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To: Councillor Jennifer Stewart, Convener; Councillor Lesley Dunbar, Vice Convener; and Councillors Alphonse, Cameron, Duncan, Greig, Houghton, Townson and Wheeler.

Town House,
ABERDEEN 12 February 2019

PUBLIC PROTECTION COMMITTEE

The Members of the **PUBLIC PROTECTION COMMITTEE** are requested to meet in **Committee Room 2 - Town House** on **WEDNESDAY, 20 FEBRUARY 2019 at 10.00 am.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

BUSINESS

DETERMINATION OF URGENT BUSINESS

- 1 There is no urgent business at this time

DETERMINATION OF EXEMPT BUSINESS

- 2 There is no exempt business at this time

DECLARATIONS OF INTEREST

- 3 Members are requested to intimate any declarations of interest (Pages 5 - 6)

REQUESTS FOR DEPUTATION

- 4 Requests for Deputation - none expected until after the final agenda is published

MINUTE OF PREVIOUS MEETING

- 5 Minute of Previous Meeting of 5 December 2018 (Pages 7 - 12)

COMMITTEE PLANNER

- 6 Committee Planner (Pages 13 - 16)

NOTICES OF MOTION

- 7 No notices of motion have been received

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

- 8 There are no referrals at this time from Council, Committees or Sub Committees

POLICE AND FIRE RESCUE SERVICE

- 9 Police Scotland - Thematic Report on Serious and Organised Crime (Pages 17 - 28)
- 10 Police Scotland - Performance Report for April-September 2018 (Pages 29 - 60)
- 11 SFRS - Thematic Inspection on Response and Resilience (Pages 61 - 68)

CHILD AND ADULT PROTECTION

- 12 Adult Protection Biennial Report (Pages 69 - 104)

PROTECTIVE SERVICES

- 13 Response in relation to Scottish Government Consultation on Good Food Nation (Pages 105 - 114)
- 14 Enforcement of Food Law Requirements in Relation to Allergens (Pages 115 - 128)
- 15 Date of Next Meeting - 24 April 2019 at 10:00am

EHRAs related to reports on this agenda can be viewed [here](#)

To access the Service Updates for this Committee please click [here](#)

Website Address: www.aberdeencity.gov.uk

Should you require any further information about this agenda, please contact Derek Jamieson, tel 01224 523057 or email derjamieson@aberdeencity.gov.uk

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DECLARATIONS OF INTEREST

You must consider at the earliest stage possible whether you have an interest to declare in relation to any matter which is to be considered. You should consider whether reports for meetings raise any issue of declaration of interest. Your declaration of interest must be made under the standing item on the agenda, however if you do identify the need for a declaration of interest only when a particular matter is being discussed then you must declare the interest as soon as you realise it is necessary. The following wording may be helpful for you in making your declaration.

I declare an interest in item (x) for the following reasons

For example, I know the applicant / I am a member of the Board of X / I am employed by... and I will therefore withdraw from the meeting room during any discussion and voting on that item.

OR

I have considered whether I require to declare an interest in item (x) for the following reasons however, having applied the objective test, I consider that my interest is so remote / insignificant that it does not require me to remove myself from consideration of the item.

OR

I declare an interest in item (x) for the following reasons however I consider that a specific exclusion applies as my interest is as a member of xxxx, which is

- (a) a devolved public body as defined in Schedule 3 to the Act;
- (b) a public body established by enactment or in pursuance of statutory powers or by the authority of statute or a statutory scheme;
- (c) a body with whom there is in force an agreement which has been made in pursuance of Section 19 of the Enterprise and New Towns (Scotland) Act 1990 by Scottish Enterprise or Highlands and Islands Enterprise for the discharge by that body of any of the functions of Scottish Enterprise or, as the case may be, Highlands and Islands Enterprise; or
- (d) a body being a company:-
 - i. established wholly or mainly for the purpose of providing services to the Councillor's local authority; and
 - ii. which has entered into a contractual arrangement with that local authority for the supply of goods and/or services to that local authority.

OR

I declare an interest in item (x) for the following reasons.....and although the body is covered by a specific exclusion, the matter before the Committee is one that is quasi-judicial / regulatory in nature where the body I am a member of:

- is applying for a licence, a consent or an approval
- is making an objection or representation
- has a material interest concerning a licence consent or approval
- is the subject of a statutory order of a regulatory nature made or proposed to be made by the local authority.... and I will therefore withdraw from the meeting room during any discussion and voting on that item.

PUBLIC PROTECTION COMMITTEE

ABERDEEN, 5 December 2018. Minute of Meeting of the PUBLIC PROTECTION COMMITTEE. Present:- Councillor Jennifer Stewart, Convener; Councillor Lesley Dunbar, Vice-Convener; and Councillors Alphonse, Bell (as a substitute for Councillor Houghton), Cameron, Delaney (as a substitute for Councillor Greig), Councillor Donnelly, the Depute Provost (as a substitute for Councillor Wheeler for articles 1 to 8), Duncan, Townson and Wheeler (for article 9).

The agenda and reports associated with this minute can be found [here](#)

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

DECLARATIONS OF INTEREST

1. The were no declarations of interest.

MINUTE OF PREVIOUS MEETING OF 10 OCTOBER 2018

2. The Committee had before it the minute of its meeting of 10 October 2018 for approval.

The Committee resolved:

- (i) to approve the minute as a correct record; and
- (ii) in relation to resolution (ii) of article 10 (Police Scotland Hate Crime Thematic Report), to request the Chief Officer - Governance to ensure that an update, by way of email, from the North East Division, on the recruitment of LGBT+ candidates; and the delivery of training programmes which aimed to increase awareness of LGBT+ issues for all serving police officers be provided to the Committee.

COMMITTEE PLANNER

3. The Committee had before it the committee business planner as prepared by the Chief Officer – Governance.

The Committee resolved:-

- (i) in relation to item 18 (Police Scotland Thematic Report), to request that the Police Scotland thematic report to be submitted by the Chief Superintendent to the Committee on 24 April 2019 cover serious and organised crime in the city, and in particular that it describe how Police Scotland liaised with Council Functions i.e.

PUBLIC PROTECTION COMMITTEE

5 December 2018

- licensing, and other partners in relation to investigation of serious and organised crime; and
- (ii) to otherwise note the committee business planner.

SCOTTISH FIRE AND RESCUE SERVICE PERFORMANCE REPORT - GOV/18/285

4. With reference to article 10 of the minute of the meeting of the Public Protection Committee of 9 May 2018, the Committee had before it a report by the Chief Officer – Governance which presented the Scottish Fire and Rescue Service local performance report to provide assurance on progress against local priorities, outcomes and actions as set out in the Aberdeen City Local Fire and Rescue Plan.

The report recommended:-

That the Committee note the report.

The Committee resolved:-

to approve the recommendation.

FINDINGS FROM NATIONAL SIGNIFICANT CASE REVIEWS - OPE/18/282

5. The Committee had before it a report by the Chief Officer – Integrated Children’s and Family Services which advised of the appropriate systems and process in place to respond to local and national Significant Case Reviews for the Committee’s assurance.

The report recommended:-

That the Committee

- (a) note the role and function of the Significant Case Review Sub-Committee; and
- (b) endorse the work of the Significant Case Review Sub-Committee to ensure the learning of all local and national Significant Case Reviews was embedded into local practice to improve the outcomes for children and young people who require care and protection.

The Chief Officer – Integrated Children’s and Family Services advised that an EHRIA form had been completed and submitted.

The Committee resolved:-

- (i) to approve the recommendations; and
- (ii) to request the Chief Officer – Integrated Children’s and Family Services, to advise the Committee, by way of email, of the role of The Crown Office and Procurator Fiscal Service in relation to the Care Inspectorate.

PUBLIC PROTECTION COMMITTEE

5 December 2018

ABERDEEN CITY CHILD PROTECTION COMMITTEE - NATIONAL CHILD PROTECTION IMPROVEMENT PROGRAMME - OPE/18/283

6. The Committee had before it a report by the Chief Officer – Integrated Children’s and Family Services which advised of the involvement of Aberdeen City’s Chief Officers Group and Child Protection Committee in progressing, in this area, the expectations of the national Child Protection Improvement Programme, for the Committee’s assurance.

The report recommended:-

That the Committee

- (a) note the content of the report; and
- (b) endorse the work of the Aberdeen City’s Chief Officer Group and Child Protection Committee in relation to the Child Protection Improvement Programme.

The Committee resolved:-

- (i) to approve the recommendations; and
- (ii) to note that the Child Protection Committee annual report to be considered by the Committee in 2019 would contain an update on the work of the Aberdeen City’s Chief Officer Group and Child Protection Committee in relation to the national Child Protection Improvement Programme.

PREVENT PROGRESS REPORT - CUS/18/284

7. With reference to article 15 of the minute of the meeting of the Public Protection Committee of 9 May 2018, the Committee had before it a report by the Director of Customer Services which provided an update on the progress made against the Prevent Peer Review’s 18 recommendations and the national context.

The report recommended:-

That the Committee

- (a) note progress made against the Prevent Peer Review recommendations as requested by the Committee on 9 May 2018;
- (b) note the appointment of Fraser Bell as the new lead officer for CONTEST; and
- (c) note the commendation from the Scottish Government regarding the partnership working of the Prevent Delivery Group.

At this juncture, the Convener advised the Committee that this was Alana Nabulsi, Statutory Homeless Team Leader’s last meeting reporting to the Committee prior to taking up a new role and she thanked her for her support to the Committee and wished her well in her future endeavours.

The Committee resolved:-

- (i) to approve recommendations (a) and (c);

PUBLIC PROTECTION COMMITTEE

5 December 2018

- (ii) to note and endorse the appointment of Fraser Bell as the new lead officer for CONTEST;
- (iii) to instruct the Chief Officer – Governance to submit a report detailing the progress made against the 18 recommendations from the Prevent Peer Review to the Committee at its meeting on 24 April 2019;
- (iv) to request that the Statutory Homeless Team Leader clarify and advise the Committee, by way of email, that the Council's IT systems had a virtual private network (VPN) that created a safe and encrypted connection for all; and
- (v) to thank Alana Nabulsi, Statutory Homeless Team Leader, for her support to the Committee and to wish her well in her future endeavours.

RESPONSE IN RELATION TO ENFORCEMENT ELEMENTS OF THE SCOTTISH GOVERNMENT CONSULTATION ON REDUCING HEALTH HARMS OF FOODS HIGH IN FAT, SUGAR OR SALT - OPE/18/298

8. The Committee had before it a report by the Chief Operating Officer which sought approval to submit the proposed response in relation to the enforcement elements of the consultation as appended to the report.

The report recommended:-

That the Committee –

- (a) approve the consultation response at Appendix A;
- (b) instruct the Chief Operating Officer to submit the consultation response on behalf of Aberdeen City Council; and
- (c) acknowledge that additional financial resources might be required in order to deliver this proposal to address the potential impact on other public health controls currently delivered by the Environmental Health Service.

The Convener, seconded by the Vice Convener moved:-

That the Committee -

- (1) approve recommendations (a) and (b); and
- (2) acknowledge COSLA's position that additional financial resources would be required from the Scottish Government in order to deliver the proposal to address the potential impact on other public health controls currently delivered by the Environmental Health Service.

Councillor Cameron, seconded by Councillor Alphonse, moved as an amendment:-

That the Committee approve the recommendations contained within the report.

On a division, there voted:- for the motion (6) – the Convener; the Vice Convener, and Councillors Bell, Delaney, Donnelly and Duncan; for the amendment (3) – Councillors Alphonse, Cameron and Townson.

PUBLIC PROTECTION COMMITTEE

5 December 2018

The Committee resolved:-

to adopt the motion.

BUILDING STANDARDS ACTIVITY - PLA/18/160

9. The Committee had before it a report by the Chief Officer – Strategic Place Planning which provided an overview of Council responsibilities in relation to securing dangerous buildings and protecting public safety, as well as information of activity on unauthorised building work and unauthorised occupation of buildings, for the Committee's assurance.

The report recommended:-

That the Committee note the contents of the report and Appendix.

The Committee resolved:-

to note and endorse the contents of the report and Appendix.

DATE OF NEXT MEETING

10. The Committee noted that its next meeting would be held on 20 February 2018 at 10am.

- **Councillor Jennifer Stewart, Convener**

PUBLIC PROTECTION COMMITTEE
5 December 2018

	A	B	C	D	E	F	G	H	I
1	PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	20 February 2019								
4	Police Scotland Thematic Reports	To present thematic report on serious and organised crime in the City, and in particular that it describe how Police Scotland liaised with Council Functions i.e. licensing, and other partners in relation to investigations of serious and organised crime.	20190220 - Agenda Item 9	Campbell Thomson	Police Scotland	Police Scotland	5.7		
5	Findings of Care Inspectorate Inspection of Adult Social Care Services	To present a report outlining the findings and the Council's response to the Care Inspectorate's follow up inspection on adult social care services. This information is contained in the Adult Protection Committee Biennial Report on today's agenda.	The Committee was advised at its meeting on 10 October 2018 that performance information on adult protection referrals would be incorporated into the post-inspection report. This information is contained in the Adult Protection Committee Biennial Report - 20190220 Agenda Item 12.	Claire Duncan	Adult Social Care	Health and Social Care Partnership	1.1		
6	Adult Protection Committee Biennial Report	To update committee on Adult Protection activity over past 2 years.	20190220 - Agenda Item 12	Claire Duncan	Adult Social Care	Health and Social Care Partnership	1.2		
7	Scottish Fire and Rescue Service Thematic Report	To present a thematic report on response and resilience.	20190220 - Agenda Item 11	Bruce Farquharson	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.7		
8	Enforcement of Food Law Requirements in Relation to Allergens	To present information on food allergies and the enforcement being used within the City.	20190220 - Agenda Item 14	Andrew Morrison	Operations and Protective Services	Operations	3.1		
9	•Performance Report for April-September 2018	To present a Performance Report from Police Scotland for the period April - September 2018	20190220 - Agenda Item 10	Campbell Thomson	Police Scotland	Police Scotland	5.6, 5.7		
10	Response to the Scottish Government Consultation on the Good Food Nation	To gain approval of the consultation response	20190220 - Agenda Item 13	Andrew Morrison	Operations and Protective Services	Operations	3.3		
11	Response to the Food Standards Scotland, Food Standards Agency and DEFRA consultation on amending allergen information provisions contained within domestic food information legislation for	To gain approval of the consultation response	20190204 - Initial review identifies this as being an Operational matter, as such will be removed from the Planner.	Andrew Morrison	Operations and Protective Services	Operations	3.3	R	20190204 - Initial review identifies this as being an Operational matter.
12	24 April 2019								
13	Annual Committee Effectiveness Report	To present the annual effectiveness report for the Committee.			Governance	Governance	GD 7.4		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
14	Resilience Annual Report	To present the Resilience Annual Report.	The Committee was advised at its meeting on 10 October 2018 that progress on achieving self-assessment resilience standards would be incorporated into the annual report.	Vikki Cuthbert	Governance	Governance	2.5		
15	PREVENT Peer Review Progress Report	To present the progress against the Prevent Peer Review's 18 recommendations.		Mark Wilson	Governance	Governance	2.1		
16	Police Scotland Thematic Reports	To present thematic reports on road policing and gender based abuse.		Campbell Thomson	Police Scotland	Police Scotland	5.7		
17			13 June 2019						
18	Protective Services Food and Feed Regulatory Service Plan	To seek approval of Protective Services Food and Feed Regulatory Service Plan	May-19	Andrea Carson	Operations and Protective Services	Operations	3.3		
19	Protective Services Health and Safety Intervention Plan	To seek approval of Protective Services Health and Safety Intervention Plan	May-19	Andrew Gilchrist	Operations and Protective Services	Operations	3.3		
20	Police Scotland Performance Report Full Year (April 2018 - March 2019)	To present the annual performance report from Police Scotland.	Jul-19	Campbell Thomson	Police Scotland	Police Scotland	5.7		
21	Child Protection Committee Annual Report	To provide the Committee with information on the work of the multi-agency Child Protection Committee.	Jul-19	Kymme Fraser	Integrated Children's and Family Services	Operations	1.1, 1.2 and 1.3		
22	UKAS Annual Audit for Scientific Service	To update committee on the status of UKAS accreditation and the progress of recommendations of assessment of the Aberdeen Scientific Services Laboratory.	Jul-19	James Darroch	Operations and Protective Services	Operations	3.1		
23			10 October 2019						
24	Chief Social Work Officer's Report	To present the Chief Social Work Officer annual report.	Oct-19	Graeme Simpson	Integrated Children's and Family Services	Operations	1.4		
25	Corporate Parenting	At its meeting on 10 October 2018, the Committee requested an annual update on the Council's progress in meeting its Corporate Parenting responsibilities during the past year	Oct-19	Margaret Cruickshank	Integrated Children's and Family Services	Operations	1.2		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
26	Grampian Joint Health Protection Plan	At its meeting on 10 October 2018, the Committee requested an annual update on the progress made in implementng the Plan.	Oct-19	Hazel Stevenson	Early Interventions and Community Empowerment	Customer	3.3		
27			12 December 2019						
28	Police Scotland Thematic Report (to be confirmed)	The content of any Thematic Reports would be guided by Members following consultation with Ch. Supt. Thomson.		Campbell Thomson	Police Scotland		5.7		
29			2020 onwards			Police Scotland			
30	Grampian Joint Health Protection Plan	To seek approval of the 2 year Grampian Joint Health Protection Plan.	Oct-20	Hazel Stevenson	Early Interventions and Community Empowerment	Customer	3.3		

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	29 January 2019
REPORT TITLE	Aberdeen City Serious Organised Crime
REPORT NUMBER	GOV/19/193
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	Derek Jamieson (Cover Report), Chief Superintendent Campbell Thomson (Appendix A)
TERMS OF REFERENCE	5.7

1. PURPOSE OF REPORT

- 1.1 To present the Thematic Report Aberdeen City Serious Organised Crime for Committee scrutiny.

2. RECOMMENDATION

- 2.1 That the Committee discuss, comment on and endorse the report.

3. BACKGROUND

- 3.1 The report, attached as **Appendix A** provides information regarding Serious Organised Crime in Aberdeen City.
- 3.2 Much of the content of the report reflects on the collaborative methods which Police Scotland now deploy across the City. The report demonstrates how communities can benefit when Community Planning Partners work within both the Local Outcome Improvement Plan and Locality Plans.
- 3.3 The report provides background information on Serious Organised Crime as well as Police action to tackle this issue both in a national context as well as on a more local basis i.e. in the North East of Scotland and Aberdeen City.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

6. MANAGEMENT OF RISK

N/A

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	Police Scotland are key partners within Community Planning Aberdeen and help contribute towards the achievement of LOIP themes which aim to make people more resilient and protect them from harm.
Prosperous Place	Police Scotland are key partners within Community Planning Aberdeen and help contribute towards the achievement of LOIP themes which aim to support the development of sustainable communities.

Design Principles of Target Operating Model	
	Impact of Report
Governance	The Council has an oversight role of the North East Division of Police Scotland in terms of its performance and delivery of the Local Police Plan.
Partnerships and Alliances	The Council and Police Scotland are Community Planning Aberdeen partners with a shared commitment to deliver the LOIP.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A

Duty of Due Regard / Fairer Scotland Duty	Not required.
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9. BACKGROUND PAPERS

N/A

10. APPENDICES

Appendix A – Thematic Report: Aberdeen City Serious Organised Crime

11. REPORT AUTHOR CONTACT DETAILS

For Cover Report

Derek Jamieson
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For Appendix A

Chief Superintendent Campbell Thomson
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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	29 January 2019
REPORT TITLE	Aberdeen City Serious Organised Crime
REPORT NUMBER	GOV/19/193
DIRECTOR	N/A
CHIEF OFFICER	N/A
REPORT AUTHOR	Chief Superintendent Campbell Thomson North East Division, Police Scotland
TERMS OF REFERENCE	5.7

1. PURPOSE OF REPORT

This report seeks to inform the Committee on Serious Organised Crime (SOC) in Aberdeen City, focussing on established partnership working protocols between Police Scotland, Aberdeen City Council and others to investigate and indeed prevent SOC.

2. RECOMMENDATION

2.1 That the Committee note the report.

3. BACKGROUND

3.1.1 There are currently 120 known Serious Organised Crime Groups (SOCGs) being investigated by Police and partners in Scotland. The greatest prevalence of SOCGs continues to be in the West of Scotland where 69% of groups are located, 19% in the East and 12% in the North of the country.

3.1.2 The North West of England, remains the primary source of supply for drugs into the North East, followed by London and the West Midlands.

3.1.3 "County Lines" is the term used by the Police and Law Enforcement Agencies to commonly describe the approach taken by SOCGs originating in urban areas, who travel to locations such as county or coastal towns to supply controlled drugs. The supply of controlled drugs is thereafter

facilitated through the use of a telephone line which remains located out with the location in which the drug are being dealt.

- 3.1.4 “Cuckooing” is one of the tactics used by SOCGs who operate a County Line. This is where an address of a vulnerable person is taken over by the Group as a base to facilitate the supply of controlled drugs. In many cases the vulnerable occupant is coerced into assisting the group and their involvement can exacerbate any pre-existing substance misuse issues.
- 3.1.5 Cocaine and Heroin remain the most popular drug commodities for SOCGs in Scotland, followed by Cannabis.
- 3.1.6 Police Scotland’s strategy for tackling SOC is not, however, solely based on recovering drugs. It defines any criminal activity which involves one or more person, is organised and involves a level of control or planning and has the potential to cause significant harm and involves benefit to the individuals concerned. This can range from crimes of violence to human trafficking to the sale of counterfeit goods.
- 3.1.7 Police Scotland through development of local partnerships with Local Authorities and others are committed to working together to deliver the Scottish Government Strategy for SOC.
- 3.1.8 The strategy is delivered via four clear strands:
- Divert – to divert people from becoming involved in SOC and using its products.
 - Deter – to deter SOCGs by supporting private, public and third sector organisations to themselves and each other.
 - Disrupt – to disrupt SOC.
 - Detect – to identify, detect and prosecute those involved in SOC.

3.2 STRUCTURES

- 3.2.1 SOCGs in Scotland are investigated by both Divisional teams and Specialist Crime Division within Police Scotland. Within North East Division these Groups are investigated by North East Division and by Specialist Crime Division (SCD) support by Intelligence.
- 3.2.2 Identified SOCGs are given an assessment by means of a mapping process which provides a 'score' as to the risk of Threat and Harm the group poses to the community. A further assessment is thereafter made as to the most appropriate team to investigate the SOCG based on the score obtained.
- 3.2.3 Locally within North East Division, the Detective Chief Inspector (Reactive/Proactive CID) has tactical lead for Serious and Organised Crime.

