

ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	9 May 2018
REPORT TITLE	Public Protection Introductory Report
REPORT NUMBER	GOV/18/015
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	Carole Jackson
TERMS OF REFERENCE	1.1, 1.2, 1.3, and 1.4

1. PURPOSE OF REPORT

1.1 This report provides an introduction to the services delivered by Aberdeen City Council that are designed to protect the public, and the assurance regimes and arrangements in place for these services to ensure that the council is meeting its statutory duties in terms of public protection.

2. RECOMMENDATION(S)

That the Committee:-

2.1 Notes the content of this report.

3. BACKGROUND

3.1.1 The Committee is required to provide assurance on the statutory regulatory duties placed on the Council for:

- Child Protection
- Adult Protection
- Consumer Protection and Environmental Health
- Civil contingency responsibilities for local resilience and prevention
- Building Standards

and to undertake the Council's duties in relation to the Police and Fire and Rescue Services under the Police and Fire Reform (Scotland) Act 2012

3.1.2 This report provides a summary of the services that will be routinely reporting to the committee.

3.2 Child and Adult Protection in Aberdeen City

3.2.1 Legislative framework for adult and child protection

The legislative framework for adult and child protection is different in each field.

3.2.2 Adult Support and Protection

3.2.2.1 The Adult Support and Protection (Scotland) Act 2007 seeks to protect and benefit adults at risk of being harmed. It places a duty on councils and a range of public bodies to work together to support and protect adults who are unable to safeguard themselves, their property and their rights. The public bodies are required to work together to take steps to decide whether someone is an adult at risk of harm, balancing the need to intervene with an adult's right to live as independently as possible.

3.2.2.2 The Act defines an adult at risk as a person aged 16 years or over who:

- are unable to safeguard their own well-being, property, rights or other interests; and
- are at risk of harm; and
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

3.2.2.3 This is commonly known as the 3 point criteria. For an adult to be at risk in terms of the Adult Support and Protection (Scotland) Act 2007, the adult **must** meet all three points above.

3.2.2.4 Some adults may be at risk of harm because of:

- mental ill health;
- old age;
- frailty or physical weakness;
- physical or learning disability;
- visual or hearing impairment; or
- engaging in self harming behaviours.

3.2.2.5 In accordance with Section 48 of the Act, the Scottish Government prepared a code of practice containing guidance about the performance of functions by councils and their officers and health professionals under the Act. It provides information and guidance on the principles of the Act, about the measures contained within the Act, including when and where it would normally be appropriate to use such powers.

3.2.2.6 The Code was reviewed and revised in 2014. The current version can be found using this link: <http://www.gov.scot/Publications/2014/05/6492>

3.2.2.7 Guidance in relation to the act and how this is delivered locally is contained in the Grampian Interagency Policy and Procedure for the Support and Protection of Adults at Risk of Harm. The policy contains important information on how public bodies and other agencies are required to co-operate to support and protect adults

at risk of harm. The policy is underpinned by a range of protocols and procedures such as the Information Sharing Protocol and the Serious Case Review Protocol.

3.2.3 Child Protection

3.2.3.1 “Child protection” means protecting a child from child abuse or neglect or the risk of significant harm from abuse or neglect. This can manifest itself in a variety of ways; physical, emotional or sexual abuse or neglect, child sexual abuse or child trafficking, or children harmed by the impact of parental drug or alcohol misuse, parental mental health issues or domestic violence.

3.2.3.2 Aberdeen City has in place, well established procedures for management of concerns relating to the care and protection of children. There is not one source of legislation or guidance, but rather procedures are drawn from and are in compliance with:

- the National Guidance for Child Protection in Scotland 2014;
- the National Practice Model (GIRFEC) and three key pieces of legislation:
- the Children (Scotland) Act 1995;
- the Children’s Hearings (Scotland) Act 2011;
- and the Children and Young People (Scotland) Act 2014.

3.2.3.3 Child Protection procedures seek to address the acute needs of children at risk of significant harm. Significant harm is not defined in legislation. This is intentional because what is significant for one child may not be for another, what is significant for one family may not be for another and what is significant will change over time and context. This gives the professional freedom to raise a concern, whatever that may be in relation to any child.

3.2.3.4 Similarly there is no one prescribed route to the protection of children. This can encompass single agency or multi-agency support for the child and family, placing a child’s name on the child protection register, referring a child to the Children’s Hearing system or pursuing one of a variety of court orders, such as a child protection orders or an exclusion order.

