act on it
- Feedback to young people – explain why things have happened, or why they have not
- Have frequent conversations, not one-off exercises
- Meet in the middle - share ideas, share power
- Help to understand each other's roles and associated barriers or pressures
- Represent all young people – all ages, all abilities, all levels of confidence

#### **5 Support me**

- Check my understanding
- Remember to speak with me
- Ask honestly and listen to me
- Remember that no idea is a bad idea
- Power awareness – get the balance right
- Equality – same respect and recognition for all

#### **6 Work together**

- Treat others how you expected to be treated
- Be open and understanding
- Be non-judgmental
- Be on time
- Be kind and welcoming
- Be listened to
- Be aware of how each other is feeling
- Speak appropriately
- Agree to disagree
- Be organised and prepared
- Being inclusive and work together

#### **7 Keep in touch**

- getting regular updates via email, text or in person
- communicating what differences the young people's input has made on a more personal level

- taking the time to explain why something has happened, or not happened

**Best thing about the day:**

The **young people's session** was by far the most popular part of the day and one comment was that "it was great to hear their priorities" and another mentioning a good discussion with young people around "principles". Their contribution was described as "excellent", "very articulate" and "inspiring" with young participants praised for "their ability to cut to the core of issues".

Extract of Report to Shetland Public Protection Committee, May 2020

## Appendix 5 – OPEN Feedback from Young People

### OPEN Project: Representation and Participation Feedback Form

<b>Name of meeting/forum</b>	Digital Safety – Sub Group of Public Protection Committee
<b>Name of Representative</b>	young people from OPEN project)
<b>Contact details of Representative</b>	OPEN Project – Peer Educators
<b>Date of meeting</b>	5.2.20
<b>Points of interest</b>	<ul style="list-style-type: none"> <li>• Learning about all the organisations that help make Shetland a safer place.</li> <li>• SID 2020 and delivering info on risks of gaming.</li> <li>• The discussion around VSVS and the new CEOP training.</li> </ul>
<b>Minutes, papers or links to be shared (please attach)</b>	
<b>Action / follow up</b>	Time permitting, would love to come along and participate in the meeting and discussion again in the future.

Please use the number scale to help you measure how you felt about your level of participation at the meeting:

5 = very pleased

4 = pleased

3 = satisfied

2 = dissatisfied

1 = very unhappy

<b>7 Golden Rules of Participation</b>	<b>Number Scale (1-5)</b>	<b>Reason</b>
<b>Understand my rights</b> Right to participate in decisions that affect me	3-5	<b>Felt that very included and part of the discussion.</b>
<b>A chance to be involved</b> Welcome and treated fairly, don't judge me	4-5	<b>Felt welcomed by group, friendly atmosphere.</b>

<p><b>Remember it's my choice</b></p> <p>Give me the chance to take part in a way that is right for me, not you</p>	<p><b>4-5</b></p>	<p><b>Not pressured to participate at any point and the meeting felt friendly.</b></p> <p><b>Was not forced to speak but also wasn't spoken over.</b></p>
<p><b>Value me</b></p> <p>Show me that you are listening to me</p>	<p><b>3-5</b></p>	<p><b>Everyone at the meeting was very attentive and I felt listened to.</b></p> <p><b>Did not speak up much but the other YP was listened to and active with ideas.</b></p>
<p><b>Support me</b></p> <p>Check with me that I understand and don't assume that I do</p> <p>Give me a chance to ask questions</p>	<p><b>3-5</b></p>	<p><b>Felt that I could ask any questions on things not understood</b></p> <p>I felt I could have spoken up and asked if I wanted to.</p>
<p><b>Work together</b></p> <p>I can learn from you, you can learn from me, we can learn from each other</p> <p>Be honest with me about what difference my voice will make</p>	<p><b>4-5</b></p>	<p><b>Learnt a lot about the frameworks in place, making Shetland a better/safer place.</b></p> <p><b>Everyone shared ideas and listened to each other.</b></p>
<p><b>Keep in touch</b></p> <p>Explain to me what decisions or changes have been made, or not made, and why</p>		<p><b>Unable to decide as it was first meeting, however feel that the group would keep us up to date.</b></p>

Maybe a small description on what the acronyms on the meeting minutes mean. I understood them after getting them explained, but it'd be handy to have as reference.