- 3.2.4 Each strand of the '4 D's' is led operationally by a Detective Inspector or Inspector.
- 3.2.5 North East Division has a designated Organised Crime Unit to investigate serious and organised crime. Led by a Detective Inspector with the lead for the Detect strand.
- 3.2.6 The Divisional Intelligence Unit are a core function of daily business in North East Division, led by a Detective Inspector. This Unit is responsible for assessing, developing and disseminating intelligence, where appropriate, in relation to Serious Organised Crime.
- 3.2.7 This is supplemented by an Interventions Unit. This Unit engages closely with a number of partner organisations in order to identify opportunities by which the activities of Organised Crime Groups can be disrupted.
- 3.2.8 An Interventions Strategy is created for each SOCG identified and reviewed and updated until such time as the group has been sufficiently disrupted.
- 3.2.9 Within Partnerships and Events, an Inspector has operational lead for the Divert strand of Serious Organised Crime, with an Inspector also leading on Licensing matters.
- 3.2.10 Once a month, the Detective Chief Inspector (Reactive/Proactive CID) chairs a Serious and Organised Crime Governance Group, with Police representation from North East Division and Specialised Crime Division.

3.3 PARTNERSHIPS

- 3.3.1 While not all organised crime activities relate to controlled drugs, drug supply and distribution remain the most accessible and lucrative activities for SOCG's throughout Scotland and also in North East Division.
- 3.3.2 Established partnerships are in place as part of the wider '4 Ds' strategy and are articulated in this report.

Meeting Structure

- 3.3.3 A Serious Organised Crime Partnership Group meets once a month, with representatives from North East Division Interventions Unit, and various departments from Aberdeen City Council, including the Communities and Housing Team, Anti-Social Behaviour Team, Corporate Investigation Team, Priority Families and Trading Standards.
- 3.3.4 This is a tasking and coordinating meeting and is a forum to share information and address the risk and harm caused by SOC in the communities and to coordinate a response.

Landlord Registration

- 3.3.5 North East Division work closely with Aberdeen City Councils Private Sector Housing Team in terms of the vetting of private landlords. Private letting is seen as an area of risk in terms of SOC as individuals are known to purchase property to facilitate criminal activities and present the rent obtained from letting the property as legitimate enterprise. Partnership working between the Police and Aberdeen City Council creates an effective mechanism to share information and deny the individual/crime group access to legitimate enterprise resulting from their criminal activities.

Housing

- 3.3.6 North East Division and Aberdeen City Council have forged strong links in relation to identifying individuals using Local Authority tenancies to supply drugs. Information sharing protocols are in place whereby the Police advise Aberdeen City Council when a person is convicted of drug supply charges in order that strict eviction policy can be applied.

Antisocial Behaviour Orders

- 3.3.7 North East Division collaborate with Aberdeen City Council to obtain Anti-Social Behaviour Orders (ASBOs) in relation to SOC. ASBOs are orders on individuals which can restrict their movements, associations and behaviour. They also include Closure Orders on addresses which activity linked to SOC has affected the quality of life of residents.

Trading Standards

- 3.3.8 North East Division work closely with Aberdeen City Council Trading Standards Department and Environmental Health Officers to share information and work together to disrupt serious and organised crime. Areas of recent partnership working includes enquiries into fraudulent car sales, bogus workmen, investment frauds and visits to the risk areas of adult entertainments and fast food premises.

Procurement

- 3.3.9 North East Division Interventions Unit liaises closely with Aberdeen City Council's Commercial and Procurement Services and Risk Management to highlight high risk sectors of business both within the organisation and in relation to procurement activities and assist in providing resilience strategies.

Licensing

- 3.3.10 In terms of Licensing, many of the general procedures involved in processing Licensing Applications guard against SOC's infiltrating the licensed trade. This scrutiny is further enhanced with the nation-wide InnKeeper system which contains details of all Liquor and Civic licences for every Division in

Scotland, and enhances information sharing in respect of premises and people in the Licensed Trade as they move about the country and work in multiple venues.

- 3.3.12 The North East Licensing Team and the Interventions Unit are aware of SOCG activity within the Division to ensure that applicants, for any form of licence, are not affiliated in any way to such groups, before responding to the Licensing Board. The consistent high profile approach and interaction with licensed premises in direct correlation with the aforementioned close scrutiny in the application process should in turn reduce opportunity.

Awareness Raising

- 3.3.15 North East Division organised a SOC engagement event with 120 frontline Aberdeen City Council employees attending. This included Housing Officers, tradespersons and other public facing staff. Presentations were provided by the Interventions Unit, the Divisional Intelligence unit and SCD on a variety of different topics including drug dealing, cuckooing, money laundering and counterfeit goods. The aim of the event was to increase the resilience of Aberdeen City Council's knowledge of SOC and assist in the development of intelligence.
- 3.3.16 North East Divisions' Partnership and Events team, along with the Interventions Unit have been working alongside Aberdeen City Council teams, including Communities and Housing, Adult Protection Services, Education and Children's Services, in conjunction with NHS Grampian to raise awareness of "cuckooing" with a view to introducing the initiative into Aberdeen City, based on the model operating in the Aberdeenshire towns of Peterhead and Fraserburgh. This initiative is designed to provide support to individuals exploited by Organised crime groups and to assist them "break the cycle" of their involvement with these criminal groups.
- 3.3.17 Led by the Police, working jointly with partners, it focusses on identifying those most vulnerable in communities and through engagement, signposting individuals to support services with the ultimate aim of breaking the cycle of drug misuse and other impact factors.
- 3.3.18 Under SOCG Governance structures, North East Division are committed to Media messaging and release a monthly feature via Social Media on SOC and drug recoveries. Quarterly 'Facebook' live chats involving a number of partner agencies on SOC are a regular feature

3.4 CONCLUSION

- 3.4.1 Over the last 12 months, North East Division, Specialist Crime Division and their partners have significantly disrupted the activities of SOCGs operating

within the Division, which had been assessed under the mapping process. Numerous other smaller groups have been disrupted by conventional policing under Operation Aspen. Almost all of these groups have had links to Aberdeen City.

- 3.4.2 We, along with partners will continue to robustly target the SOCGs who prey on the most vulnerable in our communities to make Aberdeen City and North East Division a hostile environment for them to operate and most importantly support those exploited by the activities of these groups.
- 3.4.3 We will continue to work as a partnership to develop “Best Practice” and promote our prevent agenda which is already having positive results.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	N/A		
Legal	N/A		
Employee	N/A		
Customer	N/A		
Environment	N/A		
Technology	N/A		
Reputational	N/A		

7. OUTCOMES

N/A

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	N/A

9. BACKGROUND PAPERS

N/A

10. APPENDICES

N/A

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	20 February 2019
REPORT TITLE	Police Scotland Performance Report April-September 2018
REPORT NUMBER	GOV/19/192
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	Derek Jamieson (Cover Report), Chief Superintendent Campbell Thomson (Appendix A)
TERMS OF REFERENCE	5.6, 5.7

1. PURPOSE OF REPORT

- 1.1 To present the Police Scotland Performance Report – April-September 2018 for Committee scrutiny.

2. RECOMMENDATION

- 2.1 That the Committee discuss, comment on and endorse the report.

3. BACKGROUND

- 3.1 The report, attached as **Appendix A** provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national for April - September 2018.
- 3.2 Much of the content of the report reflects on the collaborative methods which Police Scotland now deploy across the City. The report demonstrates how communities can benefit when Community Planning Partners work within both the Local Outcome Improvement Plan and Locality Plans.
- 3.3 The report covers a wide range of police activity including corporate governance; detection rates; response times; and audit methodology. The report provides year on year comparisons to allow the Committee to evaluate trends in performance.

4. FINANCIAL IMPLICATIONS

4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

6. MANAGEMENT OF RISK

N/A

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	Police Scotland are key partners within Community Planning Aberdeen and help contribute towards the achievement of LOIP themes which aim to make people more resilient and protect them from harm.
Prosperous Place	Police Scotland are key partners within Community Planning Aberdeen and help contribute towards the achievement of LOIP themes which aim to support the development of sustainable communities.

Design Principles of Target Operating Model	
	Impact of Report
Governance	The Council has an oversight role of the North East Division of Police Scotland in terms of its performance and delivery of the Local Police Plan.
Partnerships and Alliances	The Council and Police Scotland are Community Planning Aberdeen partners with a shared commitment to deliver the LOIP.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

9. BACKGROUND PAPERS

N/A

10. APPENDICES

Appendix A – Police Scotland Performance Report (April -September 2018).

11. REPORT AUTHOR CONTACT DETAILS

For Cover Report

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POLICE
SCOTLAND
Keeping people safe

Public Protection Committee

North East Division
Aberdeen City

April - September 2018



Contents

- Introduction
- Staffing
- Complaints About the Police
- Antisocial Behaviour, Violence and Disorder
- Acquisitive Crime
- Road Safety and Road Crime
- Protecting People at Risk of Harm
- Serious Organised Crime
- Counter Terrorism and Domestic Extremism
- Miscellaneous



Introduction

I present the latest Public Protection Committee Report on behalf of Police Scotland, North East Division. This report provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national, for Quarters 1 & 2, 1 April - 30 September 2018.

I am particularly pleased to report a reduction in overall recorded crime with significant drops in Violence and Acquisitive Crime. Our local focus on partnership working combined with an effective use of our resources to prevent crime and protect those at risk is having a positive impact on the City. It is particularly noteworthy that our detection rates continue to improve with our overall performance being consistently strong and above the national average

I have previously outlined the importance that we place within the Division on making a meaningful and sustained contribution towards the Local Outcome Improvement Plan and Locality Plans as part of our contribution towards Community Planning Aberdeen. It is clear to me that in order to achieve and deliver effective services and long term solutions within our communities, effective local Community Planning arrangements are key. The progress made over the last year and results delivered over the last reporting period are testimony to our very positive working relationships.

I wish to acknowledge the excellent work of Police Officers, Police Staff, Special Constables and indeed the Police Youth Volunteers locally who are regularly supported by national units and teams as we strive to deliver effective Policing across the City of Aberdeen.

Regards

Campbell Thomson
Chief Superintendent
North East Division
Police Scotland



Staffing

	Authorised Establishment	September 2018	Difference
Police Officers ¹	1115.0 FTE	1109.74 FTE	-5.26 FTE
	September 2017	September 2018	Difference
Police Staff ¹	115.79 FTE	112.35 FTE	-3.44 FTE

¹ North East Division (Aberdeenshire, Moray and Aberdeen City) Full Time Equivalent (FTE)

Officer numbers in North East Division fluctuate depending on a number of factors including transfers to other Divisions, retirements and recruitment process dates. At present we are slightly below the authorised establishment by **5.26 FTE** for Police Officers and **3.44 FTE** for Police Staff. This is a slightly improved situation when compared to the previous reporting period.

There are **100** probationary Officers working within Aberdeen City with a further **11** who underwent training at the Scottish Police College and became operationally deployable in December 2018.

Additionally we are supported by **24** active Special Constables and their contribution to keeping people safe in the North East is vital.

There are recruitment processes ongoing for both Regular and Special Constables and we strive to recruit the most suitable individuals from our local communities.



Complaints About the Police

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	%Change 2018 v 2017
Overall Satisfaction of How Police Dealt With Your incident ²	N/A	86.6%	81.2%		+5.4%
Complaints Received About The Police	N/A	117	134	-7	-5.2%
Number of Complaints Per 10,000 Police Incidents	N/A	29.9	32.2	-2.3	-7.1%
On Duty Allegations Raised	N/A	156	152	+4	+2.6%
Off Duty Allegations Raised	N/A	0	1	-1	-100%
Quality of Service Allegations	N/A	26	33	-7	-21.2%
Total Allegations	N/A	182	186	-4	-2.2%

² North East Division (Aberdeen City, Aberdeenshire and Moray)

There has been an **increase of 5.4%** in customer satisfaction levels when compared to the same period last year and a reduction in the number of complaints received (**-5.2%**), complaints received per 10,000 Police incidents (**-7.1%**) and total allegations (**-2.2%**) which is a positive trend.

Customer satisfaction surveys are conducted on a weekly basis and this allows us to gather first-hand viewpoints from the members of the public we deal with on a day-to-day basis. This is a valuable tool as we strive to continually improve the service we provide.

Complaints are investigated rigorously by our dedicated Service Delivery Team and all investigations are overseen by a member of the Senior Management Team. As well as investigating complaints thoroughly, the Service Delivery Team utilise any positive or negative findings to educate officers in terms of good practice and standards by sharing learning across the Division in a variety of formats.

The improved performance is positive but we understand the impact that a negative interaction with the Police can have. Therefore we continue to listen to the Public while training and developing our Officers in order to minimise these occurrences.



Antisocial Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Common Assault - Recorded	1,656.4	1,333	1,566	-323.4	-19.5%
Common Assault - Detection Rate	73.2%	73.7%	69.4%		+0.5%
Robbery - Recorded	45.8	58	57	+12.2	+26.6%
Robbery - Detection Rate	81.2%	86.2%	84.2%		+5.0%
Vandalism - Recorded	1,184.6	831	1,082	-353.6	-29.8%
Vandalism - Detection Rate	25.8%	26.2%	21.5%		+0.4%
Fire Raising - Recorded	65.8	61	52	-4.8	-7.3%
Reports of Street Drinking	115.4	124	49	+8.6	+7.5%
Drunkenness and Disorderly Conduct	220.0	165	94	-55	-25.0%
Racially Aggravated Harassment / Conduct	53.2	34	49	-19.2	-36.1%
Racially Aggravated Harassment / Conduct - Detection Rate	91.0%	88.2%	98.0%		-2.8%
Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 2017
Group 1 Crimes - Recorded ³	N/A	241	201	+40	+19.9%
Group 1 Crimes - Detection Rate	N/A	80.9%	84.1%		-3.2%
Serious Assault - Recorded ⁴	N/A	91	104	-13	-12.5%
Serious Assault - Detection Rate	N/A	101.1%	90.4%		+10.7%
Hate Crime - Recorded	N/A	110	126	-16	-12.7%
Hate Crime - Detection Rate	N/A	76.4%	85.7%		-9.3%

³ Crimes of Violence include Murder, Attempted Murder, Culpable Homicide, Cruelty, Neglect and Un-natural Treatment of Children and Adults, Abduction, Robbery, Assault with intent to Rob, Serious Assault, and Threats and extortion.

⁴ April 2016 - implementation of broader definition of what constitutes a Serious Assault, 5 year comparison is therefore not possible at this point.

Violence and Anti-Social Behaviour

It is encouraging to note that the downward trend of Violence within Aberdeen City has continued during this period. The reduction (**19.5%**) in Common Assault over the last 5 years is unprecedented and is a direct result of effective partnership working and targeting offenders.

Whilst the number of Group 1 Crimes has **increased by 40** when compared to the similar period in 2017, this is due to **49** crimes being recorded as a result of an ongoing large scale



historical investigation into non-recent offences. Crime Recording protocol dictates that these crimes are recorded now, however when these crimes are removed from the statistics, it is encouraging to note that Group 1 Crimes have reduced by around 5%.

The number of Robberies within Aberdeen City is similar to that in 2017 but the already excellent detection rate has increased by **5% (to 86.2%)** when compared to the 5 Year Average. To place this in context, the force-wide detection rate for Robbery is usually around **75%**.

Community Policing Teams continue to be supported by specialist Officers dedicated to investigating and preventing Violent Crime which has resulted in a **101% detection rate** for Serious Assault, an **increase of over 10%** on the same period last year.

The method for tackling Violence within Aberdeen City Centre continues to evolve. The creation of a City Centre Problem Solving Team addressing various elements of Anti-Social Behaviour and Violence within the area has resulted in significant success in terms of increased visibility, with foot and bicycle patrols at pertinent times. This increased visibility also allows Officers to pursue a preventative agenda and, in part, accounts for the increase in reports of Street Drinking.

Realising the link between Violent Crime and the night time economy throughout the City, a dedicated Alcohol Violence Reduction Unit work in partnership to ensure that licensed premises are supported and managed properly. High visibility patrols and regular recorded visits ensure we maximise opportunities to prevent criminality and provide support to vulnerable individuals. Monitoring high risk violent offenders is a key aspect of our commitment to prevent Violence and breaking the cycle of offending. As part of Operation Pine, Officers proactively Police Court Orders and curfews to ensure compliance. Support and referral processes are in place for arrested persons ensuring they are given the opportunity for diversion from criminality. This continued focus of prevention has resulted in the **19.5% reduction** in Common Assaults and **12.5% reduction** in Serious Assaults, when compared to the 5 Year Average and also down in direct comparison with the same period last year.

Community Policing Teams continue to work with partners across Aberdeen, to reduce the incidents of Anti-Social Behaviour within local communities with a number of initiatives across the City are evidence of this local approach to such issues, which will continue throughout the year and across the City. The City Centre teams have focused the problem of Street Drinking and the rise in cases reported here is a proactive measure which has reduced Anti-Social Behaviour and the potential for violent confrontation. This will be monitored throughout the year.

Fireraising

The increase in Fireraising incidents when compared to last year is mainly due to a series of wildfires being set in the Tullos Hill area of Aberdeen during the extremely dry summer period. Working with partners, an individual was charged in relation to setting such fires and the number of Fireraising incidents has since reduced.



Hate Crime

The number of reported Hate Crimes has **decreased by 12.7%**. Again, a number of the **110** crimes reported relate to comments made to Police Officers and Stewards in the course of their duties.

There is no evidence to suggest a standalone issue or problem that may relate to any particular group or premises within Aberdeen City.

Although the detection rate has **reduced by 9.3%** this is still above the current Force average for such crime.



Acquisitive Crime

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Crimes of Dishonesty - Recorded	3,831.2	2,787	3,222	-1044.2	-27.3%
Crimes of Dishonesty - Detection Rate	39.5%	44.7%	42.5%		+5.2%
Housebreakings - Recorded	476.8	247	348	-229.8	-48.2%
Motor Vehicle Crime - Recorded ⁵	588.4	357	380	-231.4	-39.3%
Motor Vehicle Crime - Detection Rate	21.6%	27.2%	20.3%		+5.6%
Theft of Motor Vehicle - Recorded	198.0	129	135	-69.0	-34.8%
Common Theft - Recorded	988.6	687	803	-301.6	-30.5%
Common Theft - Detection Rate	26.7%	27.7%	30.0%		+1.0%
Theft by Shoplifting - Recorded	1,030.0	996	1,041	-34.0	-3.3%
Theft by Shoplifting - Detection Rate	72.4%	69.8%	68.7%		-2.6%

⁵ Theft from secure motor vehicle; Theft from insecure motor vehicle; Theft of a motor vehicle; Attempted Theft of a Motor Vehicle.

The Acquisitive Crime statistics show further year-on-year reductions even when compared to significant falls in reported Crimes of Dishonesty during 2017-2018, when **1365 less** crimes were recorded compared to the same period in 2016-2017. These figures are exceptional and show very low levels of Acquisitive Crime. The reduction demonstrated in Aberdeen defies the national trend and are to be welcomed. In the first 6 months of this year there has been a **further reduction of 435** such crimes with positive progress across all individual crime types.

The most striking results are in relation to Theft by Housebreaking which have fallen by **48.2%** when compared against the 5 Year Average. Our intelligence led approach of targeting offenders combined with effective preventative work and visibility has resulted in a dramatic downturn in this, at times traumatic crime type.

Whilst these reductions are welcome, we fully appreciate the impact and inconvenience that being the victim of such a crime can have on members of the Public. We will continue to utilise all information and intelligence at our disposal to focus resources in the right areas at the right time to prevent these crimes. We will not become complacent.

In addition to these unprecedented reductions in crime levels, the detection rates for Crimes of Dishonesty have **increased by 5.2%** when compared against the 5 Year Average and sits as one of the highest nationally.

Operations Lathe and Armour epitomise our approach to prevention, detection and diversion, running simultaneously in conjunction with partners across the City during the summer months. Operation Lathe aimed at preventing, deterring and detecting bike thefts while Operation Armour aimed at tackling the theft of motorbikes and those who cause nuisance by riding motorcycles illegally or in a dangerous way.



Operation Lathe saw 168 bicycles recovered and Operation Armour resulted in 60 people being charged and 70 vehicles, (66 motorbikes and 4 cars) being seized as well as 28 people being referred to the Aberdeen Motorcycle Project for Educational Development.

Theft by housebreaking (including attempts) - Detection Rates	5 Year Average	Apr 2018 - Sept 2018	Apr 2017- Sept 2017	% Change 2018 v 5 Year Av.
Overall	20.9%	33.6%	27.6%	+12.7%
Dwelling House	24.5%	38.6%	39.6%	+14.1%
Non-Dwelling (e.g. Sheds)	11.5%	33.9%	13.8%	+22.4%
Other Premises (e.g. Commercial)	35.3%	23.4%	35.5%	-11.9%

Housebreaking refers to a variety of buildings including sheds, garages, shops as well as dwelling houses.

As with the detection rates for overall Acquisitive Crime, the detection rate for Housebreakings across the City has **improved by 12.7%** when compared to the 5 Year Average and **6%** when compared to the similar period for last year.

Whilst there are slight variations within the individual crime types the overall approach of robustly investigating all such crimes is producing positive results.



Road Safety and Road Crime

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 2017
People Killed/Seriously Injured	N/A	21	10	+11	+110.0%
Children Killed/Seriously Injured	N/A	0	1	-1	-100.0%
People Killed	N/A	2	1	1	+100.0%
Children Killed ⁶	N/A	0	0	0	0%
Advice/Education Given to Motorists ⁷	N/A	12,617	10,148	+2,469	+24.3%
Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Mobile Phone Offences	375.4	87	124	-288.4	-76.8%
Speeding Offences	989.2	662	737	-327.2	-33.1%
Drink/ Drug Driving Offences	154.8	141	146	-13.6	-8.9%
Dangerous Driving	47	34	47	-13	-27.7%
Disqualified Driving	52.8	34	65	-18.8	-35.6%
Detected Offences Relating to Motor Vehicles	4,484.4	2,839	3,224	-1645.4	-36.7%
Parking Fixed Penalties Issued ⁸	1,078.6	495	615	-583.6	-54.1%

⁶ Child is under 16 years of age.

⁷ North East Division (Aberdeen City, Aberdeenshire and Moray) figures by Road Policing Officers.

⁸ North East Division (Aberdeen City, Aberdeenshire and Moray).

There have been two fatal road collisions in the City during this period, both involving pedestrians and Large Goods Vehicles. While both collisions occurred near busy road junctions, there is nothing directly linking them and they are subject to ongoing investigations.

Our campaigns and initiatives in relation to Road Policing relate to a variety of traditional national campaigns such as drink and drug driving and the use of mobile phones and have been tailored to meet our local requirements.

Local partnership work including Safe Drive Stay Alive recently took place again recently covering North East schools and work in relation to vulnerable road users such as pedal cyclists and pedestrians has been undertaken locally.

The Division continue to take a proactive approach towards Roads Policing with the operation CEDAR strategy of Challenge, Educate, Detect and Reduce being embedded within local policing teams. Whilst the enforcement numbers are slightly lower across the City, the number of motorists provided with advice and guidance has increased by **2,469** from last year to **12,617**.



This is a sizable section of the motoring public of the North East, who invariably enjoy a positive experience, with preventative advice and learning; the full value of which perhaps cannot be fully measured.

Local Policing Teams react to local policing issues and communities regularly report concerns regarding anti-social driving, speeding and dangerous practice. Our Policing teams strive to increase visibility in these areas whilst raising awareness with vulnerable road user's such as cyclists, school pupils and the elderly. This preventative work when combined with enforcement activity results in local issues being responded to effectively and is generally well received within communities.



Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Group 2 Crimes - Recorded ⁹	293.4	370	334	+76.6	+26.1%
Group 2 Crimes - Detection Rate	67.8%	65.4%	54.5%		-2.4%
Rape - Recorded	41.6	59	41	+17.4	+41.8%
Rape - Detection Rate	72.6%	62.7%	53.7%		-9.9%
Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 2017
Domestic Abuse Incidents Reported	N/A	1,190	1,452	-262	-18.0%
Domestic Abuse Crimes - Detection Rate	N/A	71.1%	71.5%		-0.4%

⁹ Group 2 Crimes of Indecency include Rape, Assault with intent to Rape, Indecent Assault, Sexual Assault, Prostitution related crime and others with an indecent element.

There has been an increase in reported Group 2 crimes (including Rape) versus the same period last year. It is assessed that this may relate to an increase in public confidence to report such matters as a number are non-recent.

Detection rates in relation to Group 2 crime and Rape are strong in comparison to the same period last year. These figures show the continuing focus placed on this type of serious criminality which affects the most vulnerable within our communities. Investigations into crimes of this nature are very often protracted and involve multiple witnesses and various forensic considerations.

The position also reflects the continued divisional focus on engagement with vulnerable groups and 'hard to reach' victims, who are supported with advice and assistance through established local partnerships. Awareness-raising, coupled with the robust targeting of offenders supports this work. An effective communication strategy provides public reassurance messages via a variety of media outlets and partners. This sends a strong message directly to offenders regarding our resolve to protect the vulnerable and detect crime.

Extensive work has been ongoing around preventative messaging and initiatives. An example of this is the extension of the 'Ask for Angela' campaign, which provides training for bar staff to allow them to offer support to people on a night out where they are uncomfortable with the attention they are receiving and believe they may be at risk of Sexual Assault. This initiative has been successful in the North East and has been "rolled out" nationally.

The Division fully supported the national 'We Can Stop It' campaign in relation to Rape, through Social Media messaging.



North East Division facilitated a joint Facebook chat with the Child Sexual Exploitation Advisor from Barnardo's charity. This chat was well received with excellent public interaction and reached 32,000 people in the area.

In relation to Child Protection, the Public Protection Unit is engaged with the Robert Gordon University to contribute to a Masters level module in Child Protection. This course will be aimed at front line nursing staff, who may have involvement in Child Protection cases.



Serious Organised Crime

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Proceeds of Crime Act Seizures ¹⁰	£95,580.14	£115,779.77	£150,560.16	+£20,199.63	+21.13%
Drug Possession Offences	767.4	885	809	+117.6	+15.3%
Drug Supply Offences	114.0	115	113	+1	+0.9%
Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 2017
Drug Deaths	N/A	20	26	-6	-23.0%

¹⁰ A Division (Aberdeenshire, Moray & City) reported seizures (reported figures only, this may mean that the money might finally be returned to the defender, forfeit at court or seized and remitted to Crown office Procurator Fiscal Service).

Organised Crime Groups impact on the communities of Aberdeen in a number of ways whether it be through drug supply, Acquisitive Crime or other associated offences. We are focused upon the disruption of Serious Organised Crime through targeting those that support and assist these groups. This type of criminal behaviour has a significant impact on local communities and our approach is to utilise enforcement and interventions, whilst attempting to identify and assist those vulnerable to being preyed upon by Organised Crime Groups.

A number of Organised Crime Groups operate on a 'County Lines' format, whereby gangs from locations in England utilise vulnerable individuals to transport drugs to Aberdeen on their behalf and organise drug deals via a dedicated mobile telephone that may still be in England. Thereafter, they may take over the home address of vulnerable individuals in Aberdeen as a base for drug dealing, which is known as 'Cuckooing'.

There have been significant operations and seizures during this reporting period with a number of key individuals being arrested and charged with relevant offences. The outcomes are that, when measured against the 5 Year Average, Proceeds of Crime Act Seizures **have increased by 21.13%**, Drug Possession Offences have **increased by 15.3%** and Drug Supply Offences have **increased by 0.9%**.

We will not however become complacent and will continue to take a proactive, intelligence led approach, utilising all available assets and tactics to target those causing the most harm in our communities.

Although the number of Drug Deaths has reduced, it is widely accepted by Police and partners that education is a key factor in preventing individuals from making choices that put them at risk. Early intervention programmes delivered by partners such as 'Good Life Choices', which was launched in the summer of 2018, within the Northfield Locality Area are aimed at working with young people at risk of becoming involved in substance misuse and to promote positive life choices. This type of work has the aim of reducing the number of Drug Deaths in the long term.



Counter Terrorism and Domestic Extremism

The threat to the UK from international terrorism is **SEVERE** – an attack is highly likely. The threat to Great Britain from Northern Ireland related terrorism is **MODERATE**. Terrorist attacks in the UK and abroad in the recent past show that there can be no complacency in any location within the UK. Local North East Officers and others from a variety of specialist Divisions and Departments across Police Scotland work on a daily basis to assess and act upon any potential terrorist related information.

In June 2018, the multi-agency exercise Safe Steeple was led by the Local Resilience Group in Aberdeen and focused upon the impact of a terrorist attack on Aberdeen City Centre. With a significant number of participants from first responders through to the Private Sector, a number of learning issues were identified with plans in place to act upon them and thus improve preparedness for such an eventuality in the City.

Also in June 2018, the United Kingdom Government published an updated version of the Contest Strategy, which is the national strategy for countering terrorism. The 4P principles remain the same and they are:

- Prevent** – Safeguard people from becoming terrorists or supporting terrorism;
- Pursue** – Stop terrorist attacks happening in the UK and overseas;
- Protect** – Strengthen our protection against a terrorist attack in the UK or overseas; and
- Prepare** – Mitigate the impact of a terrorist incident if it occurs.

The strategy puts increased focus on working closely with the Private Sector and focusing on Cyber Security amongst other matters. This will lead to renewed objectives and delivery plans for the pan North East Contest Board and the associated Prevent Delivery Group.



Miscellaneous

Stop and Search

Indicator	Apr 2018 - Sept 2018	Apr 2018 - Sept 2018 (positive)
Consensual	0	0
Legislative	1,274	402
Number of Consensual Stop and Searches Refused	0	-



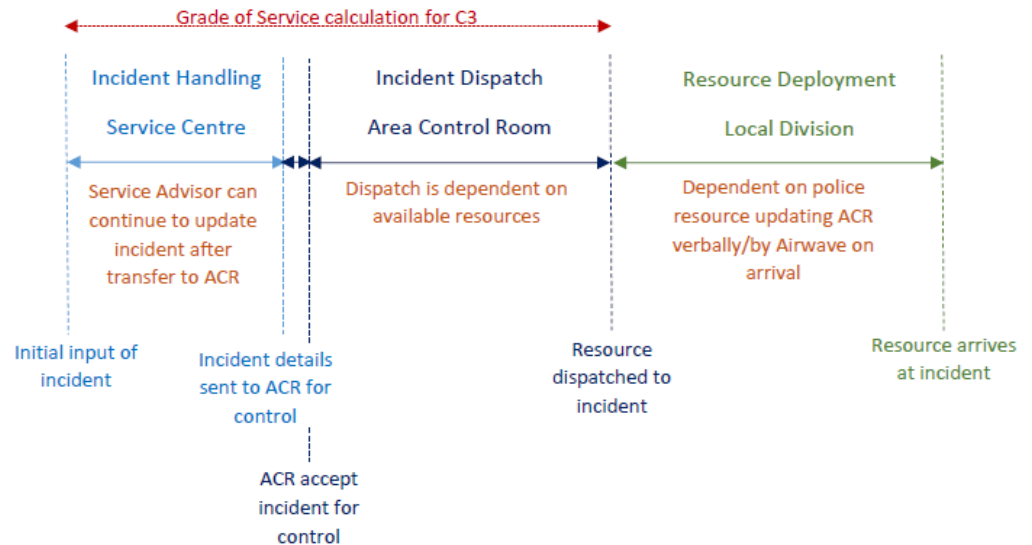
Response Times

Police response times are based on incident handling and measure the time taken from the initial input to the incident (first keystroke in a new incident) to the time of arrival of the resource at scene (officer updating the ACR via their airwave). The police response time is thereafter broken down into its component parts, giving an indication of efficiency at each stage:

Incident Handling – Service Centre

This is the measure of time from creation of a command and control incident by a service adviser until the time the incident is sent to the relevant ACR for control. For East and West regions this calculation is the difference between two timestamps: time the incident is created (first keystroke on a new incident, known as initial input) and the time the incident is sent to the ACR for control. This measure is not presently available for the North region.

This measure is specifically for police response to incidents reported by the Public, but is not a measure of the amount of time a member of the Public spends speaking to a service adviser. Instead this measures the length of time a service adviser retains an incident on STORM Unity until notifying the ACR. The incident may continue to be updated by the service adviser with real time information even after it has been accepted at the ACR for control and a resource has been dispatched.



Incident Dispatch – Area Control Room

This is the measure of time from the incident being accepted for control at the ACR until a resource has been dispatched to the incident location. For East and West regions this calculation is the difference between the two relevant timestamps. This measure is not presently available for the North region.



This measure is specifically for police response to incidents reported by the public, and measures the time taken by a controller to read the information contained on the incident, make a risk assessment using all information available, then find and dispatch a suitable resource. If there is only very limited information available due to the incident being transferred by a service adviser quickly with minimal information, this time may be delayed whilst the incident is updated with more information for a robust risk assessment, it may also be delayed due to there being no resources available to dispatch.

Resource Deployment – Local Division

This is the measure of time from the first resource being dispatched to the incident location until the time first resource arrives at scene (not necessarily the first resource that was dispatched, but the resource which arrived fastest). The arrival time relies on the resource which arrives at scene to update the ACR, either verbally via their airwave or preferably by automatic means via their airwave by pressing the appropriate soft key.

This measure is specifically for police response to incidents reported by the public and may be considered as the “travel time”.

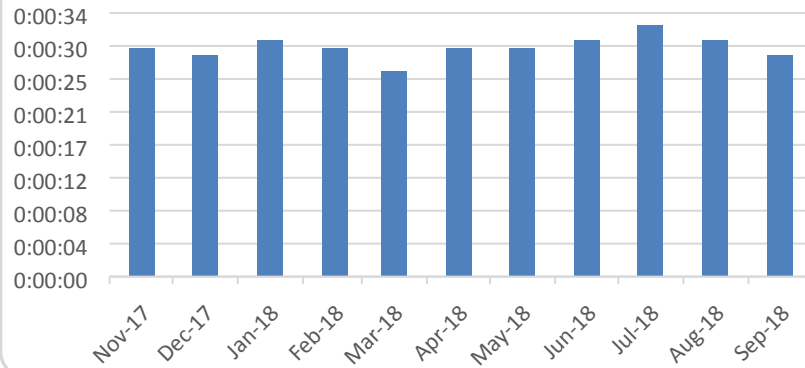
Overall Response Time

This is the overall measure from the first point of contact with the Police to the resource arriving at scene.

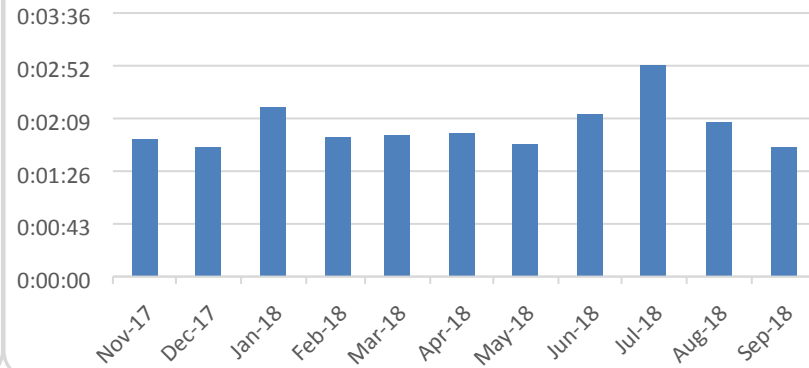
A calculation is made between the times of initial input on STORM until the time the first resource arrives at scene.

****Incident Handling (Service Centre) Time:** One of the time stamp fields which is used to calculate this time is overwritten each time the incident is transferred to the ACR. For instance if a call was disposed but subsequently reopened for updates and transferred to the ACR, this time would be corrupted. This can cause the AVERAGE incident handling time to be skewed in such a way that it appears to take longer to handle a call than it does to take the call and attend the incident.. As a result any incidents which have a transfer to ACR time which is later than the first resource allocated to incident time is discounted. This only affects this one timestamp, all others are unaffected. The incident is only excluded from this part of the process but is nevertheless included in the volume of incidents excluded from the data.*

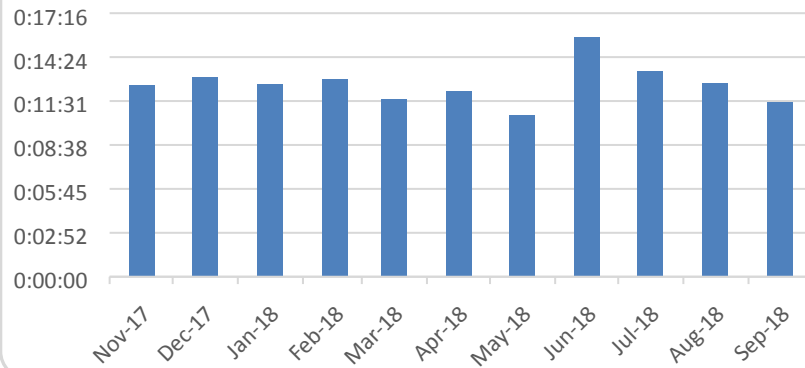
**Grade 1 Incident Handling - Service Centre
(monthly avg. time)**



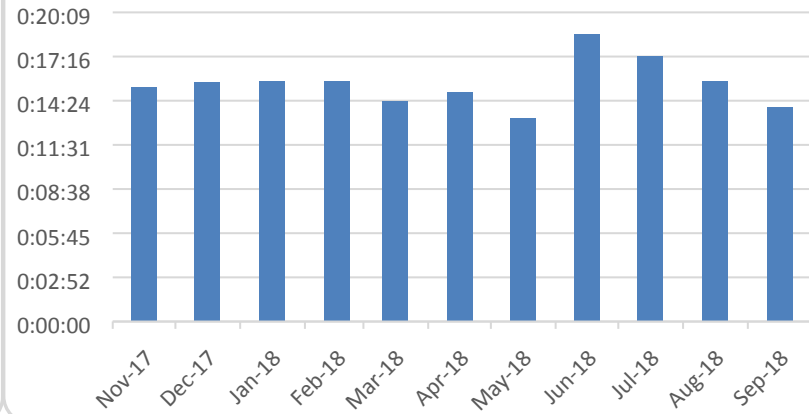
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

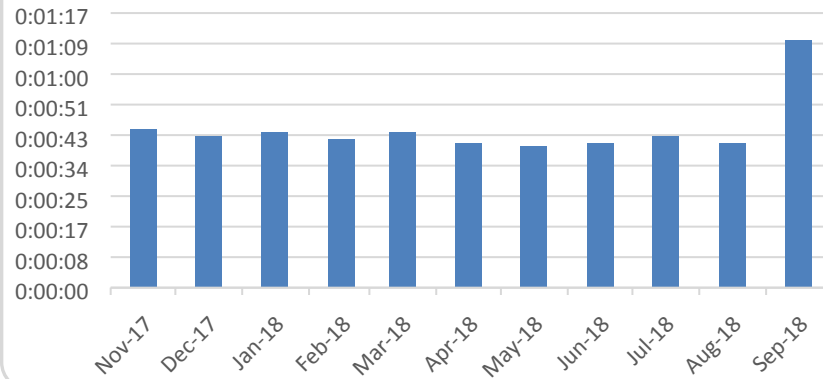


Overall Response Time (monthly avg. time)

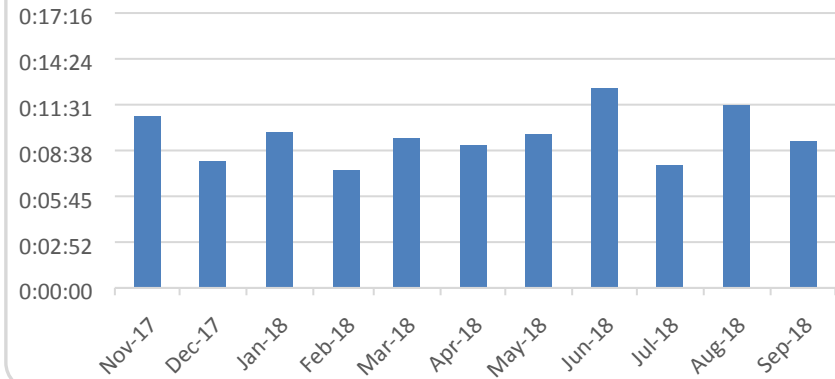




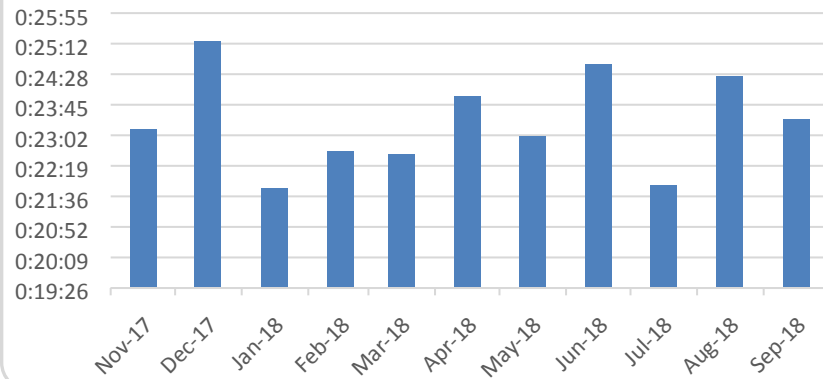
Grade 2 Incident Handling - Service Centre (monthly avg. time)



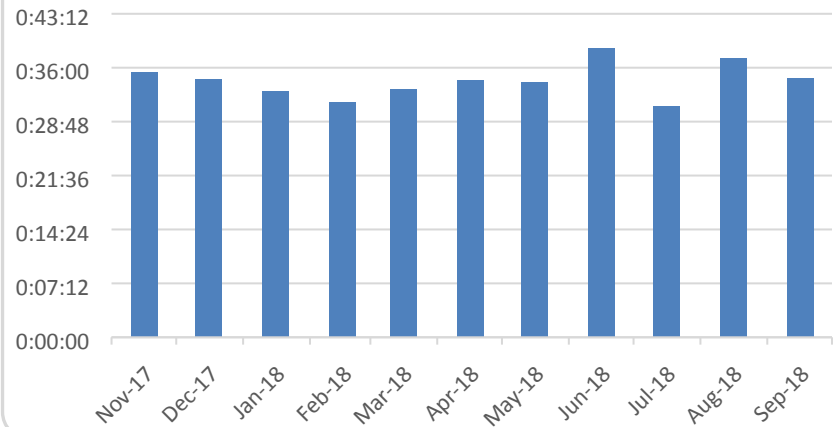
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

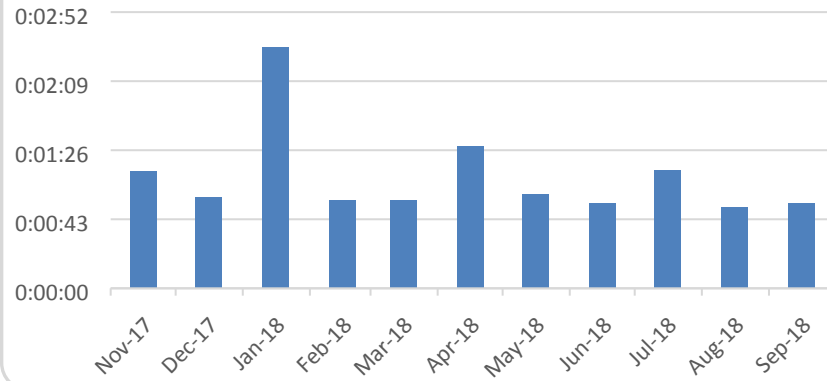


Overall Response Time (monthly avg. time)

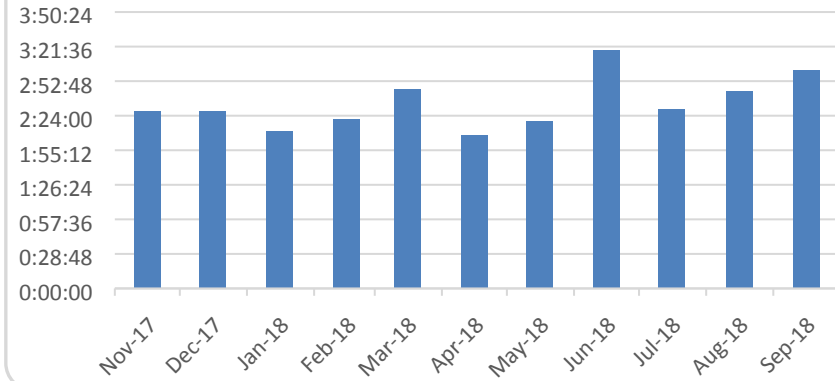




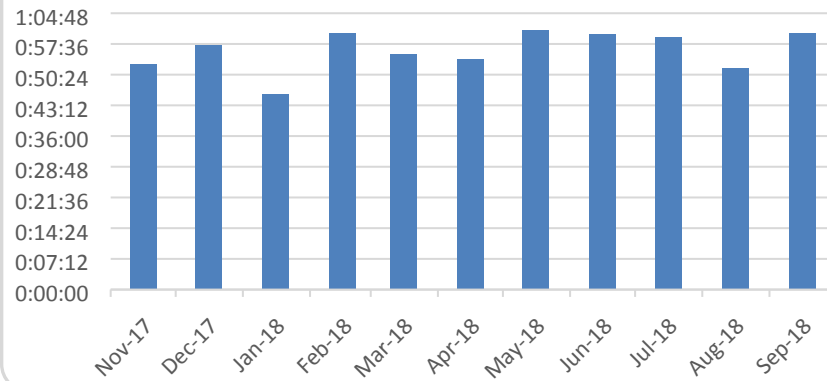
Grade 3 Incident Handling - Service Centre (monthly avg. time)



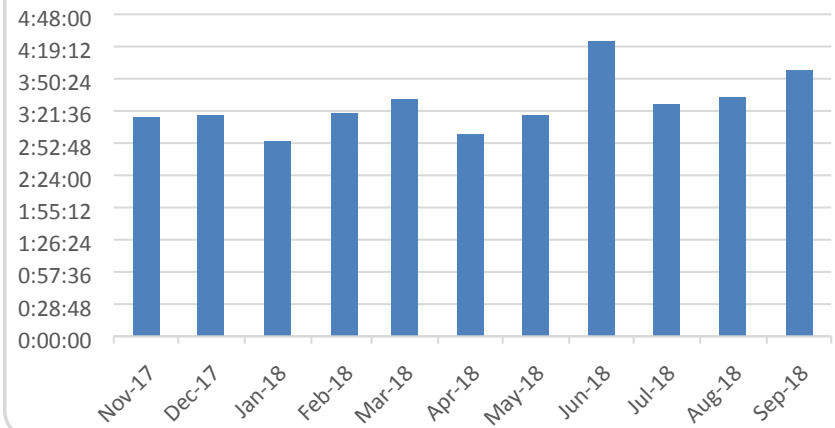
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