3.2.4 Operational delivery of adult and child protection Aberdeen City Council

3.2.4.1 Adult Protection Unit

The Adult Protection Unit (APU) ensures the support and protection of adults at risk of harm by working in partnership with a range of organisations to protect adults who are unable to protect themselves. The role of the APU is also to empower and enable professionals to discharge their duties under the Adult Support and Protection (Scotland) Act 2007. The APU is the central point for adult support and protection (ASP) reporting forms and Police Concern Reports to be logged.

3.2.4.1 The Unit is made up of:

- APU Coordinator;

- APU Trainer;
- APU Administrators x 2,
- and part time Adult Protection Implementation Officer.

3.2.4.2 The APU ensures operational procedures are in place to enable effective and robust responses to reports of adult at risk of harm. Social work and care management teams undertake adult support and protection screenings, inquiries, investigations, professionals meetings and case conferences. The APU facilitates the monitoring of ASP processes by ensuring all paperwork is actioned effectively and timeously. The APU Coordinator provides professional guidance and support to colleagues, managers and a range of partners within the Council and externally. Linked in to both ASP practice networks and ASP learning and development networks in Grampian and nationally, the APU contributes to developing local and Grampian ASP policies.

3.2.4.3 ASP training is provided from half day basic awareness courses and full days for those with a managerial or supervisory responsibility, through to 5 days for 'council officers' to enable them to conduct inquiries and investigations. ASP Training for Trainers courses are also provided to agencies with 16 or more employees then course materials are shared with third sector or independent service participants. Services with 15 or fewer employees can access the APU ASP courses.

3.2.5 Operational child protection arrangements

3.2.5.1 Child protection work is the responsibility of and takes place across the range of agencies in Aberdeen City. Early intervention by universal services in Health or Education can prevent the escalation of a child protection concern. Where more targeted intervention is required, referrals are made to the Children's Social Work service. New referrals can be received from any agency or from members of the public. These referrals are made to:

- Aberdeen Maternity Hospital (new referrals relating to vulnerable unborn babies);
- Reception Team (new referrals relating to welfare or protection concerns); or
- Joint Child Protection Team (referrals where a joint Police/Social Work response is deemed necessary).

3.2.5.2 The circumstances will be investigated and appropriate steps taken to ensure the child is safe. Aberdeen City Council's Children's Social Work Service allocate considerable resource to responding to child protection concerns and ongoing work with families where a child is or may be at risk of significant harm. This work is undertaken in collaboration with other agencies with social work usually acting as the lead agency. These services were identified as **very good** by the Care Inspectorate at the last Children's Services Inspection in 2014.

3.2.5.3 Child care and protection services are provided throughout the entire children's social work service dependent on a child's circumstances. The majority of

child protection concerns are reported to the three services noted above however such concerns can often be identified as part of the ongoing work with a child and their family.

3.2.6 Role and Functions of the Adult Protection Committee

3.2.6.1 Adult Protection Committee

Under section 42 of the Adult Support and Protection (Scotland) Act 2007 each council must establish an Adult Protection Committee (APC). 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 representatives of the Council, NHS Grampian, Aberdeen City Health & Social Care Partnership, Police Scotland, Advocacy Services Aberdeen, Aberdeen Council for Voluntary Organisations, Scottish Ambulance and Scottish Fire and Rescue.

3.2.6.2 The APC is chaired by an Independent Convenor, who is a joint chair with the Aberdeenshire APC. His role is to ensure that the APCs operate in accordance with the Adult Support and Protection Act 2007. The Independent Conveners of Scottish APCs meet regularly with representatives from Scottish Government and are represented on the National Adult Protection Policy Forum.

3.2.6.3 Function of APC

The APC has oversight of adult protection activity in Aberdeen. It has a key role in making recommendations to make sure 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; and
- Promoting good communication.

3.2.6.4 The APC is required to submit a report to Scottish Ministers every two years. The APC Biennial report is due to be submitted in Oct 2018.

3.2.6.5 The Public Protection Chief Officers Group (COG) provides oversight and a line of accountability to the APC. The minute of each meeting is presented to the COG with regular updates on activities and progress on the Improvement Plan. The Biennial Report is also submitted for information. The COG provides advice and support and acts as arbiter between agencies represented on the APC.

