

OFFICIAL

West Lothian Adult Protection Committee

Communications and Engagement Strategy

2022 – 2025

Duty to Report and how to make a referral when you ‘know or believe’ an Adult is at risk of harm:

West Lothian Council:

- Adults Social Care Enquiries Team - ASCET Tel: 01506 284848
Email an ‘Adult Protection’ referral using Adult protection as the headline to:
adultsocialcare@westlothian.gov.uk
Complete and submit an [Adult Protection Referral Form](#)
- Livingston Social Work Centre Tel: 01506 -282252 Arrochar House
- Bathgate Social Work Centre Tel: 01506 -284700
- Broxburn Social Work Centre Tel: 01506 284440
- Out of office hours Social Care Emergency Team Tel: 01506 281028/9

Police Scotland:

- 101 or 999 in an Emergency

NHS Public Protection Team:

- Tel: 0131 536 5090

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Introduction

This document has been designed to provide guidance to all who have a duty to ensure the welfare and safety of adults with specific consideration to those with the discharged responsibilities of Council Officers.

The Adult Support and Protection Act (Scotland) Act 2007 was designed to complement and fill some gaps in mental health legislation by offering Support and Protection to adults at risk of harm.

This procedure should be considered in conjunction with key legislation for Adult Support and Protection Act (Scotland) Act 2007 and its Scottish Government Code of Practice (2014):

- [Adult Support and Protection \(Scotland\) Act 2007](#)
- [2014 Code of Practice](#)
- [Adults with Incapacity \(Scotland\) Act 2000](#)
- [Mental Health \(Care & Treatment\) \(Scotland\) Act 2003](#)
- [Health \(Tobacco, Nicotine etc. and Care\) \(Scotland\) Act 2016 - Part 2. Duty of Candour and Part 3. Ill treatment and Wilful Neglect](#)
- [NHS and Community Care Act 1990](#)

West Lothian's multi-agency Public Protection Arrangements are overviewed by the Chief Officer's Group (COG) for Adult Support and Protection, Child Protection, Alcohol & Drug Partnerships, Violence against Women & Girls & Suicide Prevention:

How it fits together -
Public Protection: the role of Chief Officers



The West Lothian Adult Support and Protection Committee's functions are:

- Reviewing procedures and practices in relation to adult protection
- Improving skills and knowledge
- Improving co-operation between its membership agencies
- Providing information and advice

- Making proposals
- Coordination with Child Protection Committees and MAPPAs

West Lothian Adult Protection Committee takes a leadership and governance role in working with all involved agencies to ensure the continuous improvement of adult protection services in West Lothian. The Committee provides clear links with wider adult support services and reinforces and develops, through joint multi-agency practice, the integration of adult support and protection services across West Lothian.

Functions of the APC

The West Lothian Adult Support and Protection Committee's functions are:

- Reviewing procedures and practices in relation to adult protection
- Improving skills and knowledge
- Improving co-operation between its membership agencies
- Providing information and advice via its communications and engagement strategy
- Making proposals
- Coordination with Child Protection Committees and MAPPAs

Aims and Objectives

- Promote understanding of adult protection issues within communities
- Raise awareness of adult protection issues both internally and externally
- Oversight of multi-agency public awareness activity
- Promote the ethos that "adult protection is everyone's job" if and when you 'know or believe an adult is at risk'
- Provide information about how members of the public can report an adult protection concern(s) and what could happen as a result
- Determine the most effective means of communications, including printed publications, social media and online activity.
- Liaise with the Scottish Government, Social Work Scotland, NHS Lothian, the National Adult Support and Protection Coordinator, Police Scotland media and marketing teams to ensure collaboration to promote and support national campaigns and publish local information for all as is needed and relevant.

Stakeholders

West Lothian APC has identified **seven** distinct stakeholder groups. In many cases stakeholders will fall into more than one group e.g. they are a carer and a practitioner.

- Adult at Risk of harm
- Carers & Families Inc. proxy arrangements
- Members of the Public and Communities
- Voluntary & Community Organisations
- Adult Protection Practitioners & Managers
- Adult Protection Partners & Providers of services
- General Services – including Trading Standards, Environmental Health, Job Centre Plus, Banks and Financial Services organisations.

Key Messages:

There are **four** distinct messages within this strategy:

- To provide awareness and understanding about the West Lothian APC and its leadership and governance arrangements
- To provide clear and relevant information, where appropriate, on Adult Protection processes
- To provide information on how to access help about Adult Protection matters
- To be aware of national and local developments.

Key Message 1:

Aim: To provide awareness and understanding of the West Lothian Adult Protection Committee and its leadership and governance arrangements:

- Distribution / dissemination of information about Adult Protection on various platforms
- Develop a newsletter as relevant
- Develop a training calendar in consultation with the AP Learning & Development Sub committee
- Develop a public awareness campaign following consultation with key stakeholders including service users.

Key Message 2

Aim: To provide clear and relevant information, where appropriate, on Adult Protection Processes

- Ensure that guidelines, procedures and other relevant information is published on the Public Protection Website
- Regularly review and update published information
- Consult with relevant stakeholders to ensure accessibility to the website

Key Message 3

Aim: To provide information on how to access help about Adult Protection matters.

Information will be offered in a variety of mediums:

- Delivered topic specific training inputs
- Dissemination of guidelines, policies and procedures
- Development and distribution of relevant information leaflets.

This will be provided through existing mechanisms:

- Community Care Forums
- Community Councils
- Other Community Groups
- Voluntary Sector Fora
- Carers Groups
- Staff Groups.

Developing new mechanisms where necessary:

- Social Networking;
- Through website and any associated hyperlinks.

Key Message 4

Aim: To be aware of national and local developments.

- Sharing good practice examples

- Distribution of relevant information as it becomes available by means of agreed distribution mechanisms
- Action plans from any external reviews and inspections
- Maintain links with Scottish Government and other networks
- Reviews of research, current literature and media
- Circulation of newsletters.

Delivering the Objectives and Key Messages

The West Lothian Adult Protection Committee will be responsible for the delivery of this Communications & Engagement Strategy set out in the West Lothian Adult Protection Committee's Annual Improvement Plan.

Adult Protection Communication Plan

A West Lothian Adult Protection Communication Plan will be produced every three years.

Monitoring, Evaluation and Scrutiny

These activities will be set out in the Adult Protection Committee Improvement Plan and progressed, monitored and evaluated through quarterly meetings of the West Lothian Adult Protection Committee. Progress and outcomes will be included in the West Lothian Biennial Report.

Feedback

An important element of public information, communication and engagement with the public is feedback. Feedback will be sought as and when appropriate by the use of Surveys, face to face discussion and "You said We did" communications.