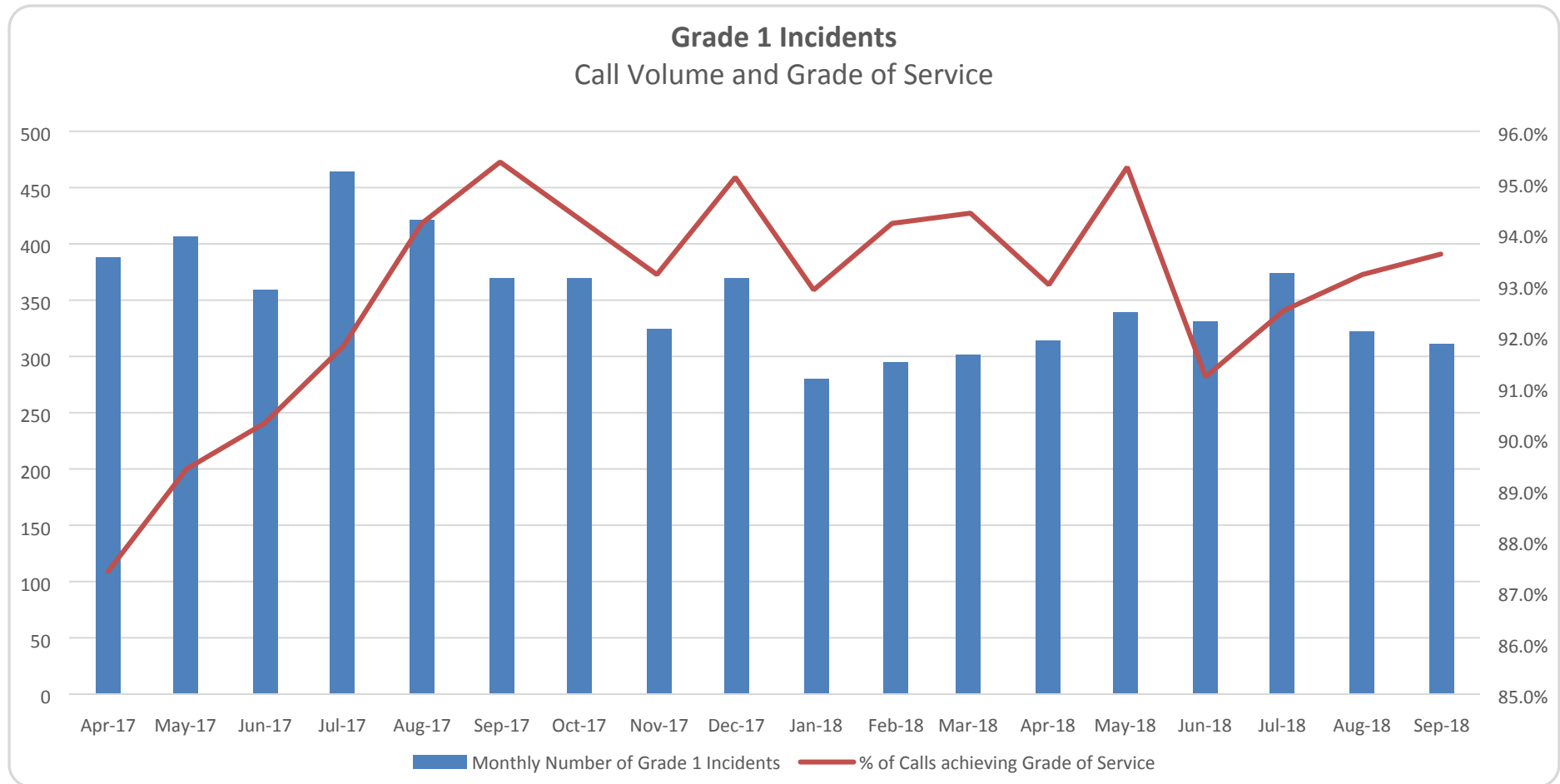


Overall Response Time (monthly avg. time)



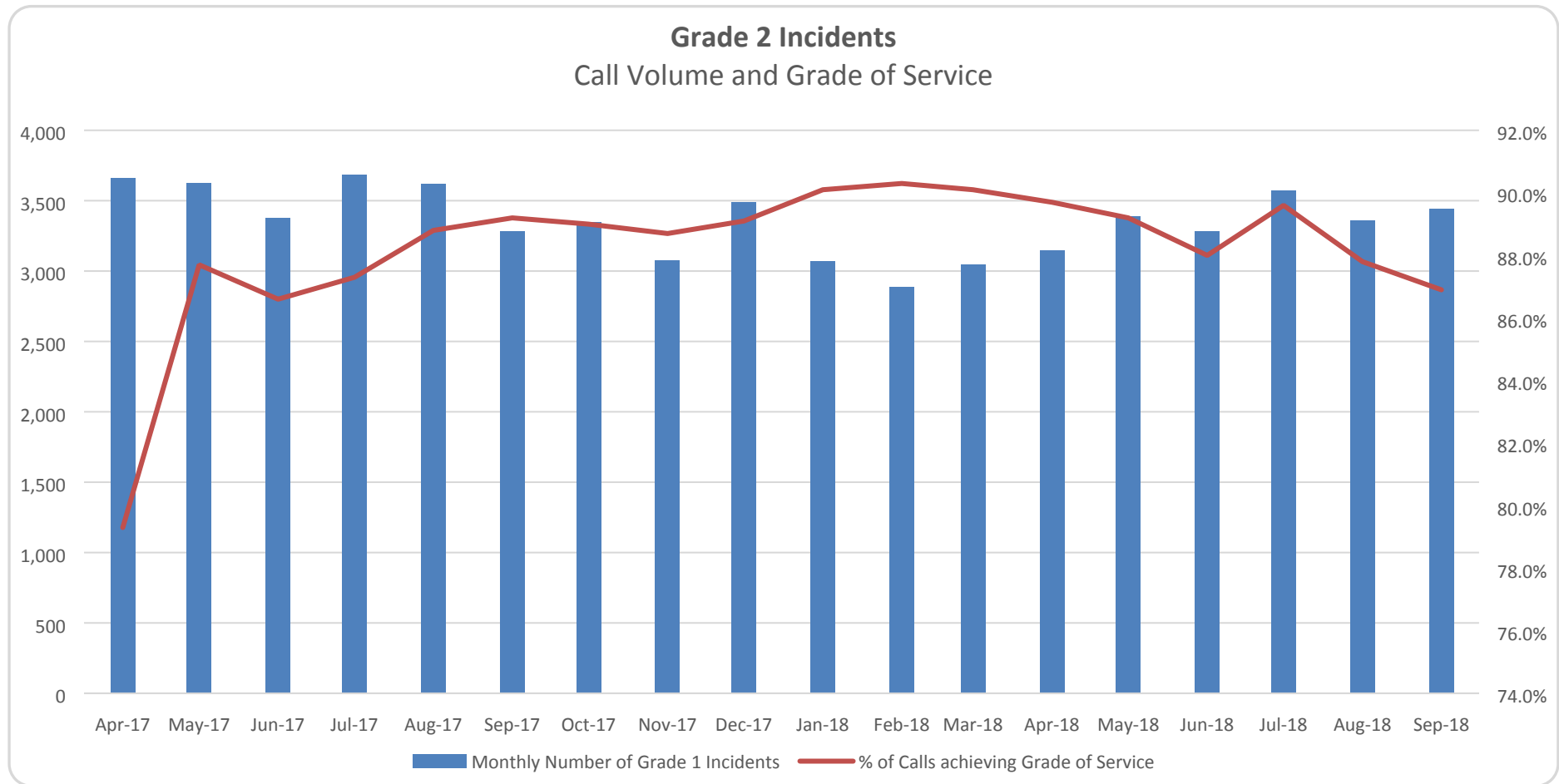


Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. This table shows the percentage of calls which achieve this grade of service. **Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.*



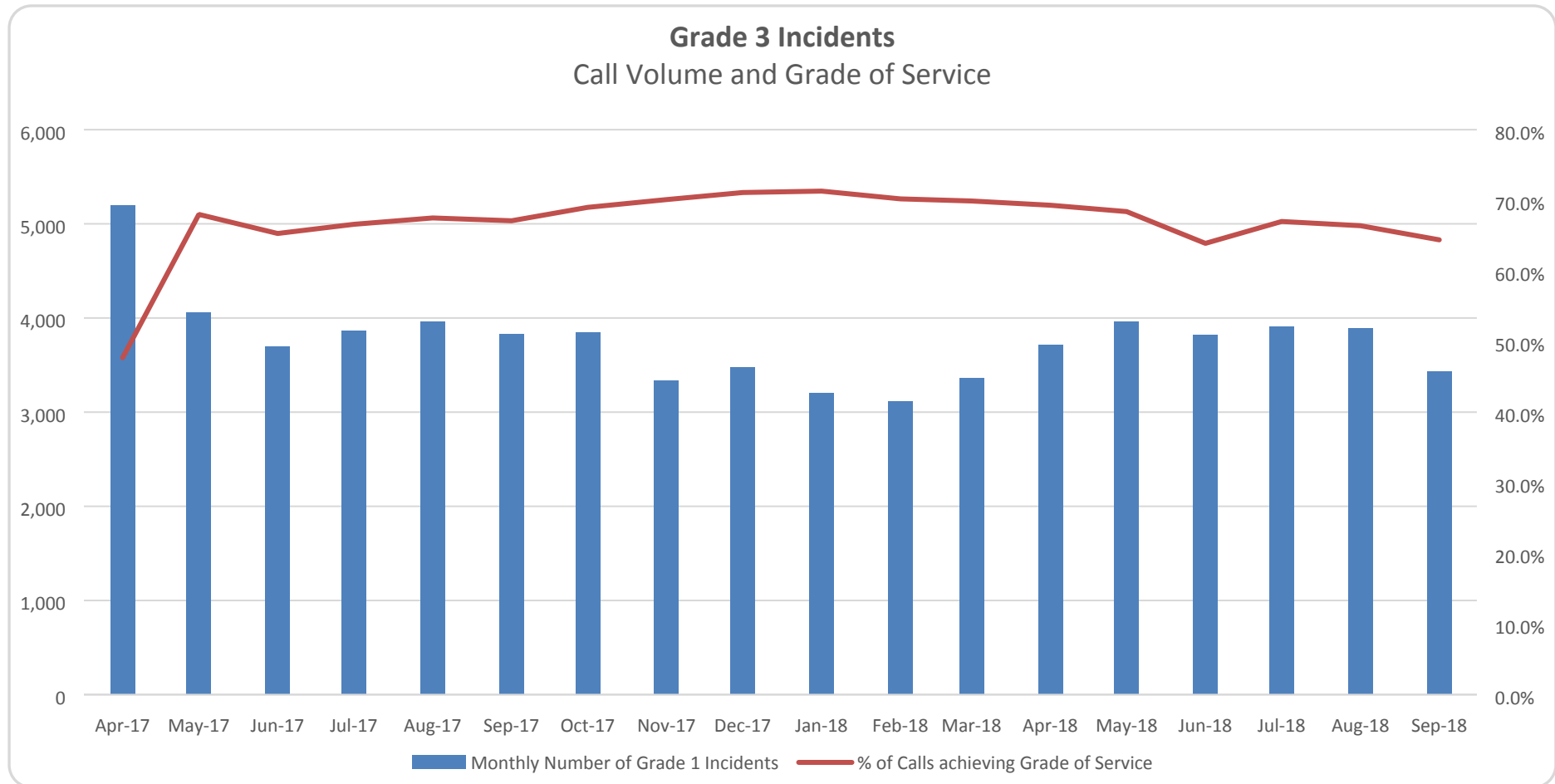


Incident handling and incident dispatch times must be below 15 minutes to achieve Grade of Service for Grade 2 incidents. This table shows the percentage of calls which achieve this grade of service. **Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.*



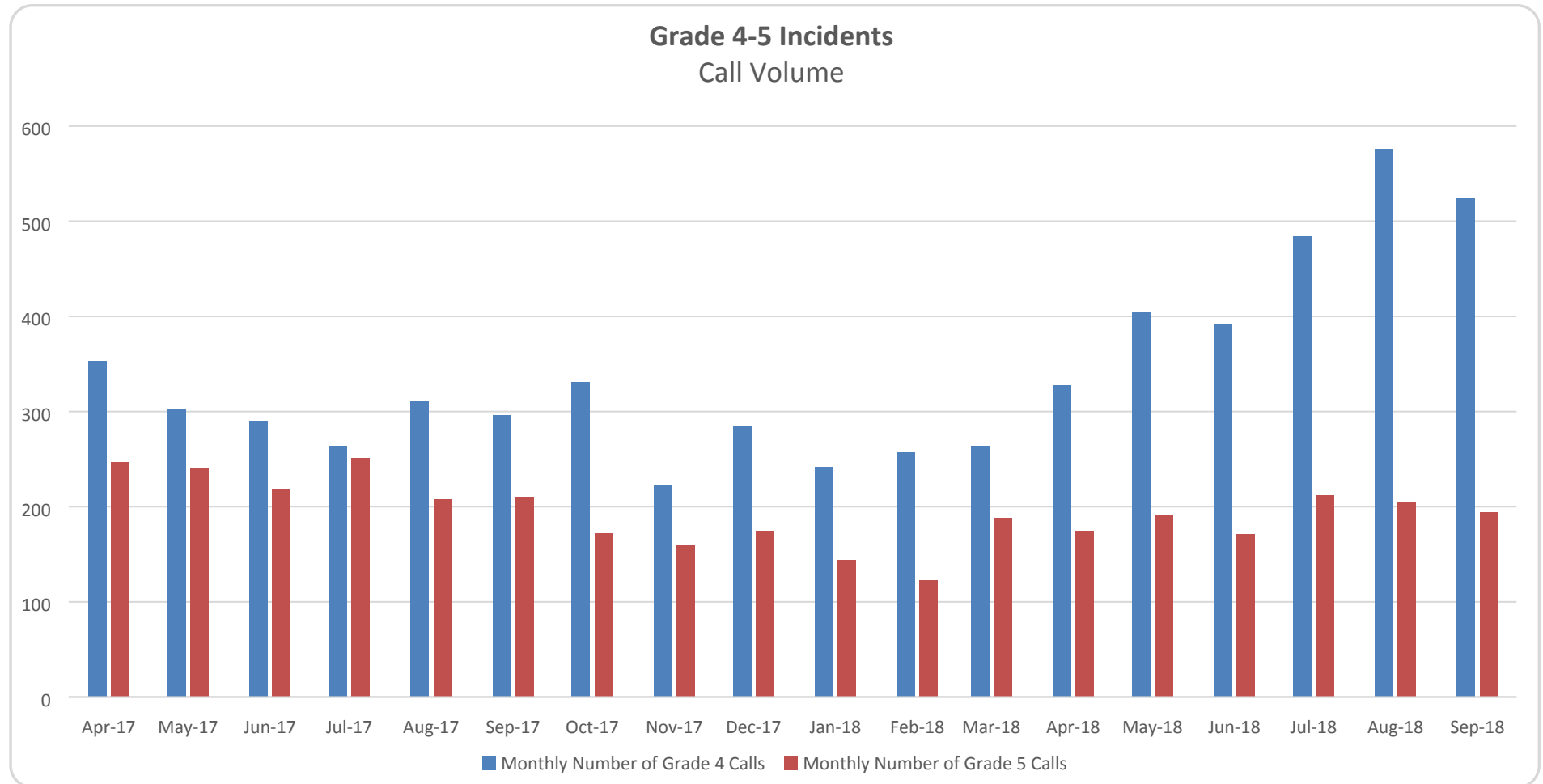


Incident handling and incident dispatch times must be below 40 minutes to achieve Grade of Service for Grade 3 incidents. This table shows the percentage of calls which achieve this grade of service. **Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.*





This table shows the number of Grade 4 and 5 incidents. There is no Grade of Service for Grade 4-5 incidents.





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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	21 January 2019
REPORT TITLE	Scottish Fire and Rescue Service Thematic Report
REPORT NUMBER	GOV/19/185
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	Derek Jamieson (Cover Report), Bruce Farquharson (Appendix A)
TERMS OF REFERENCE	5.7

1. PURPOSE OF REPORT

- 1.1 To present the Scottish Fire and Rescue Service (SFRS) thematic report on Response and Resilience for the Committee's information.

2. RECOMMENDATION

- 2.1 That the Committee consider and note the information provided in **Appendix A** in relation to Response and Resilience.

3. BACKGROUND

- 3.1 The SFRS have agreed to provide the Public Protection Committee with thematic reports to provide assurance on its work and offer Members a greater insight into its role and responsibilities.
- 3.2 The thematic report attached as **Appendix A**, provides information on the approach the SFRS have taken with regards to Response and Resilience.
- 3.3 A key requirement within the Local Fire and Rescue Plan for Aberdeen is to ensure that Scottish Fire and Rescue maintain suitable resources locally and that our firefighters possess the skills, knowledge and expertise to respond safely to incidents which vary in type and complexity.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

6. MANAGEMENT OF RISK

N/A

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	SFRS are key partners within Community Planning Aberdeen and help contribute towards the achievement of LOIP themes which aim to make people more resilient and protect them from harm.
Prosperous Place	SFRS are key partners within Community Planning Aberdeen and help contribute towards the achievement of LOIP themes which aim to support the development of sustainable communities.

Design Principles of Target Operating Model	
	Impact of Report
Governance	The Council has an oversight role of SFRS and the purpose of the report is to provide assurance on SFRS performance.
Partnerships and Alliances	The Council and SFRS are Community Planning Aberdeen partners with a shared commitment to deliver the LOIP.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

9. BACKGROUND PAPERS

N/A

10. APPENDICES

Appendix A – SFRS Thematic Report: Response and Resilience

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY LOCAL SENIOR OFFICER AREA

**SCOTTISH FIRE AND RESCUE SERVICE THEMATIC REPORT
 RESPONSE AND RESILIENCE**

1 Recommendation

The Aberdeen Public Protection Committee is recommended to:

- 1.1 Consider and note the information provided in this report in relation to response and reliance

2 Introduction

- 2.1 A key requirement within the Local Fire and Rescue Plan for Aberdeen is to ensure that we maintain suitable resources locally and that our firefighters possess the skills, knowledge and expertise to respond safely to incidents which vary in type and complexity.
- 2.2 The purpose of this report is to provide the Aberdeen Public Protection Committee with information in relation to response and resilience.

3 Specialist Skills and Resources

- 3.1 Personnel at each of the 4 fire stations in Aberdeen have acquired and continually maintain specialist skills, in addition to those which are required for the vast number of fire and rescue incidents. These specialist skills enable Aberdeen based firefighters to respond to incidents which occur locally and require a greater level of expertise to resolve.

Fire Station	Pumps	Specialist Skills and Resources
Q01: North Anderson Drive	2	<p>Major Incident Unit: - High capability rescue equipment for rescue at large transport type incidents such as trains, HGVs and aircraft. Also carries equipment such as props and shoring to facilitate rescue from collapsed structures and trenches.</p> <p>Detection Identification and Monitoring vehicle: - Equipment for sampling and aiding the identification of substances and their associated hazards present at chemical incidents.</p>
Q02: Central	2	<p>Water rescue vehicle trailer and boat: - Water rescue</p>

		<p>equipment to undertake rescue due to flooding or from inland waterways.</p> <p>Mass decontamination unit:- Equipment to enable a large numbers of persons to be decontaminated following the exposure to harmful chemicals and substances</p> <p>High Reach Appliance: - Hydraulic platform extending up to 32 meters (8-9 floors). The appliance has a number of uses such as rescue from height, firefighting, water tower and lighting tower. Personnel are in the final stages of concluding training on new Ariel ladder platform (ALP). It will be a replacement for the current appliance. The ALP has the same working height but has a greater reach capability and is fitted with the latest technology.</p>
Q03: Altens	2	<p>Incident Command Unit: - Provides the facilities required to support to the incident commander at the incident site.</p> <p>Wildfire unit: - 4X4 vehicle fitted with a high pressure fogging unit for undertaking firefighting on moorland, grassland and forests.</p> <p>Foam unit: - contains bulk foam and foam making equipment required for incidents such as fuel fires when foam is the required firefighting medium.</p> <p>Damage control unit: - carries equipment to mitigate the impact of firefighting at properties and neighbouring property.</p>
Q20: Dyce	1	<p>Incident support van: - Equipped with breathing apparatus cylinders and ancillary equipment to support a large scale or protracted incident requiring the use of breathing apparatus. The van also carries a decontamination shower to support Firefighter decontamination.</p>

Appliances and Specialist Resources

- 3.2 Considerable investment was made during 2017/18 to train and equip Central Fire Station personnel to enable them to attain specialist water rescue skills. Central fire station have been responding to water rescue incidents since April 2018 when water rescue capability became a declared resource.
- 3.3 Personnel at Altens fire station are currently undertaking an extensive training programme which will provide them with the specialist skills required to undertake rescues from height using ropes, lines and associated equipment. All rope rescue equipment and PPE has been procured and issued to personnel. It is anticipated that this resource will become available from Altens fire station in late 2019.
- 3.4 In addition to the specialist skills and equipment available locally, similar resources can be deployed from throughout Scotland to support Aberdeen based personnel.

This is particularly beneficial during spate conditions or at incidents which become protracted and crews require to be refreshed.

4 RESPONSE TO THE TREAT OF TERRORISM

4.1 An interim response is currently in place whereby a cadre of specialist officers can make a response into the warm zone of a mass casualty incident to work alongside colleagues from the Scottish Ambulance Service and Police Scotland. The full specialist response planned is currently subject to national negotiation on terms and conditions. When these negotiations are concluded the aspiration is that personnel from 4 locations across Scotland, including North Anderson Drive fire station, will respond to mass casualty incidents. In the event of an attack personnel will transport specialist resources to the incident site and support the Scottish Ambulance Service with casualty care and evacuation. The bulk of the training required and the provision of specialist equipment has been concluded already.

5 OPERATIONS CONTROL DUNDEE

5.1 All emergency calls are answered, handled and operational resources dispatched from the North Area Operations Control (OC) situated in Dundee. This state of the art facility is complemented by an Incident Support Room (ISR) co-located at Operations Control. The ISR provides support to OC during spate conditions and large scale incidents. It was in operation during the spate of wildfires which occurred in summer 2018. The ISR proved invaluable in assisting to bringing these incidents to a successful conclusion.

6 ESTABLISHMENT

6.1 A total of 163 personnel are located within the 4 fire stations in Aberdeen. 8 of these are Retained Duty System (RDS) on call firefighters at Dyce fire station. Staff follow a nationally defined 3-year development programme which aims to ensure that all firefighters are equipped with the necessary skills required to perform their duties. The process provides the platform for individual and supported development and assessment for the core and specialist skill areas.