3.2.7 Role and Functions of the Child Protection Committee

3.2.7.1 Aberdeen City Child Protection Committee first met in June 2013. National Guidance provides that Child Protection Committees are locally-based, multi-agency strategic partnerships responsible for the design, development, publication, distribution, dissemination, implementation and evaluation of child protection policy and practice across the public, private and wider third sectors in their locality and in partnership across Scotland. Their role, through their respective local structures and memberships, is to provide individual and collective leadership and direction for the management of child protection services across Scotland. They work in partnership with their respective Chief Officers Groups and the Scottish Government to take forward child protection policy and practice across Scotland.

3.2.7.2 The CPC is made up of representatives of all agencies that provide services to children, young people and their families. This includes the statutory and third sector. Police Scotland, Children's Social Work, Education, NHS Grampian, SCRA, Housing, and the third sector are all represented.

3.2.7.3 Function of the CPC

The CPC is the key local body for developing and implementing child protection strategy across and between all relevant agencies. The CPC responds to the national strategic direction for child protection outlined by the Scottish Government, learning from national reviews of practice and responds to areas of improvement identified by local self-evaluation activity. This is broadly broken down into 3 key areas:

1. Public Information -

- Awareness raising of child protection issues
- Providing information to the public
- Promoting the work of the agencies to the public
- Developing robust policies, procedures and protocols

2. Continuous Improvement -

- Providing management information
- Ensuring inter- agency quality assurance systems exist
- Promoting good practice
- Training and staff development

3. Strategic Planning

- Communication and co-operation between all the agencies involved
- Inter -agency planning and connections

The CPC has 3 sub committees ensuring that all these areas of work are progressed, working to a child protection improvement programme.

The sub committees are:

- Significant Case Review - The SCR sub committee ensures that significant cases (e.g. where a child has died) are reviewed and any lessons to be learned are disseminated to all the agencies.

- Learning and Development – This sub committee is responsible for ensuring that there is high quality multi-agency training in place and that good practice and lessons to be learned from local or national inspections, evaluations, reviews etc. is disseminated to practitioners.
- Operational – The Operational sub committee has responsibility for implementing the child protection improvement programme and takes the lead in data analysis, evaluation of local practice, protocols, procedures etc. with a view to continuous improvement of services to children and families and outcomes for children.

3.2.7.4 The CPC reports to the Chief Officers' group, consisting of the chief executive officers of the City Council, NHS Grampian and the local Police Commander. In turn the Chief Officers link to the Aberdeen City Community Planning Partnership.

3.2.7.5 Further scrutiny of child protection services delivered by the range of partner agencies is undertaken by the Care Inspectorate across all Community Planning Partnership's. This is carried out on a rotational basis with Aberdeen City's last inspection being in 2014/15. The Care Inspectorate have just intimated the likelihood of Aberdeen City being inspected again in 2018/19.

3.2.7.6 The CPC also works collaboratively with the neighbouring CPCs in Aberdeenshire and Moray. We co-fund our Child Protection Register and Joint Investigative Interview training and also host a number of conferences jointly each year. We do so under the banner of the "Child Protection Partnership".

3.2.8 Working collaboratively across child and adult protection

3.2.8.1 The CPC and APC 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.

3.2.8.2 The CPC and APC each have representatives on the other group and minutes are shared to ensure relevant information and initiatives are shared.

3.2.8.3 There are established procedures in place to guide professionals where there are both child and protection concerns.

3.2.9 Data for October – December 2017

3.2.9.1 Adult protection

Adult Protection referrals are received in to the unit from a number of sources whether it is partner agencies, third sector, public or self-report. The table below shows the number of referrals received for the last quarter and the type of harm suspected. Physical harm is consistently the main type reported with the highest reports being for harm amongst older people with infirmity.

3.2.9.2 It should be noted that there was a low number of reports in December 17. On average there would be around 100 reports to the unit per month. All reports are screened within 24 hours to determine immediate harm and if urgent intervention is required. Reports are either screened out if person not deemed to be at risk of harm or proceed to initial inquiry/ full investigation to ensure safeguards are in place.

3.2.9.3 Most adult protection concerns are resolved at an early stage, in line with the principles of the Adult Support and Protection (Scotland) Act 2007. The more complex cases may progress to an Adult Protection Case Conference, which will agree a protection plan.