6.2 The development and assessment process ensures that the core competencies of fire behaviour, breathing apparatus and tactical ventilation are maintained and remain current.

7 ENHANCING COMMUNITY RESILIENCE

7.1 Personnel are facilitating sessions to support others to develop vital lifesaving skills. Increasing the number of people who can administer CPR will increase survivability for anyone suffering a heart attack.

Month	Events	People Trained
April	1	unknown
May	2	67
June	2	109
July	2	5
September	1	57

November	1	5
Total	9	243

Recorded number of British Heart Foundation Engagement Events and people trained

8 EXPECTED OUTCOMES

- 8.1 Keeping our staff and members of the public safe should an incident occur
- 8.2 Maintaining a modern and effective local service
- 8.3 Reducing the financial burden and disruption caused to our communities when emergencies occur
- 8.4 Increased community resilience

ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection Committee
DATE	20 February 2019
REPORT TITLE	Adult Protection Committee Biennial Report
REPORT NUMBER	HSCP.18.127
CHIEF OFFICER	Sandra Ross
REPORT AUTHOR	Claire Duncan
TERMS OF REFERENCE	1.2

1. PURPOSE OF REPORT

- 1.1 This report presents the Adult Protection Committee's Biennial Report for 2016/18 to give assurance to Committee members on the impact and effectiveness of adult support and protection improvement initiatives in the City.

2. RECOMMENDATION

That the Committee: -

- 2.1 Note the content of the Biennial report as attached.

3. BACKGROUND

- 3.1 At its meeting held on 9th May 2018, a report was presented to the Public Protection Committee which contained a summary of how Adult Support and Protection statutory duties were discharged by Aberdeen City Council and to give assurance of the arrangements in place to meet such duties.
- 3.2 Sections 42 and 43 of the Adult Support and Protection (Scotland) Act 2007, and the Scottish Government Guidance for Adult Protection Committees (2008), defines the functions of the Adult Protection Committees (APC) and that of the Independent Convenor. The Committee is a multi-agency independent forum that reports to Scottish Government to give assurance that adult protection duties are discharged effectively by all statutory partners.

3.3 The role of the APC is to monitor and advise relevant agencies on adult protection procedures to make sure that all partners work together effectively. Representation on the APC includes:

- Council Officers
- NHS Grampian
- Aberdeen City Health & Social Care Partnership
- Police Scotland,
- Advocacy Services Aberdeen
- Aberdeen Council for Voluntary Organisations
- Scottish Ambulance
- Scottish Fire and Rescue.

3.4 The APC has oversight of adult protection activity and has a key role in making recommendations to statutory partners to ensure that adult protection activity is effective. The APC is required to discharge a range of duties, which include:

- Reviewing adult protection practices
- Improving co-operation
- Improving skills and knowledge
- Providing information and advice
- Promoting good communication

3.5 The Chief Officers Group for Public Protection provides oversight and a line of accountability to the APC. The minute of each meeting of the APC is presented to the Chief Officers Group with regular exception reports on activities and progress on the Improvement Plan. The Biennial Report is also submitted Chief Officers Group.

3.6 The Independent Convenor has the responsibility to produce a Biennial Report for Scottish Government on adult protection to highlight the work undertaken and progress by the APC.

3.7 This report is consistent with the content and format guidance laid down by the Scottish Government. The report does not provide a complete account of all activity undertaken over the period, rather an overview of key projects and activities.

- 3.8 Within the Biennial report it gives an overview of the recent follow up inspection of services for older people, which included recommendations relating to adult protection. In June 2018, the Care Inspectorate and Health Improvement Scotland undertook a follow-up review inspection to consider progress on the eight recommendations made in their inspection report in 2016. The [review report](#) was published on 9th October 2018 and it was noted that good progress had been made in relation to the recommendations and that no further scrutiny was required. The review report was reported to the Chief Officers Group, the Audit, Performance and Scrutiny Committee and the APC to give assurance on progress made.
- 3.9 Operational delivery of adult protection was delegated to the Health and Social Care Partnership. Within the partnership's governance structure, adult protection is reported to the Clinical & Care Governance Committee and the Audit, Performance and Scrutiny Committee, both being sub committees of the Integrated Joint Board. The Biennial report will also be reported to these sub committees.
- 3.10 The Biennial report was submitted to Scottish Government after approval by the Adult Protection Committee on 13 December 2018 and the Chief Officers Group for Public Protection on 18 December 2018.
- 3.11 The Biennial report is before the Public Protection Committee to give assurance in respect of the impact and effectiveness of adult support and protection initiatives and to provide an update on the progress made on key areas in relation to the improvement plan.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	None for this report		
Legal	None for this report		
Employee	None for this report		
Customer	None for this report		
Environment	None for this report.		
Technology	None for this report.		
Reputational	Failure of the council to have oversight of adult protection activity could result in systemic failings and damage the reputation of the council.	M	Along with the Adult Protection Committee and the Executive Group for Public Protection, scrutiny by this committee of adult protection services will give assurance of compliance with legislation, national standards and guidance along with local policies and procedures.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	People in Aberdeen are happy and healthy and enjoy positive life outcomes. We ensure citizens of Aberdeen are supported and protected from harm and are supported to live as independently as possible. In partnership we will strive to identify, reduce and respond to risk of harm to vulnerable adults.
Prosperous Place	People experience Aberdeen as the best place to invest, live and visit. We will create safe and resilient communities and respond to harm when detected and reduce the likelihood of harm occurring.
Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	Appropriate oversight of adult protection services provides assurances in the areas of the Prevention and Early Intervention, Customer Centric and Collaboration design principles.
Governance	Appropriate oversight of services delivering adult protection provides assurance to both the organisation and the public in terms of meeting the council's statutory duties, and contributes to compliance with agreed standards.
Partnerships and Alliances	Adult Support and Protection is a multi-agency responsibility and duties are discharged in collaboration with a number of partnership organisations such as Police Scotland, NHS Grampian, Scottish Fire and Rescue Service, Scottish Ambulance Service and 3 rd Sector organisations.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Full EHRIA not required
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

None

10. APPENDICES

Appendix A - Adult Protection Committee Biennial Report.

11. REPORT AUTHOR CONTACT DETAILS

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Aberdeen City Adult Protection Committee

Biennial Report 2016-2018



Contents

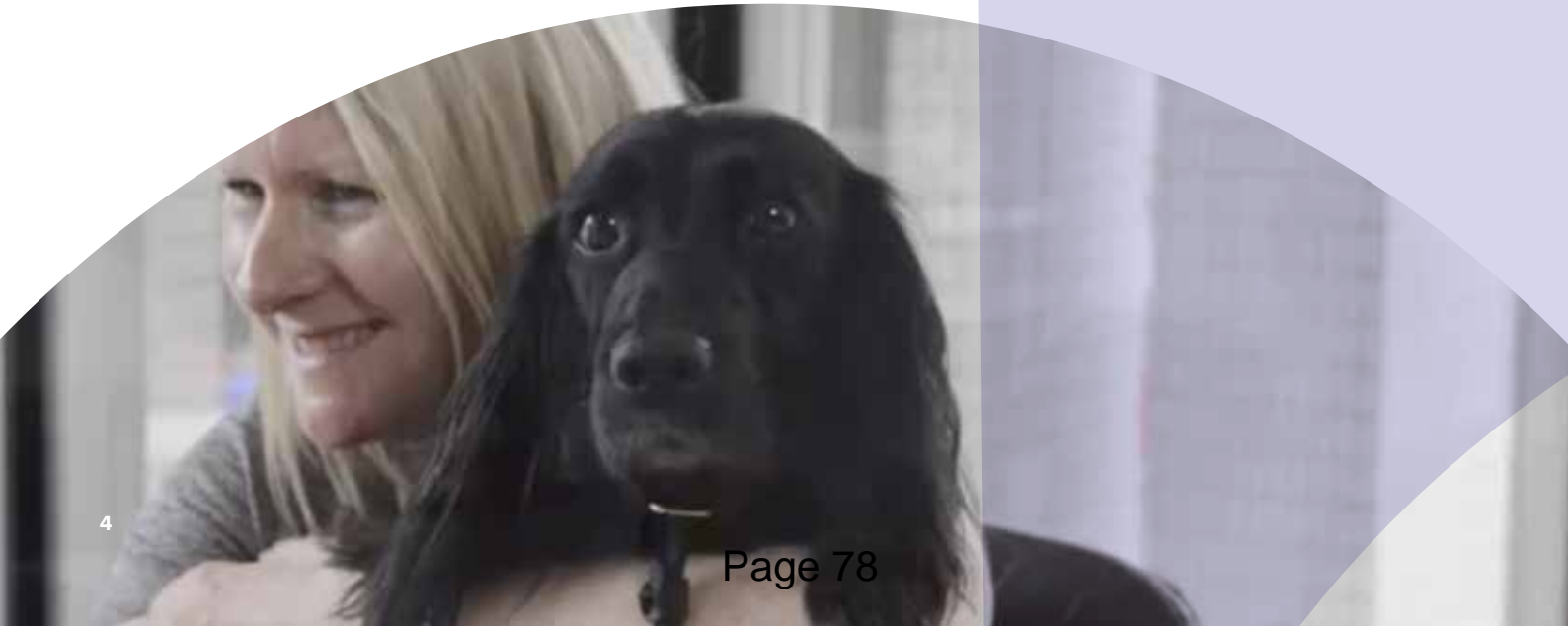
	PAGE
CONVENOR'S FOREWORD	4
SECTION 1 INTRODUCTION	6
SECTION 2 RISK AND HARM IN ABERDEEN	10
2.1 REFERRALS	11
2.2 SOURCE	12
2.3 CLIENT GROUP	13
2.4 HARM	13
2.5 LOCATION	14
2.6 OUTCOMES	15
SECTION 3 ACTIONS OVER THE LAST 2 YEARS	16
SECTION 4 CHALLENGES	22
SECTION 5 FOCUS FOR THE NEXT 2 YEARS	26



Convenor's Foreword

As Independent Convener of Aberdeen City Adult Protection Committee (APC), it is my privilege to submit the fifth Biennial Report in terms of Section 46 of the Adult Support and Protection (Scotland) Act 2007.

In my last report, I made mention of the joint inspection of Older People's Services in Aberdeen which was carried out by the Care Inspectorate and Healthcare Improvement Scotland. In the report that follows, reference is made to the steps taken to deal with issues which had been identified and I am pleased to report that satisfactory progress has been made.



I have previously commented upon the need for increased public awareness of adult support and protection. This remains the case and the potential impact of this is that signs of adults being at risk of harm are not recognised, and not reported, thus preventing appropriate interventions by professionals. High profile, sustained advertising campaigns are, in my view, necessary to try and address this. While the awareness of the public needs to increase, so too does the knowledge of some staff whose professional role involves supporting adults are at risk of harm. While staff training, including targeted training, does take place there are examples of the symptoms of a potential adult support and protection issue not being recognised, resulting in appropriate and timely referrals not being made. Moreover, it seems that at times, staff consider adult support and protection from a single agency perspective when a more holistic approach might lead to better outcomes.

During the reporting period, one case review was carried out following a referral made to the Committee in accordance with the Grampian Serious Case Review protocol. The review resulted in a number of findings which were acted upon and shared. Reviews carried out elsewhere in the country are also considered and learning disseminated when appropriate and relevant.

The role of the Health and Social Care Partnership (HSCP) has developed during the reporting period and though the Local Authority remains the statutory lead, the role of the HSCP is important and a close partnership approach between health and social care professionals can only be of benefit.

In 2017, a thematic inspection of adult support and protection was carried out in six areas across Scotland. Although Aberdeen was not one of the areas inspected, the key messages from the national inspection report has

been considered by the APC and will be addressed going forward.

During the second part of the reporting period, it is my view that the work of the APC suffered to an extent, possibly because of staff changes in some organisations. This resulted in a lack of continuity and consistency in taking forward the work of the Committee. A workshop held to consider this has allowed the APC to re-focus, ensuring that it operates at a strategic level with sub groups being formed to take forward tasks and make recommendations to the APC. I believe this will enhance the effectiveness of the Committee.

Finally, I wish to record my thanks to Committee members for their efforts and support.

Albert J Donald
Independent Convener

SECTION 1

Introduction



Aberdeen City is committed to ensuring an effective, responsive and inclusive approach to the support and protection of adults at risk of harm.

Aberdeen City Adult Protection VISION

The Aberdeen City Adult Protection Committee is in place to deliver on activities set down by legislation. It consists of key partners who work collaboratively to ensure Adult Protection processes are efficient and effective.

Over the past 2 years there have been significant changes to how the committee oversee their responsibilities. A refresh of membership was undertaken, with the committee now having senior officers in attendance from each partner agency. A new Terms of Reference and welcome pack was developed for members, along with a risk register. There has been significant work undertaken to both strengthen and improve the role of the committee and to provide robust governance of adult protection services across the public, private and wider third sectors.

We welcomed the establishment of an Executive Group for Public Protection, which consists of the Local Police Commander and Chief Executives of NHS Grampian and Aberdeen City Council. The group provides leadership, direction and scrutiny of local adult protection services.

We have also recently established the Adult Protection Committee Operational Sub-Group, which sits below and is accountable to the committee and is responsible for delivering on the committee's Improvement Action Plan. The group consists of managers from key agencies and is in place to drive forward our improvement activity and provide assurance to the committee that priorities are being delivered. The group will also be a forum for national and local learning reviews/initial case reviews (ICR's) and will establish a more robust performance framework and undertake a programme of self-evaluation based on quality assurance

drivers. The group will also focus on a communication strategy to enable more widespread awareness-raising of adult protection across agencies and communities.

The committee continues to share an independent convener with Aberdeenshire Adult Protection Committee and adheres to the Grampian Inter-Agency Policy and Procedures for the Support and Protection of Adults at Risk of Harm. The policy has again been reviewed and revised within this period to ensure it continues to be fit for purpose and is informed by the latest national developments.

The Child Protection Committee and Adult Protection Committee work collaboratively on cross cutting areas of improvement work such as in relation to the development of consistent case review procedures and multi-agency guidance for professionals working with vulnerable 16-17-year olds. The CPC and APC each have representatives on the other group and minutes are shared to ensure relevant information and initiatives are shared. There is also established procedures in place to guide professionals where there are both child and protection concerns.

Most recently a decision has been made by the Executive Group for Public Protection that a new joint post be established, which will see the recruitment of an independent joint chair for both the Adult Protection and Child Protection Committee. This post will offer an opportunity for more aligned strategic leadership on public

protection. The chair will ensure the local authority and committees fulfil their duties in accordance with national legislation and guidance, whilst providing the Executive Leadership Group for Public Protection with assurance on the effectiveness of the policy framework and professional practice within the multi-agency environment of adult and child protection services.

Since the last Biennial report was published, Aberdeen Community Planning Partnership has developed the City's Local Outcome Improvement Plan (LOIP) with key outcomes identified as:

PROSPEROUS PEOPLE - people are Resilient, included and supported when needed.

- Protected from harm
- Supported to live as independently as possible

PROSPEROUS PLACE - empowered, resilient and sustainable communities

- Safe and resilient communities
- People friendly city

Adult Support and Protection is very much at the heart of the city strategy, ensuring that Aberdeen is a place where everyone feels safe, supported and included. The plan enables key drivers to be delivered at a local level to secure better outcomes for the wellbeing of people and communities.

Joint Inspection of Health & Social Care Services for Older People

In early 2016, Aberdeen City Health & Social Care Partnership was subject to a joint inspection of services for older people. The inspection was led by the Care Inspectorate and Health Improvement Scotland and raised concerns regarding a small number of adult protection cases, highlighting a need for improvement in certain areas. The report, published in September 2016, contained eight recommendations, two of which related to adult support and protection.

These were:

Recommendation for improvement 4

Aberdeen Health & Social Care Partnership should work with the Aberdeen City adult protection committee to support improvement in adult support and protection by:

- **including timescales for all partners for the completion of all stages within the adult protection processes;**
- **providing oversight of progress of action plans completed from audits; and**
- **providing oversight and quality assurance of any action plan resulting from the commissioned review of adult support and protection.**

Recommendation for improvement 5

The partnership should take action to ensure that frontline staff are supported to complete initial inquiries, risk assessments and risk managements plans timeously.

This action should include:

- **working alongside Police Scotland to set clear timescales for completing inquiries;**
- **streamlining its risk assessment frameworks; and**
- **ensuring that risk assessments and risk management plans are completed and actioned.**

Following the joint inspection, immediate action was taken by the partnership including an independent review of adult protection. A total of 95 current cases and 25 closed cases were scrutinised and the recommendations from both the inspection and the independent review formed the Adult Protection Action Plan. This has been the key focus for improvement activity over the past two years. The Adult Protection Committee also resolved to develop a cohesive culture of learning and development for all staff, ensuring effective communication, good direction and strong leadership was in place across partners.

The main themes contained in the Adult Protection Improvement plan were:

- **Leadership/Governance**
- **Performance**
- **ASP Processes/Timescales**
- **Learning & Improvement**
- **Communication**

In June 2018, the Care Inspectorate and Health Improvement Scotland returned to Aberdeen for a follow-up review inspection and to consider progress on the eight recommendations made in their inspection report in 2016. The review consisted of file reading, focus groups and meetings with senior managers and members of the committee. The inspectors also met with a carers group. The review report was published on 9th October 2018 and it was noted that good progress had been made in relation to the recommendations and that no further scrutiny was required. The progress made is a result of the continued strong partnership approach undertaken in Aberdeen.

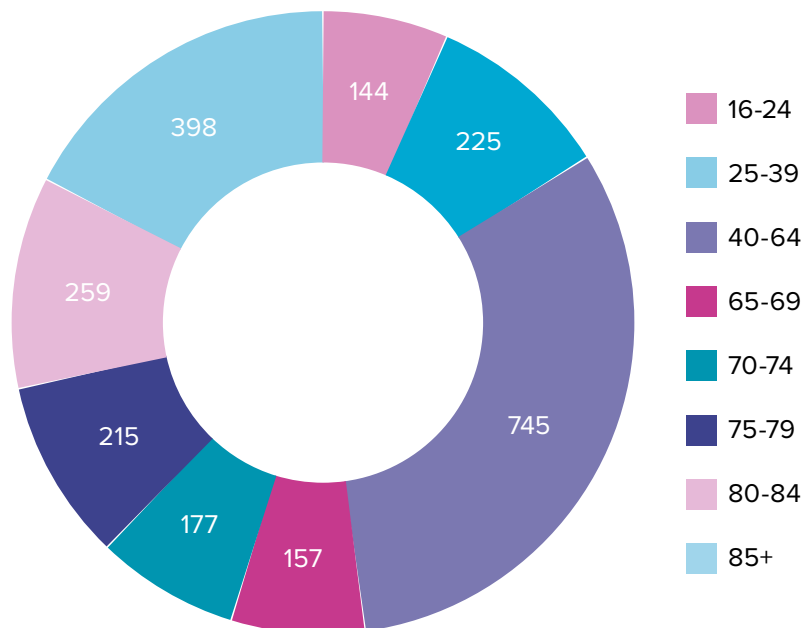
SECTION 2

Risk and Harm in Aberdeen

2.1 Referrals

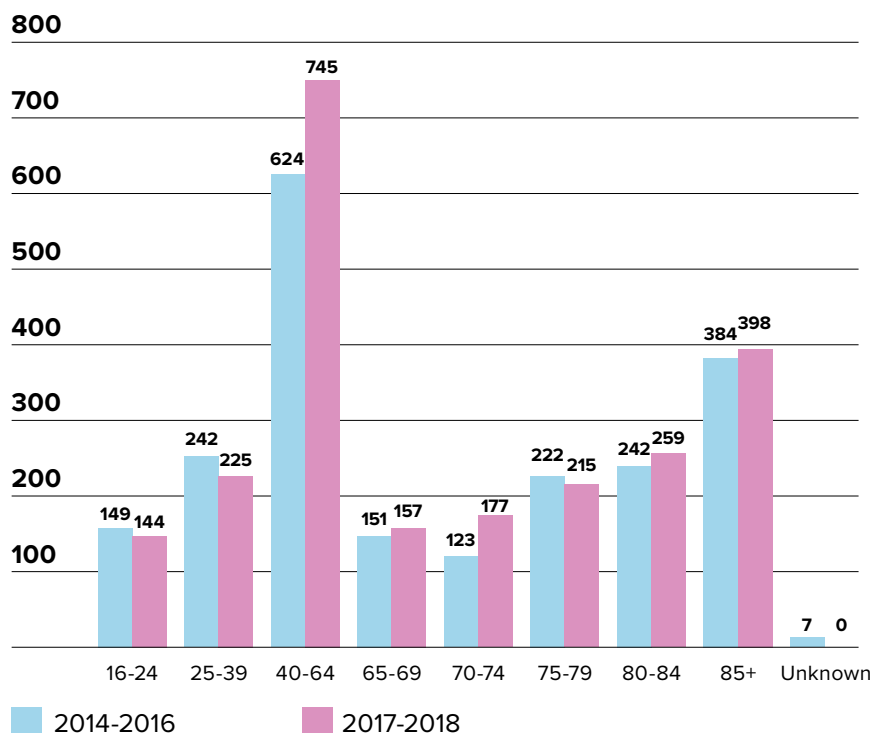
Over the period from 1st April 2016 to 31st March 2018, 2,328 referrals were received by the Adult Protection Unit. This was an increase of 8.5% from the previous reporting period, (2014-2016) when 2,144 referrals were submitted. The success of our work around Adult Support and Protection (ASP) is reflected in the increased number of referrals year on year from a variety of sources including the public, individuals themselves or family members, care homes, care at home staff, NHS, Scottish Fire and Rescue Service, Police Scotland, Social Work, the Scottish Ambulance Service and third sector partners.

Number of referrals - Total 2328



The largest age group for referrals, was between 40-64 years, accounting for 745 referrals (32% of the total). This was an increase of 19% since the last reporting period. A total of 51% of all referrals received related to people aged 65+ with 1,206 reports submitted over 2 years.

Referral Comparison - Age Groups



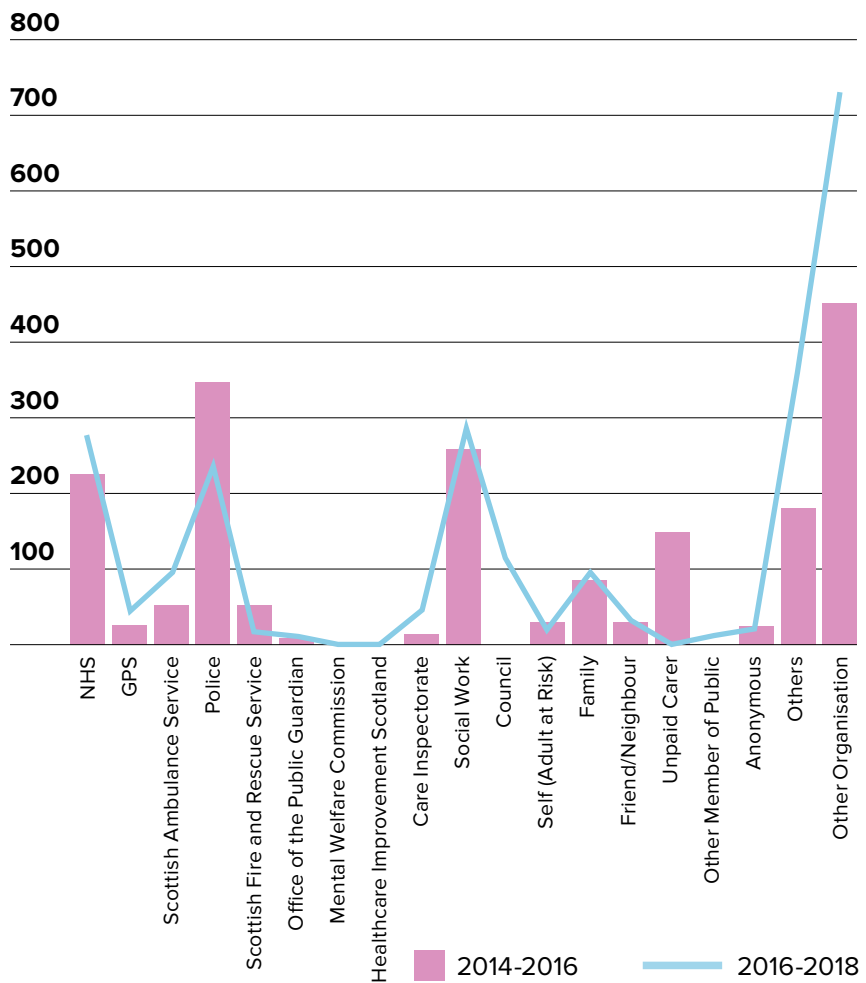
2.2 Source

The largest source of referrals came from “other organisations” (care homes, carer, or third sector provider) which accounted for 726 referrals. This is an increase of 275 referrals since the last reporting period. It is assessed that this increase may be due to the Thresholds, Good Practice Guidelines rolled out in 2016, which gives care homes guidance on when to report. There has also been significant activity in relation to building relationships with managers and staff in care homes and upskilling them in respect of adult protection matters.

The next largest increase is from the “others” category, with an increase of 176 referrals from the previous report. Reports categorised under ‘other’ include ‘care at home’ and ‘unknown’ and also include referrals that fall outwith the Scottish Government categories.

The number of referrals from Police Scotland has dropped significantly (6%), which is reflected nationally between 2015/16 and 2016/17. In the previous biennial period 245 referrals were screened as No Further Action compared with 64 for the 2016-18 period. It is assessed that this is a consequence of the robust screening and triaging of concern reports now undertaken by the Police Scotland North East Division Concern Hub. There has also been significant work undertaken to identify vulnerable adults through joint working between the Police Scotland Concern Hub, the Community Safety Hub and Social Work to enable a more efficient and effective multi-agency response with earlier interventions to safeguard vulnerable adults.

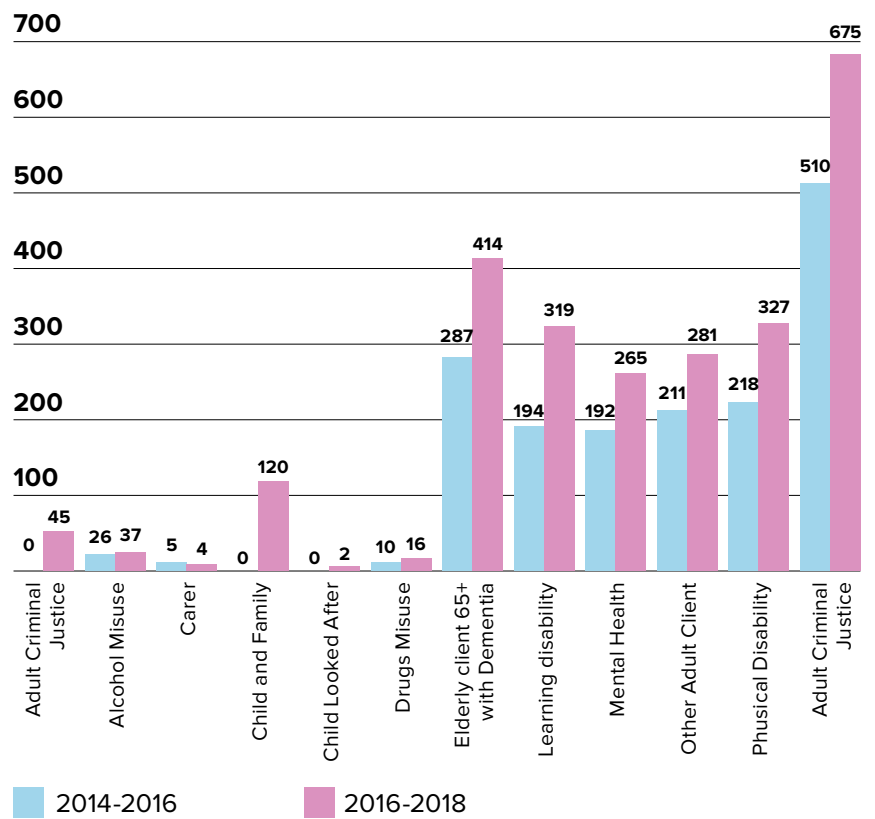
Source of Referral



2.3 Client Group

As in the previous reporting period, the largest number of referrals per client group was for infirmity due to age. There were 510 referrals for this client group during the previous reporting period compared with 675 for this reporting period. This is an increase of 32%. National figures published for 16/17 show an overall increase of 25% for ASP reports under the category of infirmity across Scotland. Although in line with national figures, it is assessed the increase in Aberdeen may be attributed to changing demographics and as a result of work undertaken by partners to continually raise Adult Protection awareness. In addition, there has been more collaborative proactive work undertaken with providers who are commissioned to deliver care at home services and private care homes.

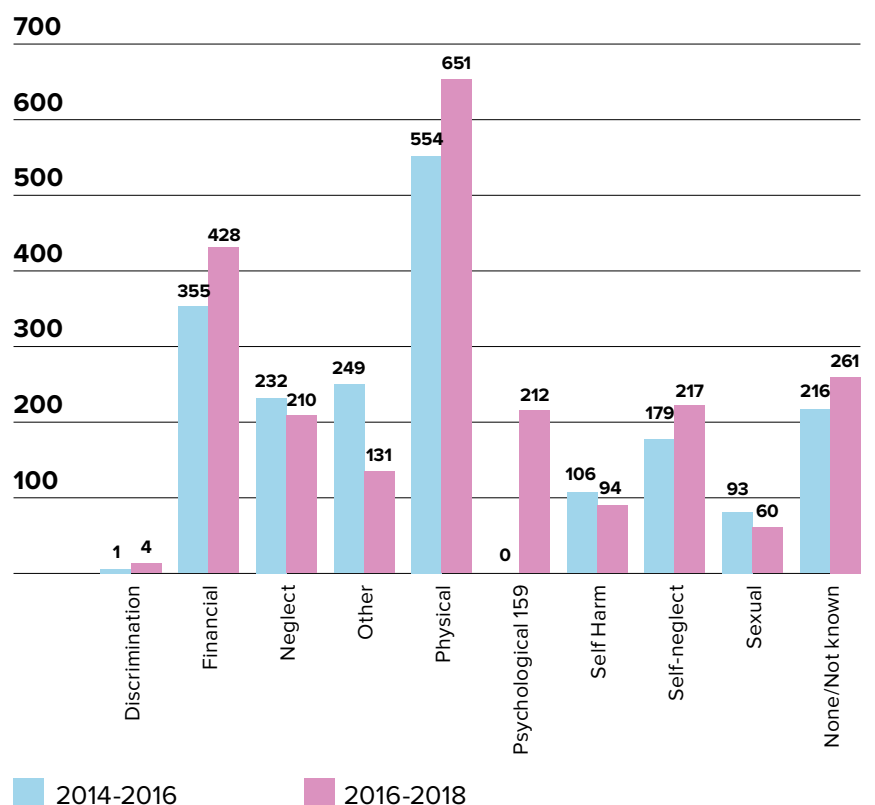
Referral by Client Group



2.4 Harm

The main risk factors for adults is 'Physical Harm', which amounts to 30% of reports and 'Financial Harm' 18%. This is in keeping with previous reporting periods. It is of note that national figures also show physical and financial harm as presenting a significant risk to vulnerable adults. Financial harm has continued to increase over a number of years and a Grampian Adult Protection Working Group (GAPWG) Financial Harm Sub-Group continues to work closely with banking institutions and Trading Standards as well as statutory partners to raise awareness and minimise the risk of financial harm. Council officers work closely with the Office of Public Guardian where a family member, who may have power of attorney, is suspected of causing harm. Social Workers/Care Managers will apply for guardianship to make welfare decisions in order to keep adults safe and financial

Referrals by Type of Harm

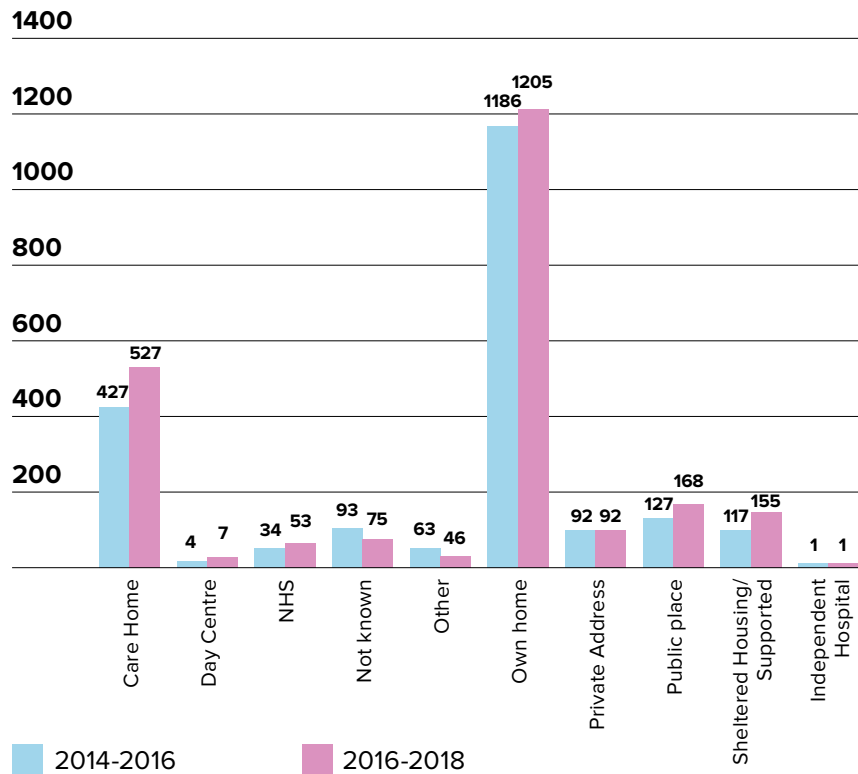


guardianship will be applied for by an independent solicitor. There has also been an increase in the number of applications by Aberdeen City Council to become Department of Work and Pensions (DWP) appointee in order to keep adults at risk safe from financial harm. Aberdeen Health and Social Care Partnership currently have 239 people for whom we have appointeeship with a further 29 awaiting approval. We have seen an increase year on year which demonstrates effective early intervention to protect vulnerable clients who could otherwise be at risk of financial harm.

2.5 Location

The most common location for harm occurring was noted as in the home address ('Own Home'), which is an observation replicated nationally. This has only risen very slightly since the last reporting period whereas there had been a significant increase from the period 2012/14. Harm occurring in people's homes increased by 51% between those periods which is positive in showing the growing awareness of adult protection. Carer stress is acknowledged as the reason behind a number of referrals. Considerable work has been done to support carers and reduce the likelihood of harm occurring. Commissioned

Location of Harm



services were adapted to allow for the introduction of an Enhanced Carer Support Service for Adult Carers. Since this service began in November 2017, there has been a notable increase in the number of referrals made to the Adult Carer Support Service meaning identification of "hidden" carers and improved support to those who are hard to reach. The Aberdeen City Health &

Social Care Partnership launched a Carers Strategy in April 2018, which commits to improving the health and wellbeing of unpaid carers. A new carers support plan is now in place to assess needs and improve outcomes for the carer and the supported person.

2.6 Outcomes

Since the previous reporting period, the referrals which are screened as 'No Further Action' are now broken down under two categories;

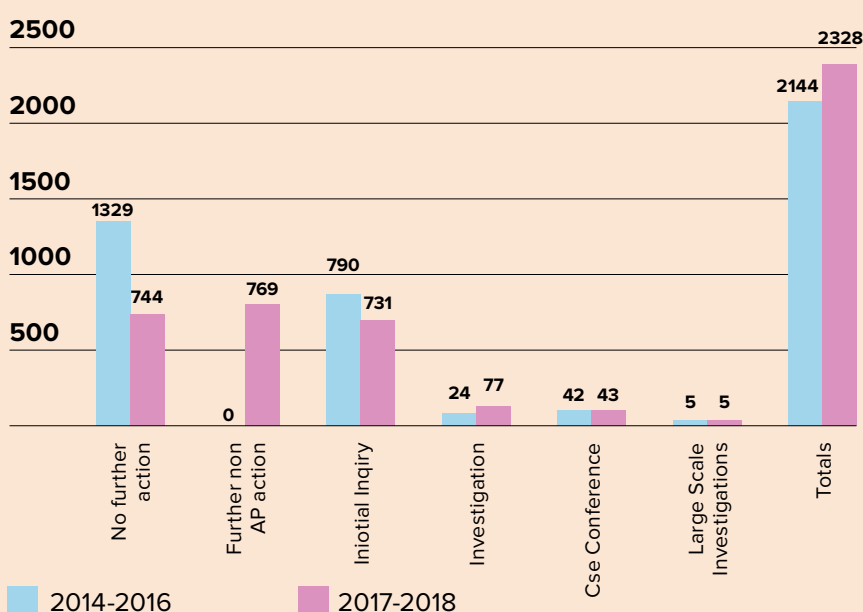
- No Further Action because they do not meet the 3-point test/no evidence of harm
- No Further Action under Adult Support and Protection but require intervention from the appropriate team/service.

From the referrals received in this period 65% of reports resulted in no further action under ASP compared to 62% in the previous period. Of those 1513 that were no further action, 51% of those were referred on to appropriate services for allocation and intervention. This evidences our focus on early intervention and prevention to keep people safe from harm and our adherence to the principles of the Act with regard to the least restrictive intervention being used.

Less initial inquiries were completed this period. This may be due to a number of reasons. Robust training and new screening process ensures consistency and greater confidence in defensive decision making and interventions being put in place outwith ASP process to keep people safe. There is evidence that provision of immediate support at initial inquiry stage often addresses risk of harm, thereby reducing the need for formal measures. There is now much more emphasis on safeguarding adults and improving how we respond to those who may be at risk of harm, with early interventions and support being put in place to improve outcomes and focus is very much on prevention.

There was a low number of reports that proceeded to full investigation, 3% of the total

Comparison of Referrals



referrals received. For those proceeding to full investigation, they are the most vulnerable, most at risk and a multi-agency response is therefore required.

Large Scale Investigations

Following the Grampian protocol for large scale investigations, four of these have been completed over the reporting period, with a further concluding during the period. The policy defines a large-scale investigation as a multi-agency response to circumstances where there may be two or more adults at risk of harm within a managed care setting (this includes residential care, day care, home care or a healthcare setting).

Three of these large-scale investigations were regarding concerns around the safety of residents in care homes, and one was around concerns about home care provided by a Service Provider. In each case a coordinated multi-agency response was put in place to ensure that support was given to

the service providers to ensure the safety of all service users along with a clear improvement plan put in place. Part of the plan included the review of all the residents / service users to assure that needs were being met and the correct support and care was in place. Progress was monitored closely by all professionals involved.

SECTION 3

Actions Taken over the last two years to address Risk of Harm



Leadership and Governance

In 2016, the Chief Executives of the three North East local authorities, NHS Grampian and Police Scotland North East Division Divisional Commander commissioned the Good Governance Institute to carry out a review of all public protection arrangements. The report considered the potential future governance of public protection in the North East of Scotland with a framework exploring how these new challenges could be met between statutory agencies, other partners, communities and the public, in a joint governance approach. The aim was to build confidence in decision-making for staff and be a supportive and communicative framework for the public.

The Chief Executives of Aberdeen City Council, Aberdeenshire Council, The Moray Council, NHS Grampian and the Police Scotland North East Division Divisional Commander now meet as part of a new Leaders Group for Public Protection. This links with the Executive Group for Public Protection as mentioned earlier and will provide clear and robust leadership for adult protection. Leadership and governance are also strengthened by the introduction of the Aberdeen City Council Public Protection Committee. The Public Protection Committee aims to provide assurance that statutory regulatory duties placed on the council for Adult Protection are undertaken.

The committee will seek assurance from the Adult Protection Committees on:

- 1.1 The impact and effectiveness of child and adult support and protection improvement initiatives, including:
 - 1.1.1 delivery of national initiatives and local implications;
 - 1.1.2 learning from significant case reviews;
 - 1.1.3 quality assurance;
 - 1.1.4 training and development; and
 - 1.1.5 local evidence-based initiatives;
- 1.2 Effective working across child and adult protection; and
- 1.3 Statistics relating to the Child Protection Register and the Vulnerable People's Database, whilst noting that it has no remit to challenge entries.

Quality Assurance

The introduction of a more robust Quality Assurance Framework gives assurance to both the partnership and the committee regarding the quality of adult protection work undertaken and that positive outcomes have been achieved. To enable the committee to achieve the aims and objectives, it is reliant on the presence of an effective framework to measure progress. There is the requirement to have the right indicators to monitor the early indication of harm, how we respond to harm, the quality of care/support we offer and the outcomes we achieve.

Files audited since the introduction of the framework have identified that 13% of cases were rated very good, with 69% good, 14% adequate and 3% weak. The results of QA's are considered by the Adult Protection Unit and areas for learning are considered and actions taken to enable focused and supportive continuous improvement.

An overarching quality assurance framework is now being developed based on the quality indicators from the Care Inspectorate.

Capacity Assessments

In March 2018, a Grampian short-life working group was established. The role of the group is to develop a pathway for supporting practitioners who require capacity assessments for adults at risk of harm. Membership includes NHSG Clinical Directors, a GP, a Consultant Clinical Neuropsychologist, Consultant Liaison Psychiatrist, Mental Health Officers (MHOs) and representatives from Adult Protection services in each of the three local authority areas in Grampian.

Processes

A suite of new documents has been developed to ensure that the ASP process is more streamlined, risk is identified timeously, and investigations are completed to a high standard within timescales. We have moved from a three-step process of screening, initial inquiry and full investigation to a two-step process, with a multi-agency discussion/screening stage and investigation if the adult meets, or is likely to meet, the three-point test. This should ensure more information is gathered to assist in decision-making at the screening stage and to ensure responsive action is given at the right time.

The Joint Inspection and the internal review both highlighted a lack of clarity around timescales for completion of ASP work. Timescales for the new process have been agreed as three days for the screening and 28 days for investigation. Bi-weekly reports are produced, and progress against these timescales is scrutinised. This is to prevent delays and give assurance that positive outcomes are being achieved whilst decision making is robust.

Learning and Development

A priority for the committee has been to create a culture of learning and development with the aim of ensuring staff are supported and given the right skills to undertake adult support and protection work, are able to recognise and respond to harm and safeguard and prevent harm occurring. It is recognised that adult protection casework is complex and demanding and we must ensure that staff feel supported and that strong leadership is in place.

The importance of multi-agency training can be evidenced by the NHSG joint-funded Learning and Development post that supports ASP training and awareness-raising across services. The primary purpose of this role is to develop a framework for collaborative learning in Grampian, which enables the sharing of resources and expertise, facilitates cross-boundary working across services sectors and professional groups and promotes a more progressive and integrated approach to the delivery of care, particularly in relation to public protection. The Grampian Learning and

Development Group supports multi-agency trainers across the sectors to allow consistent responses to ASP concerns.

The methods for increasing referrals focused on training, bespoke presentations to various groups and targeting specific professionals to attend ASP events. Training of staff is an important element, with the focus being to raise awareness and improve reporting of Adult Protection concerns by all staff. All recommendations from the national priority of ASP in A&E settings have been delivered in Grampian and ongoing engagement demonstrates this has been sustained since implementation.

In November 2016, an NHS Grampian Public Protection Conference was held to launch its Public Protection website and a range of 'e-cards', in place to provide guidance and support to staff and managers with the key Adult Protection information. All Public Protection strands highlight the importance of the '5R's': Recognise, Respond, Report, Record and Reflect.

NHS Grampian was also one of the pioneers using the adverse

events reporting system DATIX to assist with early identification of ASP concerns. The system incorporates prompts to staff and facilitates reporting of concerns. This approach ensures that NHS staff actively consider ASP. The ASP section has a mandatory field reinforcing the requirement to report concerns to the local authority. Adult protection concerns recorded on DATIX also provide vital data that can be used to assist with meeting the NHS legal duty to cooperate and support learning and development activity.

Taking an innovative approach to prevention and early detection of harm, the Grampian Adult Protection Working Group (GAPWG) has introduced a training programme for service users named 'Keeping Yourself Safe from Harm'. The programme raises awareness of ASP to adults potentially at risk of harm and empowers them to protect themselves. The workshops were initially focused on supporting adults with a learning disability and then rolled out to older people. Workshops have been held in Moray, Aberdeenshire and Aberdeen City and these will continue to be rolled out to as many groups as possible.

Service User Support/ Feedback

Advocacy Service Aberdeen (ASA) is a small local charity providing independent advocacy to people in the City of Aberdeen. Independent Advocacy is a way to help people have a stronger voice and to have as much control as possible over their own lives. Ensuring that people have access to independent advocacy during the adult protection process is key to enabling them to express their views about concerns, participate fully in investigations and be part of identifying solutions and planning for the future. ASP investigations often take place during difficult times in a person's life and it is important that advocacy is standing alongside the person giving them the support they need.

During the period of this biennial report ASA supported 65 people in relation to ASP (33 people with a learning disability, 12 people with a mental health issue, 14 older people and six carers). They were also involved in supporting people with complex needs living in supported accommodation after a large-scale enquiry, ensuring that they were able to take a central role in planning the future direction of the service. In addition to this, they also assisted a group of older people to express their views after a large-scale enquiry into a nursing home.

Occasionally, ASA have also supported people who are the alleged perpetrators of abuse to participate in meetings. In these cases, they have been the loved-ones of the alleged victim, who may require help to understand why their behaviour is causing concern or may need to access help to continue in a caring role. It is important that their perspective is understood.

ASA in partnership with the adult protection unit, is involved in gathering information from service users regarding their experience of the Adult Protection process. This will be analysed to improve practice and in turn experience of the person harmed, their families and carers. Areas highlighted through the feedback has resulted in steps being taken to communicate effectively regarding the process and the outcome of any investigation. It has been an ongoing challenge to gather feedback from service users and their families as often they do not always see our involvement as positive. The work with advocacy will help us to be more responsive to getting feedback through the ASP process. We are currently developing a more systematic approach to getting feedback routinely, so it will become integral to the work of the ASP Unit.