Harm	Number of referrals →	Oct 2017	Nov 2017	Dec 2017
Sexual		4	7	1
Psychological		9	12	6
Physical		30	36	20
Self-Harm		6	4	1
Financial		15	18	14
Neglect		19	6	1
Self-Neglect		14	1	7
Discrimination		1	1	3
None		3	6	2
Not Known		4	4	2
TOTAL		105	95	57

3.2.10 Child Protection

3.2.10.1 In Aberdeen City, 82 children's names are on the Child Protection Register (2.4 per 1000 population aged 0 – 16) as at 31 December 2017. This is slightly below the national average of 2.9 per 1000 children.

3.2.10.2 Most of the children whose names are on the CPR are less than 10 years old, although there is a broad age-range as the table below demonstrates:

	Aberdeen City			
	Total	M	F	%
Unborn	2			2
0 – 4 years	40	23	17	49
5 – 10 years	25	16	9	31
11 – 15 years	14	5	9	17
16+ years	1	1	0	1
Total	82	45	35	100

3.2.10.3 The categories of Risk Factors are set by the Scottish Government. These are as follows:

Risk Factors 2017	% Oct- Dec	% July-Sept
Domestic Abuse	21	26
Parental Drug Use	24	23
Parental Alcohol Use	10	9
Parental Mental Health	23	15
Sexual Abuse	7	5
Physical Abuse	21	8
Emotional Abuse	46	51
Non-engaging family	5	12.5
Child Placing Self at Risk	0	1
Neglect	35	22
Forced or Dangerous Labour	0	0
Child Sexual Exploitation	0	0
Trafficking	0	0
Other concern	0	0

3.2.10.4 It requires to be noted that child protection work takes place in a variety of ways and not just in relation to those children whose names are on the CPR. Some areas of child protection concern may not result in registration, such as a young person thought to be at risk of child sexual exploitation or trafficking for sexual purposes, but intensive support may be provided to that young person in different ways.

3.2.11 Future reports

While there is an interface between Adult and Child Protection the above report also highlights that the legislative, operational and governance arrangements are very different. It is therefore proposed that every 6 months the child and adult protection committees will submit their independent updates on the improvement and quality assurance activities in these fields. The biennial report of the APC and annual report of the CPC will be submitted to the next Public Protection Committee. These will provide an overview of the work undertaken by each of these multi agency strategic committees and their plans for future improvement activity.

3.3 Local Resilience

3.3.1 As a Category 1 responder, as defined by the Civil Contingencies Act 2004, Aberdeen City Council is required to be fully prepared to respond effectively to, and recover quickly from, major incidents, crises or events.

The Civil Contingencies Act requires Category 1 responders to:

- Identify and assess risk;
- Maintain emergency plans;
- Maintain business continuity plans;
- Promote business continuity more widely;
- Communicate effectively with the public in an emergency;
- Share information with partner agencies and fellow responders; and
- Co-operate effectively with others in delivery of the above duties.

The Scottish Government has produced a suite of guidance covering a number of areas of resilience that underpin the requirements of the Civil Contingencies Act. This suite of guidance has the title “Preparing Scotland”.

3.3.2 In the North of Scotland (Tayside, Grampian, Highland and Islands) the North of Scotland Resilience Partnership (NoSRRP) provides a strategic forum for the multi-agency coordination of emergency planning and response.

Within Grampian the local level of planning and response is coordinated by the Local Resilience Partnership (LRP).

The members of the LRP are:

The Chief Executives of Aberdeen City, Aberdeenshire and The Moray Council

The Chief Executive of NHS Grampian

The most senior local representatives of:

Police Scotland

The Scottish Fire and Rescue Service

The Scottish Ambulance Service

The Maritime and Coastguard Agency

The Scottish Environment Protection Agency

Military Liaison Officer

The current Chair of the LRP is the Chief Executive of Aberdeen City Council.

3.3.3 In planning mode, the LRP sets out and reviews the targets to be achieved jointly by the responder organisations.

3.3.4 When activated in response mode the LRP will set the response strategy.

3.3.5 The LRP is supported by the Local Resilience Partnership Working Group (LRPWG). This group is comprised of the emergency planning and resilience officers from each of the organisations. The LRPWG is currently chaired by the Chief Officer – Early Intervention & community Empowerment.