Financial Harm

The Financial Harm Sub-group continues to meet on a quarterly basis and work with partners to raise awareness of financial harm in both the public and professional spheres. The group keeps abreast of any new financial harm initiatives, both locally and nationally, and is available to undertake any work locally to ensure these initiatives are embedded.

Although there have been no large awareness raising events, as reported previously, members of the group continue to undertake smaller sessions that are aimed at the public. These events have been held in supermarkets and banks. A number of presentations to local groups have also been undertaken, as well as regular slots on local radio where raising awareness of fraudulent schemes and how to protect oneself is often mentioned.

Crime Prevention Officers regularly contact local retail premises and pass on relevant information to staff, which has prevented people becoming victim of scammers. One example was victims being stopped from buying large numbers of iTunes or similar vouchers to pay for fraudulent tax claims.

Staff at a local psychiatric hospital received training on financial matters, which was well received. It is planned to roll this training out to staff in local Health and Social Care Partnerships.

The members continue to take an active part in annual initiatives such as Scams Awareness Month, which is a month-long campaign to raise awareness of scams and fraudulent schemes, managed by Citizens Advice Scotland and the Citizens Advice Bureau, and Operation Monarda, which is a Police / Trading Standards

initiative to target and disrupt bogus trades people.

Police Scotland employs a full-time member of support staff as Adult Protection Coordinator. This is a unique role to North East Division within Police Scotland. The Adult Protection Coordinator has a strategic overview of ASP and represents the division at local and national adult protection forums. They coordinate and facilitate the development of adult protection business and its delivery. This role involves the sharing of information with partners which is documented within the Vulnerable Person's Database (VPD).

Concern Hub

During 2015/16, the Police Scotland North East Division Concern Hub piloted a new Risk and Concern model for sharing police concerns for vulnerable people. The model was refined and formally introduced nationally in January 2017.

The Concern Hub forms part of the Public Protection Unit and is responsible for the triage, research and assessment of all concern reports submitted by police officers and staff in relation to children, vulnerable adults, youth offending, and domestic abuse. Reports are submitted to the Police Scotland Vulnerable Persons Database, which facilitates the sharing of appropriate, proportionate and relevant information with partner agencies at the earliest opportunity. This ensures that care, support or interventions can be considered or provided to the most vulnerable members of our community at the time they need them.

All staff are fully trained in the Police National Risk and Concern model and have attended local multi-agency training in Adult Protection procedures.

Herbert Protocol

Closely aligned to the Concern Hub is the Police Scotland North East Division Partnership Coordination Unit (PCU), which consists of police officers and staff specialising in case conference attendance, Adult Protection as well as domestic abuse and youth offending.

PCU officers, in collaboration with Alzheimer Scotland and partners across Grampian, developed the Grampian Herbert Protocol. This was introduced in recognition of the difficulties in responding to reports of missing persons when the subject of the report was a person living with Alzheimer's. It introduced a template to be completed by family, friends or carers of such a person, detailing specific information such as a photograph and places the person frequented previously/was likely to be found.

The template is currently being introduced across care homes in the city and will also be introduced to families and across all care at home providers.

Public Protection Unit Restructure

This reporting period also saw the restructure of the Police Scotland North East Division Public Protection Unit (PPU). The new model created a pool of officers skilled in investigating all aspects of Public Protection and moved away from separate and distinct units dealing with specific risk areas only.

In addition, a revised officer shift pattern now sees improved PPU resource availability during evenings and weekends, enhancing specialist Public Protection provision and ensuring the vast majority of serious crimes/concerns are afforded specialist attention at the earliest opportunity.

Adult Protection has a Detective Inspector appointed as Portfolio Lead who is responsible for working effectively in partnership locally and ensuring national developments and good practice are considered.

The structure and processes are now well established and has integrated partnership working at its core.

Fire Safety

Scottish Fire and Rescue Service has chaired two case conferences over the past two years following fatal fires. The object of a case conference is to review the issues surrounding every fatal fire in dwellings. The intention is to provide an account of the incident to attending agencies, gather relevant information, and put in

place joint-agency interventions to prevent a similar event occurring. In recent years through joint-agency collaboration, there has been significant improvement in the Home Fire Safety Visit referral process from partner agencies. In 2015 there were 157 referrals and in 2017 673 referrals were received. The resultant visits allowed SFRS to deliver their fire safety message to the high-risk members of the community by the Community Action Team. SFRS statistics for accidental dwelling fires have shown a steady decline in recent years which is also attributed to the multi-agency approach.

ASP Champions

A Champions Network Day was held on 28th August 2017. The aim was to define the role of a Champion in ASP across health services. All Champions will be trained to module 2 in ASP training and will spend time shadowing to prepare them for the role. It has now been agreed that the role of the Champion will be rolled out across each organisation to ensure awareness and understanding of ASP is embedded within each service.

Learning from Case Reviews
Case reviews are considered a key learning tool to develop our practice and ensure better outcomes for adults at risk. The process for case reviews is followed where it is believed measures may not have been sufficient in keeping an adult safe from harm. During this reporting period the following case review was considered by the APC.

In 2016 the Aberdeen City Adult Protection Committee (APC) considered an Initial Case Review Report (ICR) following the death of Miss L. The APC supported the recommendation that the case be subject to a Multi-Agency Case Learning Review which was commissioned by the Aberdeen Health & Social Care Partnership. There was no evidence to support that any action or inaction contributed to the death of Ms L, however the case highlighted the issues that vulnerable adults can be exposed to and the need for early intervention from partner agencies. Good practice was noted and in particular it was seen that the level of involvement and investment by professionals in finding a solution to the case was extraordinary. However, it was also noted that areas of learning were identified. An extensive action plan was developed and was monitored through the APC and the Chief Officers Group.

All actions in this plan have now been completed, the consequence being that staff involved in adult protection work have a greater understanding of process when working with complex cases and the need for clear management and escalation where necessary to assist in decision-making and positive enquiry progression.

The APC is committed to learning from both local and national reviews. Any national case reviews are considered by the Grampian Adult Protection Working Group who recommend any improvements required locally.

SECTION 4

What challenges do the Aberdeen Adult Protection Committee continue to face?

A Joint Thematic Inspection of Adult Protection led by the Care Inspectorate was undertaken across six authorities commencing at the end of 2017. The report published in July 2018 gave 15 key messages for improvement but also highlighted several challenges for partners across Scotland in relation to ASP. The challenges highlighted had already been identified by the committee and it is noted that many local authorities across Scotland face the same challenges. The committee will work to reduce the impact of these challenges in Aberdeen.

Complexity of work –

The inspection report states: 'Adult protection work is complex and challenging. It is all about marginality and balance. The rights of adults at risk of harm to self-determination and choice must be balanced with the need to keep them safe and protect them from harm. Staff working in adult support and protection skilfully walk a tightrope between risk mitigation and positive risk enablement.' The committee will therefore ensure that all ASP partnership staff are trained and supported and fully aware of processes. The committee will also ensure that systems are clear, simple and well defined.

Role of health –

The inspection noted the increased contribution of health staff in both the strategic and operational ASP activities, but it was felt that further progress is required. The committee is committed to have a strong presence on the committee and sub-groups that will continue to increase the contribution of all health staff, particularly GP and Acute, in keeping adults safe from harm in Aberdeen.

Involvement, consultation, and measurement of outcomes for adults at risk of harm –

The inspection noted that partnerships sought the views of adults at risk of harm and carers but felt that more work was needed in this area. The report states: 'When adults at risk of harm have reached the end of their adult support and protection journey, partnerships should ask them about their experience and the difference this has made in their lives.' The committee will improve systems for collating the adult at risk and their carer's experiences of ASP; this information will be used to improve services.

Dealing with financial harm –

The inspection report states: 'There was an increasing positive involvement of trading standards and the banking and financial sector to tackle the pervasive problem of financial harm to vulnerable adults. Tackling financial harm can be a complex and time-consuming activity, with a requirement for specialist skill set.' The committee, through the Financial Harm Sub-group, will be effective in dealing with financial harm by increasing safeguards to prevent financial harm and act to stop the harm.

Advocacy –

The inspection noted that independent advocacy has a vital role to play in adult support and protection. Section 6 of the Act places a duty on councils to consider the provision of independent advocacy for adults at risk of harm. The report states: 'Equality of access to advocacy for all adults at risk of harm is important.' The committee will ensure that the benefits of independent advocacy are recognised, that decisions regarding advocacy are recorded and monitored.

Information sharing –

The inspection noted that, despite some promising development in some areas, electronic information-sharing between social work and health was patchy and problematic, despite integration and the development of health and social care partnerships. The report states: 'Partnerships need to surmount the legal, procedural and cultural barriers that prevent social work staff and health staff accessing key electronic repositories for information and intelligence about adults at risk of harm.' The committee will ensure that whilst non-sharing of electronic records continues, information about adults at risk of harm is shared appropriately through other means. The creation of Aberdeen City Council's Business Intelligence Unit will ensure that the data held by partner agencies is transformed into intelligence that can be acted upon jointly.

Case conferences –

The inspection noted that Adult Protection Case Conferences are invaluable and noted concerns about attendance of key ASP partners. The report states: 'Given the importance of adult protection case conferences, it is crucial that all relevant partners attend these forums and partners are well briefed about the nature of the adult protection concerns. Quorate adult protection case conferences, where the views of all relevant partners are represented, best ensure adults at risk of harm are safe, protected and supported.' The committee will ensure the case conferences are effective by monitoring participation by the key ASP partners.

Capacity assessments –

The inspection noted the delays in obtaining a capacity assessment could be problematic where the capacity assessment would quickly establish the correct route to secure the safety and wellbeing of the individual. The report states: 'Partnerships may wish to consider obtaining an agreement with the relevant clinicians about timescales for carrying out assessments.' The committee, through the Capacity Sub-group, will ensure that capacity assessments are undertaken consistently and timeously.

Chronologies, risk assessments and risk management –

The inspection noted the inextricable link for chronologies, risk assessment and effective risk management. The report states: 'A comprehensive, up-to-date and well-balanced chronology should underpin the associated risk assessment and risk management or protection plan.' The committee will ensure that systems and support are available to allow staff to develop a suitable and up-to-date chronology, risk assessment and protection plan for all adults at risk of harm.

Significant case reviews and initial case reviews –

The inspection noted the importance of partnerships undertaking case reviews where an adverse occurrence has occurred. They felt that 'partnerships should adopt a proactive approach to case reviews as a means of learning and improving. The lessons learned for case reviews are widely disseminated and incorporated in improvement plans. Execution of related improvement activity should be robust a timely.' The committee will continue to effectively monitor case reviews and ensure improvement plans are implemented timeously.

Harm to self and self-neglect -

The inspection noted that supporting adults at risk to self and self-neglect is an area of developing practice. It commented on the role that advocacy and the third sector have to support these individuals. The report states: 'In the future, partnerships are likely to find innovative, least intrusive ways to support adults at risk for self-harm and neglect that make them safe, enhance their wellbeing and improve their quality of life.' The committee will explore the need to assess the partnership's effectiveness relating to self-harm and self-neglect.



SECTION 5

**What is the
Adult Protection
Committee's
focus going to
be over the next
two years?**

The work of the Committee over the next two years will focus on the improvements already identified, with further improvements to be identified by a local self-assessment. The inception of a risk register for the Adult Protection Committee will form the basis of the Improvement Programme 2018-20. The programme will include:

- Training
- Information sharing;
- Performance Management Framework across all partners;
- Role of Health in ASP processes and attendance at case conferences;
- Involvement, consultation & measurement of outcomes for adults at risk of harm;
- Awareness-raising with communities;
- Dealing with financial harm;
- Capacity assessments;
- Chronologies, risk assessment and risk management;
- Significant and initial case reviews;
- Harm to self and self-neglect, including hoarding
- Ongoing review of risk register

As advised, the joint inspection for ASP gave 15 key messages for improvement. In response to a request from the North of Scotland Leaders Group for Public Protection, a cross-partner approach was taken on a Grampian basis to consider the findings and identify key learning themes. Over the next two years the following five priorities will be taken forward by the Grampian Adult Protection Working Group to ensure an efficient and effective use of resource across areas of commonality. These are:

- Systematically measure outcomes for adults at risk of harm and their carers;
- Key processes for adult support and protection are as clear as possible so stakeholders understand them;
- Clear, unambiguous, timescales for the completion of work related to each phase of the adult protection process;
- Chronologies, risk assessments and risk management plans are crucial to keep adults at risk of harm safe;
- Required partners should attend adult protection case conferences, particularly police and health.

The following work streams have also been recognised as ongoing priorities which will continue to be taken forward on a Grampian basis:

- **Learning and development**

Currently the group are reviewing second person training to encourage more health colleagues to participate in this part of the ASP process, aid integration and support a better understanding of differing roles under the legislation.

A significant review of the training needs of NHS Grampian staff has been undertaken following a multi-agency case review in another part of Grampian. The learning from this case review will require delivery of refreshed bespoke training to NHS staff working in Aberdeen community and hospital settings.

A review of trained Council personnel has identified service areas where staff training would offer a potentially significant improvement to Adult Support and Protection across the City, and this will be pursued over the next two years.

- **Financial harm**

The Financial Harm Sub-group is keen to forge more substantial links with financial institutions throughout the Grampian area on a regular basis and is currently exploring the possibility of engaging with staff from several financial institutions on a bi-annual basis. The group is also keen to re-engage with the third sector.

The Financial Harm Sub-Group understands from the Joint Inspection of Adult Protection Services that financial harm is a priority across many parts of Scotland. It also recognises that good practice highlighted in the inspections of other local authorities offers a learning opportunity that can support further strengthening of the work across Aberdeen and Grampian. This is an area that will continue to be a priority over the next two years.

- **Capacity Assessments**

In response to the Forth Valley MAPPA/ASP Significant Case Review, two Grampian multi-agency case reviews and more recently highlighted in the national joint inspection, issues regarding difficulty in accessing capacity assessments, with particular concerns regarding requests for urgent capacity assessments, have been identified across Grampian.

A multi-agency group has been convened to develop a pathway for supporting practitioners who require capacity assessments. Membership includes NHSG Clinical Directors, a GP, a Consultant Clinical Neuropsychologist, Consultant Liaison Psychiatrist, Mental Health Officers and representatives from Adult Protection services in each of the three local authority areas in Grampian. This is a Grampian partnership initiative and the Short-Life Working Group chaired by NHSG's Adult Protection Lead.

The aim of the group is to ensure pathways for capacity assessments are fit for purpose and align with guidance to front-line practitioners when making referrals, develop criteria and support the fast-tracking of urgent capacity assessments, and encourage strong working partnerships so that capacity assessments are robust and fit for purpose.

To strengthen and support an effective multi-agency response to requests for capacity assessments, the following (based on documentation used in NHS Lothian and Forth Valley) has been drafted:

- Grampian Capacity Referral Form;
- Grampian Decision-Specific Screening Tool (requires to be provided with completed referral form);
- Grampian Capacity Pathway.

It is acknowledged that, for all partners keeping people safe from harm, one of the most challenging groups of people to protect are those whose decision-making ability is unclear and it may not always be possible to determine capacity and, on occasions, it may be necessary

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection Committee
DATE	20 February 2019
REPORT TITLE	Response in relation to Scottish Government Consultation on Good Food Nation
REPORT NUMBER	OPE /19/182
DIRECTOR	Rob Polkinghorne, Chief Operating Officer
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Andrew Morrison
TERMS OF REFERENCE	3.3 Approve statutory plans aimed at protecting the public and delivered by or in partnership with Environmental Health and Trading Standards Services

1. PURPOSE OF REPORT

To seek approval to provide the attached response in relation to the consultation.

2. RECOMMENDATIONS

That the Committee:

- a. Approves the consultation response at Appendix 1
- b. Instructs the Chief Officer Operations to submit the consultation response on behalf of Aberdeen City Council.
- c. Acknowledges that if new duties are placed on Aberdeen City Council, then financial resources will be required from Scottish Government in order to deliver them.

3. BACKGROUND

3.1 The National Food and Drink Policy – Becoming a Good Food Nation was published in 2014. The policy set a new and exciting vision for Scotland, by 2025, to be a Good Food Nation where people from every walk of life take pride and pleasure in, and benefit from, the food they produce, buy, cook, serve, and eat each day. The Good Food Nation vision recognised that change is required to achieve this aim.

3.2 The aim was to work to ensure that:

- It is the norm for Scots to take a keen interest in their food, knowing what constitutes good food, valuing it and seeking it out whenever they can.
- People who serve and sell food – from schools to hospitals, retailers, cafes and restaurants – are committed to serving and selling good food.
- Everyone in Scotland has ready access to the healthy, nutritious food they need.
- Dietary-related diseases are in decline, as is the environmental impact of our food consumption.
- Scottish producers ensure that what they produce is increasingly healthy and environmentally sound.
- Food companies are a thriving feature of the economy and places where people want to work.
- Other countries look to Scotland to learn how to become a Good Food Nation.

3.3 Scottish Ministers published the “Good Food Nation Programme of Measures” on 11 September 2018. This highlights the significant range of work that is already being done – or is planned - to develop the Good Food Nation ambition in Scotland across the five key areas identified by the Food Commission, i.e. Health, Social Justice, Knowledge, Environmental Sustainability and Prosperity.

3.4 The proposal is for legislation, that would require Scottish Government and Specified Public Bodies (possibly including Local Authorities) to produce policies on food and to collaborate to provide a joined up approach.

3.5 Scottish Ministers would be required to set out a statement of policy on food which would be required to cover food production and consumption issues relating to, for example and where applicable, the growing, harvesting, processing, marketing, sale, preparation and consumption of food, and disposal of waste arising from this; and access to affordable, local, nutritious and culturally appropriate food, and food in the public sector. Compatibility with relevant EU obligations would be essential. Particular account would need to be taken of the implications of Brexit, not just in relation to anticipated impacts on producers but in relation to the rights, well-being and food security of the general public. Scottish Ministers would be required to:

- include indicators or measures of success;
- have regard to the statement of policy on food;
- to consult on a draft statement and to have regard to the responses;

- publish the statement of policy and to lay it before the Scottish Parliament;
 - review the statement of policy every 5 years;
 - report every two years on implementation of the policy
 - have regard to relevant international obligations and guidance.
- 3.6 Similar requirements would be placed on specified public authorities, which would be required to:
- set out a statement of food policy (including indicators or measures of success);
 - have regard to specified international instruments in doing so;
 - have regard to that statement of policy in the exercise of certain functions; and
 - report on progress to Scottish Ministers.
- 3.6.1 The statement of policy might include:
- the origin and sourcing of food by the public authority;
 - food waste;
 - the emphasis on balanced and healthy food;
 - access to affordable food;
 - training in food preparation and purchase etc.;
 - the specific approach taken in e.g. schools (including food education) and nursery schools, hospitals and public buildings.
- 3.7 Scottish Ministers and specified public bodies would be required to collaborate to ensure a joined up approach to delivery of a Good Food Nation in Scotland to ensure an open and, where necessary, joined up approach to delivery of a Good Food Nation in Scotland.
- 3.8 There is no further detail within the consultation document regarding the application of the proposal, and it is therefore not possible to estimate the impact of the policy.
- 3.9 The concept of both Scottish Government and specified Public Bodies producing statements on food policy is intended to enhance wider public health and minimise the environmental impact whilst supporting Scottish food businesses to thrive.
- 3.10 This consultation includes significant areas within the scope of the Health and Social Care Partnership, who are understood to also be compiling a response.

4. Current Position

- 4.1 Aberdeen City Council and the Health and Social Care Partnership already have policies and undertake activity across a wide range of the areas covered by the potential scope of a Food Policy, within the scope of this consultation.
- 4.1.1 The Granite City Good Food is partnership of key stakeholders to drive positive food change whilst making healthy and sustainable food a defining characteristic of Aberdeen. Members include Aberdeen City Council, the Health & Social Care Partnership, NHS Grampian and Community Food

Initiatives North East (CFINE). It is a member of the Sustainable Food Cities network and received its bronze award in August 2018. Aberdeen is currently the only bronze award holder in Scotland. There are six key priorities

- Promoting healthy and sustainable food to the public;
- Tackling food poverty, diet-related ill health and access to healthy food;
- Building community food knowledge, skills, resources and projects;
- Promoting a vibrant and diverse sustainable food economy;
- Transforming catering and food procurement;
- Reducing waste and the ecological footprint of the food system.

4. OFFICER RECOMMENDATION

- 4.1 That ACC supports the general concept as outlined within the consultation document and that the response at Appendix 1 is submitted.

5. FINANCIAL IMPLICATIONS

It is not possible from the content of this consultation to estimate any potential for financial implications, as the consultation only relates to the general principle of a food policy.

If new duties are imposed upon Aberdeen City Council, then additional financial resources will be required from Scottish Government accordingly.

6. LEGAL IMPLICATIONS

There are no direct legal implications arising from the recommendations of this report.

7. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	N/A	M	
Legal	Policy if implemented may place statutory duties on the authority.	L	Duties should be commensurate with the public health protections delivered
Employee	N/A	L	N/A
Customer	Positive Impact	L	
Environment	Positive Impact	L	
Technology	Negligible	L	
Reputational	Negligible	L	

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report

Prosperous People People in Aberdeen are happy and healthy and enjoy positive life outcomes.	The requirements to produce a food policy, are designed to support people in accessing nutritious healthy affordable food
Prosperous Place People experience Aberdeen as the best place to invest, live and visit	The requirements to produce a food policy, are designed to support Scottish producers to ensure that what they produce is increasingly healthy and environmentally sound and that food companies are a thriving feature of the economy and places where people want to work.

Design Principles of Target Operating Model	
	Impact of Report
Governance	A Food Policy should assist with ensuring effective oversight of service delivery in relation to food
Customer Service Design	A Food Policy would assist with ensuring that the services we deliver take in to account the needs of consumers.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	EHRIA not required
Data Protection Impact Assessment	Not Required
Duty of Due Regard / Fairer Scotland Duty	Not Applicable

9. BACKGROUND PAPERS

Scottish Government Consultation on the Good Food Nation
<https://consult.gov.scot/food-and-drink/good-food-nation/>

10. APPENDICES

Appendix A: Draft Consultation Response

11. REPORT AUTHOR CONTACT DETAILS

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DRAFT

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Appendix 1 Draft Consultation response

Consultation question 1:

To what extent do you agree with the framework proposals for Ministers and public authorities to prepare statements of policy, have regard to them in the exercise of relevant functions, and report on implementation, with regard to international obligations and guidance?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Please explain your answer.

ACC believes that it is important that statements on food policy have due regard for relevant international obligations and guidance in order to ensure that Scotland continues to meet our obligations and to ensure that Scotland's reputation is maintained.

If new duties are imposed upon LAs as a result of this policy, then additional financial resources will be required from Scottish Government accordingly.

Consultation question 2:

Whilst we do not plan to require all sectors to prepare statements of policy on food, they do all have a role to play in achieving our Good Food Nation ambition. To what extent do you agree that Government should encourage and enable businesses in particular to play their part?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Please explain your answer.

It will not be possible to deliver on the Good Food Nation vision for Scotland without the relevant support of businesses. Therefore, it is essential that they are encouraged to play their part. It will be important that this is undertaken in a manner that supports business and does not have disproportionate implications on Scottish businesses compared with the benefits delivered in order to ensure Scottish businesses remain competitive.