- 3.3.6 In response mode this grouping will be called the Tactical Coordinating Group and will usually comprise of senior officers from each of the organisations supported by their emergency planning and resilience officers.
- 3.3.7 A number of sub groups sit beneath the LRPWG. These are responsible for local plans and arrangements relating to specific sites or types of emergency.
- 3.3.8 Aberdeen City Council senior officers discuss emergency planning and response issues through the Organisational Resilience Group which is currently chaired by the Chief Officer – Early Intervention & community Empowerment.
- 3.3.9 All the above is coordinated by the Emergency Planning Team. This team of three are employed by Aberdeen City Council as a shared service with Aberdeenshire and Aberdeen City Council.
- 3.3.10 The Emergency Planning Team operate a duty rota and are the first port of call for the Emergency Services in the event of a major incident.
- 3.3.11 All Chief Officers and Directors participate in a Duty Emergency Response Coordinator (DERC) rota. Their role as DERC is to coordinate the response to any incident or emergency on behalf of the Council. They will be supported by the Duty Emergency Planning Officer.

3.4 **Protective Services**

- 3.4.1 Protective Services encompass a broad range of regulatory and statutory services aimed at securing the health, safety and economic welfare of the public, and include the Environmental Health Service, Trading Standards Service, Private Sector Housing and Aberdeen Scientific Services Laboratory.
- 3.4.2 The services delivered can be further broken down into a variety of functions, including the following:

Product Safety	Dog control
Metrology (weights and measures),	Food standards and safety
Fair trading	Port health
Age restricted sales	Animal health and welfare
Public health and statutory nuisance	Occupational health and safety in the service sector
Air quality monitoring	Licensing standards
Commercial noise control	Public mortuary service
Contaminated land	Scientific and analytical services, including the public analyst service
Pest control	

Private sector housing

- 3.4.3 Some of the services, such as the Food Regulatory Service, Aberdeen Scientific Services Laboratory, and some aspects of Trading Standards, are subject to third party audit, and the results of these audits will be reported to this committee, before being referred on to the Audit, Risk and Scrutiny Committee.
- 3.4.4 It is anticipated that any relevant internal audit reports on whether the council is fulfilling its statutory duties in terms of these service, and service compliance with any nationally issued guidance or standards, will also be presented to this committee. Reporting may be prompted by the establishment of new duties, the issue or revision of such guidance, or in response to any significant concerns about compliance.
- 3.4.5 All LAs are required to produce a food regulatory service plan and an occupational health and safety intervention plan, and review and report on these annually. These statutory service plans and reports will be presented to this committee for consideration. Other statutory plans will, from time to time, be presented to this committee, for example the biennial Grampian Joint Health Protection Plan, required by the Public Health etc. (Scotland) Act 2008, and which is produced in partnership with NHS Grampian, Aberdeenshire Council and The Moray Council, and the council's Air Quality and Noise Action Plans.
- 3.4.6 Aberdeen Scientific Services Laboratory will also present an annual summary of the results of analysis of statutory samples submitted by the Environmental Health and Trading Standards services.
- 3.4.7 Protective services report a number of statutory and key performance indicators on aspects of service delivery. In addition, various performance returns are submitted periodically (normally annually) to external bodies on different aspects of the service, for example, food regulatory activity to Food Standards Scotland, the LAE1 return on health and safety regulatory activity to the Health and Safety Executive, and tobacco test purchasing to the Scottish Government.

3.5 **Building Standards**

- 3.5.1 The building standards system aims to ensure that building work on both new and existing buildings result in buildings that meet reasonable standards. In this context, the Building (Scotland) Act 2003 is intended to secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters connected with buildings. The core work of the Building Standards team is to administer the above Act as a

verifier for the approval of Building Warrants and the acceptance/rejection of Completion Submissions. This verification role is robustly governed by Scottish Government through the submission of quarterly returns, an audit process and re-appointment as a verifier on a fixed term basis.

3.5.2 In addition to the above, the Building Standards team complete non-verification functions under the above Act with the objective of protecting the public from harm caused by buildings. This work is not monitored or governed by Scottish Government and can be categorised as follows and in accordance with the Committee's terms of reference numbering:

3.5.3 Major incidents and fatal accident inquiries and any resulting impact and responsibilities placed on the Council.

For example, the recent tragic events at the Grenfell Tower incident have resulted in a number of Scottish Government reviews in relation to the building standards system. In addition, information in relation to high rise building stock has been requested for collation and analysis purposes. The Edinburgh Oxfangs school collapse has similarly resulted in reviews and potential future changes to legislation. The committee will be kept abreast of emerging issues.