Consultation question 3:

To what extent do you agree with the proposed approach to accountability of Scottish Ministers and specified public authorities?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Please explain your answer.

In order for statements on food policy to be effective in driving improvements and to ensure that they are considered in relation to wider policy, it is vital that there are effective arrangements for accountability. It is agreed, that a new body to provide oversight is unnecessary. Potentially, this role could be provided by either Food Standards Scotland and/or Public Health Scotland.

Consultation question 4:

To what extent do you agree with the proposal for targeted legislation relevant to specific policy areas as an alternative to a single piece of legislation?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Please explain your answer.

Due to the very wide scope of the proposals, it is agreed that specific separate pieces of legislation to deliver the specific desired outcomes is a proportionate approach.

ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection Committee
DATE	20 February 2019
REPORT TITLE	Enforcement of Food Law Requirements in Relation to Allergens
REPORT NUMBER	OPE/19/186
DIRECTOR	Rob Polkinghorne, Chief Operating Officer
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Andrew Morrison
TERMS OF REFERENCE	3.1 Seek assurance from the Council's performance in relation to Trading Standards, Environmental Health (including the Public Mortuary) and Scientific Service

1. PURPOSE OF REPORT

To provide an update on food allergies and the approach being used within the City.

2. RECOMMENDATIONS

That the Committee:

- a. Notes the work of the Environmental Health team within Protective Services in ensuring appropriate and effective controls are implemented by food businesses to control the risks to consumers regarding food allergens.
- b. Notes the consultation on amending allergen information provisions contained within domestic food information legislation for food prepacked for direct sale.

3. BACKGROUND

3.1 A food allergy is when the body's immune system reacts unusually to specific foods. As a result, a number of chemicals are released by the body. It's these chemicals that cause the symptoms of an allergic reaction. Although allergic reactions are often mild, they can be very serious. Symptoms of a food allergy can affect different areas of the body at the same time. Some common symptoms include:

- an itchy sensation inside the mouth, throat or ears
- a raised itchy red rash
- swelling of the face, around the eyes, lips, tongue and roof of the mouth
- vomiting
- anaphylaxis (anaphylactic shock) - which can be life threatening. Symptoms include feeling light-headed or faint, breathing difficulties, wheezing, a fast heartbeat, clammy skin, confusion and anxiety, collapsing or losing consciousness.

3.2 The only way that a person with food allergies can deal with them is to avoid the foods that make them ill. In order to avoid these foods, it is essential that people with allergies can access accurate information regarding what ingredients are contained within foods in order to make an informed choice.

3.3 Almost any food can cause food allergies, but there are some that are more prevalent. Within Europe, legislation provides for specific controls to be implemented in relation to 14 major allergens:

- | | | |
|----------------------------------|--------------------------------|---------------|
| • Celery | • Cereals containing
Gluten | • Crustaceans |
| • Eggs | • Fish | • Lupin |
| • Milk | • Molluscs | • Mustard |
| • Peanuts | • Sesame | • Soya |
| • Sulphur Dioxide
& Sulphites | • Tree nuts | |

4. Legislation and Penalties

4.1 Specific food law requirements relating to allergens and relevant enforcement powers are contained across a range of European and domestic legislation including:

- EC Regulation 178/2002 laying down the general principles and requirements of food law ... and laying down procedures in matters of food safety
- EC Regulation 852/2004 on the Hygiene of Foodstuffs
- EC Regulation 1169/2011 on the Provision of Food Information to Consumers
- Food Safety Act 1990
- Food Hygiene (Scotland) Regulations 2006
- Food Information (Scotland) Regulations 2014

4.2 Prosecution under food law can result in penalties of up to £5000 per offence and/or up to 2 years in prison. Where an allergy issue results in a fatality other criminal charges such as Culpable Homicide or Corporate Homicide can be levied which can result in greater penalties.

5. Allergen Management

5.1 All food businesses are required to manage the risks to consumers from the food they produce, distribute or sell. The cornerstone of the food safety controls is a documented procedure – a 'Food Safety Management System' (FSMS) based on the principles of 'Hazard Analysis and Critical Control Points' (HACCP). Put simply, food businesses must identify anything in their operation that could cause harm to consumers and ensure that there are appropriate measures in place to prevent this harm happening.

5.2 The documentation required depends upon the scale and complexity of the operations being undertaken, but the expected outcome – safe food - is required of all food businesses.

5.3 Allergens can be incorporated in foods through three routes:

- The deliberate inclusion as an ingredient of a food or as part of a complex ingredient;
- Accidental presence in a food through the unintended incorporation of an allergen within the food or mislabelling of a food; or
- Accidental contamination of a food with an allergen.

5.4 Food businesses are required to ensure that they are fully aware of what allergens are present in food they produce or serve and are required to implement procedures to ensure this. For large manufacturers with a limited product range and quality control teams, this can be a relatively straight forward process. It can be much more complicated for small catering operations, where menus may change frequently, where ingredients may change based on fluctuating prices and suppliers may change the formulation of compound ingredients.

- 5.5 The presence of even minute quantities of an allergenic ingredient can prove fatal and therefore the accidental contamination of foods is a very real prospect that requires to be managed very carefully. Food businesses are not compelled to guarantee that a meal is free of a particular allergen, but where they do, the appropriate precautions must be undertaken.
- 5.6 Allergens are not destroyed on cooking and therefore when preparing food for someone with an allergy the potential allergen has to be thoroughly cleaned off hands, preparation surfaces, utensils and equipment to avoid contamination. Such cleaning of equipment would need to utilise fresh, very hot water, wearing rubber gloves, and detergent, and the use of fresh cloths. If scourers or wire wool have to be used to remove stubborn residues from woks use a fresh soapy cloth to remove residual contamination, which effectively provides a double wash. The rougher the surface, the harder it is to remove an allergen. Hands would need to be thoroughly washed with soap and hot water and then dried with clean paper towel. Hand sanitisers do not remove allergens. Work surfaces must be cleaned thoroughly using hot water and detergent and dried with paper towel. They must then be cleaned again using a sanitiser or disinfectant. Aprons and cloths must be freshly laundered.

6. Current Allergen Labelling Requirements of Food Law

- 6.1 The allergen requirements can be summarised as:
- requiring the relevant information to be provided to the customer in order to permit them to make an informed choice; and
 - to implement appropriate precautions to prevent unintended contamination of foods with allergens.
- 6.2 The requirement to inform the consumer is implemented slightly differently depending on the circumstances surrounding the manufacture and supply of the foods, i.e. there are different requirements for a manufacturer of packaged foods and a takeaway restaurant, but the outcome is the same – the consumer must receive the relevant information.
- 6.3 The different scenarios are:
- 6.4 **Pre-packed Foods** - foods which have been put into packaging before sale to the final consumer or caterers, where there is no opportunity for direct communication between the producer and the customer, and the contents cannot be altered without opening or changing the packaging. For example, most pre-packed foods sold in supermarkets will fall under this definition, such as tinned food, ready-made meals or frozen food products.

- 6.4.1 There are strict rules regarding the labelling of 'Pre-packed Foods'. Allergens must be emphasised within the ingredients list using the defined terms within the regulations. It is up to the manufacturer to determine how to emphasise the ingredients, but most commonly this is the use of a **bold** font. Statements such as 'contains nuts' are no longer permitted. Where a manufacturer believes that, despite having taken all reasonable precautions, that there is a realistic possibility of a food being contaminated by an unintended allergen then this can be declared using voluntary statements such as 'may contain...'.
- 6.5 **Foods Pre-packed for Direct Sale** - Generally means those foods that have been packed on the same premises as they are being sold. In these situations, it is thought that the customer would be able to speak to the person who made/packed the foods to ask about ingredients and so these foods do not generally have to be labelled with ingredients by law. Foods which could fall under this category are pies and sandwiches made and sold prepacked or not pre-packed from the premises in which they were made.
- 6.5.1 Foods '**Pre-packed for Direct Sale**' do not have to be labelled with ingredient lists and therefore do not require to be labelled with allergen information. Businesses may voluntarily choose to label these foods as per 'Pre-packed Foods', but otherwise will require to comply with the same requirements as for 'Non Pre-packed Foods'.
- 6.5.2 It is understood that these requirements were introduced to reduce the impact on small businesses such as sandwich shops that may have a very large number of product lines which meant that full labelling could be an onerous requirement when other means could provide the requisite information. There have been concerns regarding the level of protection provided in this scenario, particularly where it may not be clear to the consumer that the products were produced at the establishment and are not actually 'Prepacked'.
- 6.6 **Non Pre-packed Foods** (Open or loose foods). Foods which are non-prepacked can be often described as foods sold loose. In a retail environment this would apply to any foods which are sold loose from a delicatessen counter (for example, cold meats, cheeses, quiches, pies and dips), fresh pizza, fish, salad bars, bread sold in bakery shops etc. In a catering environment this would apply to foods ready for consumption such as meals served in a restaurant, café or purchased from a takeaway.
- 6.6.1 For both 'Non Pre-packed Foods' and Foods Pre-packed for Direct Sale, the appropriate information must be provided to the consumer by other means:
- written up front (for example on a menu or menu board) without the customer having to ask for information
 - sign-posted to where written information can be found or obtained
 - sign-posted to say that oral information can be obtained from a member of staff
 - if information on allergenic ingredients is provided orally, this must be consistent and verifiable (i.e. a business must have processes in place to capture information from recipes and ingredients lists from products bought in and make this available to staff).

- 6.7 It is vital that appropriate information is available to customers at point of ordering and therefore websites, including those of 3rd party partners e.g. Just Eat must contain, or direct consumers to where they can access, relevant information on allergens.
- 6.8 Consumers should also be able to confirm the absence of a relevant allergen according to their specific request at the point of delivery. This is in order to ensure that errors cannot occur at this stage. Therefore, it is important that information is passed on to delivery drivers/agents e.g. by labelling a meal to confirm the absence of an allergen.

7. Training of Staff within Food Businesses

- 7.1 As the appropriate control of allergens and the communication of allergen related issues is critical to food safety, it is important that all staff have received sufficient information to control the risk, implement the appropriate control measures and communicate these with customers effectively. This training can be informal, delivered by the food business, or can be undertaken on line or via face to face certificated training.

8. Enforcement Activity

- 8.1 There are approximately 2400 food businesses within Aberdeen, and appropriate allergen management is a critical requirement for almost all of them (the exceptions being suppliers of a single non-allergenic product – e.g. water cooler providers).
- 8.2 There are currently 14 officers who undertake food enforcement activities as part of their duties including inspections and investigations of complaints. In 2018/19 943 inspections of food businesses were undertaken. Ensuring appropriate allergen controls are in place and are communicated effectively to consumers forms a core part of these inspections. In addition, 458 revisits were undertaken to follow up issues of non-compliance and a significant proportion of these would include allergen issues. All complaints received regarding allergen concerns are investigated thoroughly to ensure that effective controls are implemented.
- 8.3 Over the past 5 years a total of 24 allergen related complaints have been investigated. These have included a number of severe allergic reactions resulting from undeclared ingredients, a mix up in delivery of a takeaway meal, inadequate information and inadvertent contamination.

- 8.4 Where non-compliance with appropriate controls are identified, a range of enforcement measures are utilised to deliver the necessary improvements. We utilise a hierarchy of enforcement including: informal advice and education; written warnings; hygiene improvement notices or improvement notices requiring specified measures to be taken to achieve compliance; Remedial Action Notices, Hygiene Prohibition Notices or Prohibition Notices to require processes to stop, or areas/premises to be closed; detention, seizure and condemnation of foods; and reporting matters to the Procurator Fiscal (PF). A number of hygiene improvement notices have been served relating to inadequate management controls for allergens. Unfortunately, it is not possible to quantify the number as the link to allergens is not recorded separately within the log. One business was reported to the PF for inadequate labelling including allergen labelling.
- 8.5 Where a pre-packed food is found to pose a food safety risk due to the potential undeclared presence of an allergen, it must be withdrawn from the market and recalled from consumers. These recalls relate to a number of failures including inadequate labelling on the packaging, applying the wrong label to the food, and the inadvertent inclusion of an allergen within the product. To assist with raising awareness of recalls, Food Standards Scotland issue 'Allergy Alerts' to publicise the issued to consumers with allergies and Local Authority Environmental Health teams. In 2018 a total of 75 separate 'Allergy Alerts' were issued in Scotland, some of which included multiple product lines.

9. Aberdeen Scientific Services

- 9.1 Another enforcement tool that is utilised to monitor the risks associated with allergens is the programme of sampling and analysis. Samples are procured by officers from Environmental Health and passed to the Aberdeen Scientific Services (ASSL) for analysis. ASSL is a team within Protective Services which undertakes chemical analysis, and microbiological examination of foods for Aberdeen City, Aberdeenshire and Moray Councils as well as for a number of private clients. Since 2014/15, Aberdeen City have taken and analysed a total of 199 samples for the presence of allergens, with a failure rate of 18%. The majority of the failures relate to the presence of gluten in non-prepacked sausages.

Samples taken in the City of Aberdeen and analysed by ASSL for specific allergens.						
Allergen	Financial Year					Failure Rate (%)
	2014-15	2015-16	2016-17	2017-18	2018-19*	
Peanut	33 (0)	25 (0)	0 (0)	5 (0)	17 (2)	2
Sesame	0 (0)	0 (0)	0 (0)	2 (0)	0 (0)	0
Gluten	0 (0)	27 (0)	51 (26)	12 (0)	10 (0)	26
Milk	0 (0)	0 (0)	0 (0)	12 (1)	5 (1)	12
Total	33 (0)	52 (0)	51 (26)	31 (1)	32 (3)	
Failure Rate (%)	0	0	51	3	9	18

*To 25th January 2019

10. Recent Allergen Incidents in the UK

- 10.1 There have been a couple fatalities in 2016 due to allergen issues that have recently highlighted the issues:
- 10.2 **Natasha Ednan-Laperouse.** Natasha died in 2016 after going in to cardiac arrest on a flight after consuming a baguette purchased from a Pret a Manger outlet at Heathrow Airport. An inquest into Natasha's death began last week and heard the artichoke, olive and tapenade baguette the teenager ate contained sesame - to which she was allergic. The coroner found that Natasha had been 'reassured by the lack of specific allergen information on the packaging. As the baguette had been made on site, it was considered to be **'Prepacked for Direct Sale'** and therefore did not require allergen labelling. Instead, there was signage advising customers to enquire with staff about allergens. The Prime Minister has called for a review of food labelling laws in the wake of Natasha's death.
- 10.3 **Megan Lee.** Megan, 15, suffered irreversible brain damage after an allergic reaction to a takeaway meal from the Royal Spice in Oswaldtwistle, Lancashire in 2016. She died 2 days later. Despite having highlighted her allergies when she placed her order, the teenager's meal, which included an onion bhaji, a seekh kebab and a peshwari naan, was found to have the "widespread presence" of peanut protein. The judge identified that the business had no systems or processes to manage allergen control and sentenced the owner of the takeaway and the manager to two years in prison.

11. Consultation on amending allergen information for food prepacked for direct sale.

- 11.1 Food Standards Scotland, the Food Standards Agency and DEFRA published a consultation on consulting in 2019 on amending allergen information provisions contained within domestic food information legislation for food **prepacked for direct sale** in response to the Pret A Manger incident. This consultation is being dealt with under delegated powers as an operational consultation. The consultation will require detailed consideration as all of the proposed options have the potential for significant positives and negatives. A Service Update will be provided to Committee once a position has been formulated.
- 11.2 The four proposed options are:
- Promote Best Practice
 - Mandate 'ask the staff' labels on packaging of food pre-packed for direct sale with supporting information for consumers in writing.
 - Mandate name of food and allergen labelling on packaging of food pre-packed for direct sale.
 - Mandate name of the food and full ingredient list labelling, with allergens emphasised, on packaging of food **pre-packed for direct sale**.

- 11.2.1 Promote Best Practice. This option would not require a legislative change, but to effect change would entail additional activity to promote best practice within the current framework to encourage businesses and consumers to review their knowledge, skills and actions to ensure a safer environment for consumers.

The main benefits of this option are that it has the potential to be designed and implemented in a shorter timescale than that required for a legislative change and can be adapted to continue to be fit for purpose. It retains maximum flexibility for businesses to make allergen information available in a way that best suits their business model.

As this is a non-regulatory measure, there is no guarantee that businesses will change their practices.

- 11.2.2 Mandate 'ask the staff' labels on packaging of food **pre-packed for direct sale** with supporting information for consumers in writing. A label/sticker on the packaging of food prepacked for direct sale would advise consumers to 'ask the staff' about allergens. Staff would have to provide supporting information in writing upon request, before the food was purchased. This information would comprise of either:

- a list of any of the 14 allergens contained within the specific product; or
- a full ingredient list with allergens emphasised.

This option is the least costly regulatory option for businesses to implement. It would ensure that consumers are consistently prompted to be proactive in talking to staff about allergens. However, risks associated with this option include failure to provide sufficient information for those consumers who are not sufficiently confident to engage with staff and the availability of appropriately trained staff, The other regulatory options, this option does not carry the risk of mislabelling on the product packaging, but there is still a risk that the written information provided upon request may be incorrect. This risk applies to all options that put allergen information in writing.

- 11.2.3 **Mandate name of food and allergen labelling on packaging of food pre-packed for direct sale.** A label required on the packaging to tell the consumer the name of the food and which of the specified 14 allergenic ingredients the product intentionally contains.

This option is less difficult for businesses to implement than full ingredient labelling, but more costly than other options. It gives consumers clear, product specific information on the food packaging, enabling food allergic consumers to make informed choices when purchasing food products.. This option also allows businesses to make some non-allergenic ingredient substitutions without having to change the label on the packaging.

It may be challenging to implement correctly, particularly for small and micro businesses, incurring additional administrative, equipment and training costs. For instance, it will increase costs to business as generic packaging would necessarily disappear or need to be supplemented with another label.

As mislabelling is the most common source of product recall for prepacked goods, adding a label could introduce the risk of mislabelling incidents. As consumers trust labels, this could cause more incidents as consumers may eat wrongly labelled packaged food and may potentially discourage dialogue with staff. This option may also lead to businesses removing certain foods from their menu or limit changes to menus (e.g. one-off specials), thus reducing consumer choice in general. It may require new labelling processes to be instituted on business premises and would require substantial training of staff, to equip them with the knowledge and skills to implement allergen labelling procedures accurately.

11.2.4 **Mandate name of the food and full ingredient list labelling, with allergens emphasised, on packaging of food pre-packed for direct sale.**

A label naming the food and listing the full ingredients with allergens emphasised on the packaging. Labelling will need to include:

- the name of the food;
- the full list of ingredients; and
- any specified allergenic ingredient used in the preparation of a food would be emphasised to stand out from the other ingredients in the list.

This option introduces a consistent approach to labelling of ingredients for food that is prepacked and prepacked for direct sale. It may give food allergic consumers more trust in the food they are eating and help consumers with food allergies and intolerances beyond those specified in EC law. It doesn't rely on staff having to provide accurate information on allergens directly to consumers, but a labelling process will be required on the premises, and staff will need to be sufficiently trained to implement labelling procedures accurately. Full ingredient labelling would increase costs to business as generic packaging would necessarily disappear or need to be supplemented with additional labelling. Adding a label may introduce the risk of mislabelling incidents, and this option carries the greatest mislabelling risk. As consumers trust labels, this could cause more incidents as consumers may eat wrongly labelled packaged food. This option may lead to businesses removing certain foods from their menu or limit changes to menus (e.g. one-off specials), to avoid the costs of extra labelling, potentially reducing consumer choice in general. Additionally, the cost of full labelling may potentially stifle innovation and new product development and may constrain supply chain purchases and availability.

12 **The Scottish Food Enforcement Liaison Committee (SFELC)**

- 12.1 SFELC co-ordinates food law enforcement, sampling and surveillance activities of Scottish local authorities. The Scottish Food Enforcement Liaison Committee supports the work of FSS by providing information and expert advice in relation to food and feed law enforcement. SFELC contributes to the development and implementation of FSS strategies and policies for fulfilling its core functions in respect of food and feed safety and consumer protection. The committee provides a forum for the discussion of relevant topics and to share best practice guidance and may initiate surveys or projects or co-ordinate specific investigations. The Protective Services Manager is a member of the SFELC Executive and Chairs the Food Safety Sub Committee to ensure that we influence enforcement related policy decisions effectively.

- 12.2 SFELC is currently producing Food Standards guidance documents for Caterers, Butchers, Bakers and Craft Brewers & Distillers. These documents contain comprehensive advice regarding allergen management and labelling

12. Resources to Support Businesses

- 12.1 The Environmental Health team provides free advice and support to food businesses trading in Aberdeen to enable them to produce and supply safe food, including effectively controlling and communicating the risks associated with allergens.
- 12.2 A model food safety management system (Cooksafe) has been created for catering establishments. This includes practical advice and tools to assist catering establishments manage and communicate the risks associated with allergens. Hard copies have previously been provided free of charge to caterers, but this resource has now been fully exploited. The document can either be purchased from The Stationary Office, or can be downloaded for free from the FSS website.
- 12.3 A digital tool 'MenuCal' has been licenced by FSS and is available free of charge to Scottish food businesses. The tool is designed to allow food businesses to calculate the calorie content of meals they produce, but can also manage the allergen risks related to deliberately included ingredients. It requires caterers to log details of their ingredients and then use this list to create their recipes. Any allergens included within the final dish are clearly identified.
- 12.4 Free on-line training is available to food businesses via the Food Standards Agency website. Other resources include guidance, posters etc.

13. FINANCIAL IMPLICATIONS

As this report is for noting only, there are no financial implications from this report.

14. LEGAL IMPLICATIONS

As this report is for noting only, there are no direct legal implications arising from this report

15. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	N/A	M	
Legal	N/A	L	
Employee	N/A	L	
Customer	N/A	L	
Environment	N/A	L	
Technology	N/A	L	
Reputational	N/A	L	

16. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	The work of Environmental Health in relation to allergens, helps to protect the health of the population of and visitors to Aberdeen.
Prosperous Economy	The work of Environmental Health in relation to allergens, helps to ensure that businesses can trade locally, nationally and internationally, and can effectively control the risks associated with allergens.

Design Principles of Target Operating Model	
	Impact of Report
This Report is to Inform Committee of the current situation and does not introduce any new impacts.	

17. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	EHRIA not required
Data Protection Impact Assessment	Not Required
Duty of Due Regard / Fairer Scotland Duty	Not Applicable

18. BACKGROUND PAPERS

Consultation <https://consult.defra.gov.uk/agri-food-chain-directorate/consultation-on-amending-allergen-information/>

Cooksafe <https://www.foodstandards.gov.scot/publications-and-research/publications/cooksafe-manual>

MenuCal <https://menucal.fss.scot/Account/LogOn?ReturnUrl=%2f>

Training <http://allergytraining.food.gov.uk/english/>

Other Resources <https://www.foodstandards.gov.scot/business-and-industry/safety-and-regulation/food-allergies-1>

19. REPORT AUTHOR CONTACT DETAILS

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