3.5.4 Informal and formal activity by Building Standards in relation to public safety and dangerous buildings.

When owners allow buildings to fall into disrepair and this results in a danger to the public, the Building Standards team can take appropriate action to protect the public. The team operate a 24 call out service to meet these obligations. The committee will be provided with reporting regarding the volume of activity in this area; and

3.5.5 Informal and formal activity by Building Standards in relation to public safety for unauthorised building work and the unauthorised occupation of buildings.

When owners carry out work without building warrant approval or occupy a building without an appropriate Temporary Occupation or Completion Certificate, the Building Standards team can take appropriate action to ensure the public are protected from any harm. The committee will be provided with reporting regarding the volume of activity in this area.

3.5.6 The Committee will consider reports on the above subjects. It should be noted that these activities do not currently have targets or performance measures as each case is dealt with appropriately and in accordance with the Regulators Code of Conduct supported by the Building Standards Enforcement Charter.

3.6 Police and Fire and Rescue Service

3.6.1 The Committee terms of reference detail the Council's responsibilities in relation to the Scottish Police Authority, the Police Service of Scotland and the Scottish Fire and Rescue Service.

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	Failure of the council to have oversight of Services delivering Public Protection could result in the council failing to meet its statutory duties in terms of services aimed at protecting the public, and potential litigation from people who have been harmed	M	Scrutiny by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public.
Employee	None for this report		
Customer	Failure of the council to have oversight of Services delivering Public Protection could result in the public being at risk of harm and loss of customer confidence	M	Scrutiny by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public, and ensure compliance with any legal requirements or national standards and guidance for those services.

Environment	None for this report		
Technology	None for this report		
Reputational	Failure of the council to have oversight of Services delivering Public Protection could result in organisational failings being missed and damage the reputation of the council	M	Scrutiny by this committee on the matters to be reported will allow oversight of these services with a view to ensuring compliance with any legal requirements or national standards and guidance for those services

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	In addition to securing protection of the public, business that comply with legislation reduces the risk to them of criminal proceedings and/or litigation, and so is good for them individually and for the economy as a whole.
Prosperous People	People who are adequately protected from threats to their health, safety, and mental and economic wellbeing are more likely to prosper than those who are not
Prosperous Place	Protecting our built environment, natural resources and social environment together with early intervention, reduces the risks to and enhances the health, safety and wellbeing of Aberdeen citizens and visitors.
Enabling Technology	No

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	Appropriate oversight of of the services described in the report provides assurances in the areas of the Prevention and Early Intervention, Customer Centric and Collaboration design principles.
Organisational Design	None
Governance	Appropriate oversight of services delivering public protection provides assurance to both the organisation and the public in terms of meeting the council's statutory duties, and also contributes to compliance with agreed standards.

Workforce	None
Process Design	None
Technology	None
Partnerships and Alliances	The various services described in the report work in partnership with a number of partner organisations such as Police Scotland, NHS Grampian, The Scottish Fire and Rescue Service and 3 rd Sector organisations.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Protection of equality and human rights is integral to the work of these services, and for this reason a full EHRIA is not required.
Privacy Impact Assessment	not required in relation to this report.
Duty of Due Regard / Fairer Scotland Duty	not applicable Tackling inequality is integral part of protective services, with all services striving to ensure protection of the public regardless of their socio-economic status

9. BACKGROUND PAPERS

Grampian Interagency Policy and Procedure for the Support and Protection of Adults at Risk of Harm.

10. APPENDICES

None

11. REPORT AUTHOR CONTACT DETAILS

Carole Jackson, Protective Services Manager

cjackson@aberdeencity.gov.uk

Tel 01224 522057

Kymme Fraser, Child Protection Programme Development Manager

kfraser@aberdeencity.gov.uk

Tel 01224 264037

Claire Duncan, Lead Social Worker

Claduncan@aberdeencity.gov.uk

Tel 01224 522426

David McIntosh, Emergency Planning Strategist

dmcintosh@aberdeencity.gov.uk

Tel 01224 522261

Gordon Spence, Building Standards Manager

gspence@aberdeencity.gov.uk

Tel 01224 522436