



Adult Support & Protection

General Survey

Purpose

The survey links to the Adult Protection Quality Improvement Framework and Quality Indicators (QIs)

QI 4.0 Community engagement in adult protection

QI 5.0 Service delivery for at-risk adults and their families

QI 6.0 Quality of policy and practice

QI 7.0 Employee support

The survey was undertaken to help raise awareness of and provide information on knowledge and understanding of a number of adult support and protection related themes or topics. The survey was purposefully made available to a wide audience. The question set covered:

- Knowledge of the Adult Protection phone line and how to report harm
- Use of Easy Read information
- Based on the current ASPC web pages on Fife Direct; what other adult support and protection information would be useful?
- Knowledge of available Adult Support & Protection learning opportunities

The survey was available online, and in Easy Read, word and plain text formats. The survey was distributed electronically to all Adult Protection contacts, Elected Members and Community Councils. It was promoted with a FISH/Fife Direct banner, on Fife Council Facebook and Twitter, and on the Fife Voluntary Action and Fife Centre for Equalities e-bulletins. Survey responses were gained from 12 September 2016—31 January 2017

Results

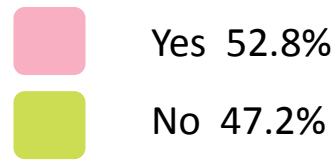
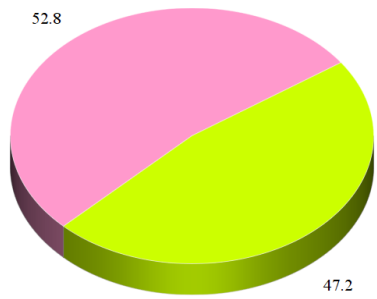
There were 543 respondents (not every respondent answered every question)

The majority of surveys were completed online. 56 Word versions and 53 Easy Read were completed.

An analysis of the responses to each question are presented on the following pages.

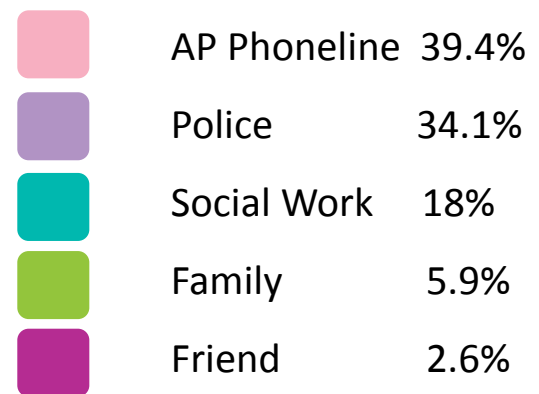
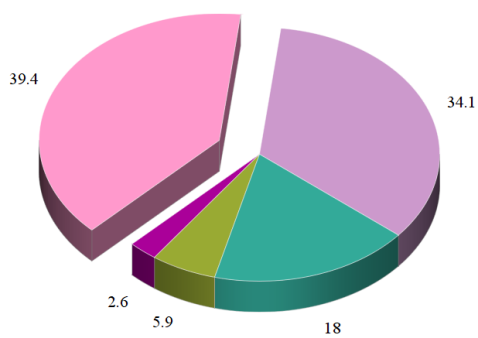
Do you know there is an Adult Protection Phone Line?

Yes No



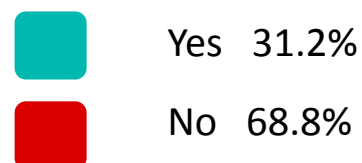
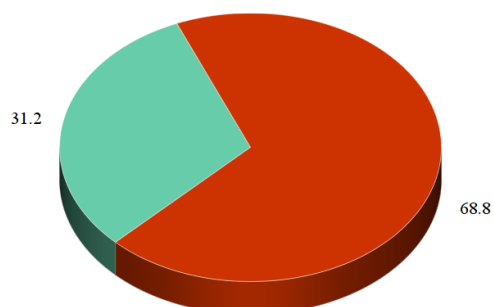
If you or someone you knew was at risk of harm, who would you call?

AP Phone Line Police Social Work Family Friend



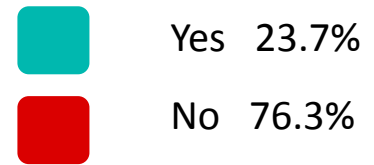
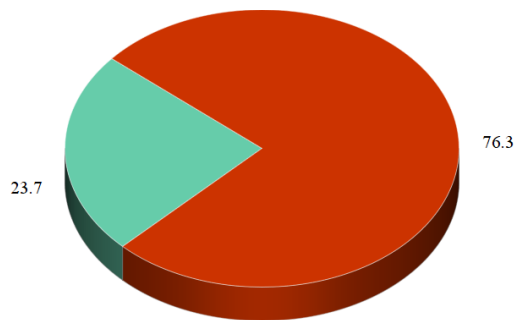
Have you ever used Easy Read information?

Yes No



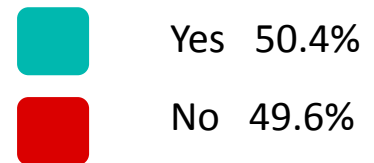
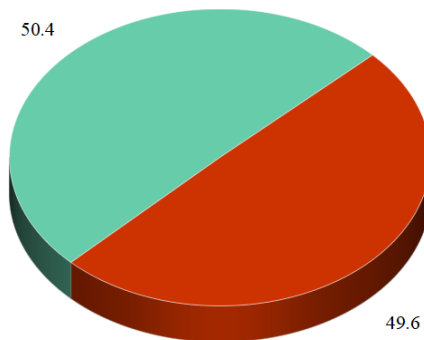
Have you completed the Adult Protection E-learning module?

Yes No



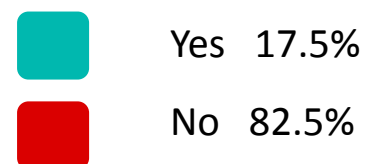
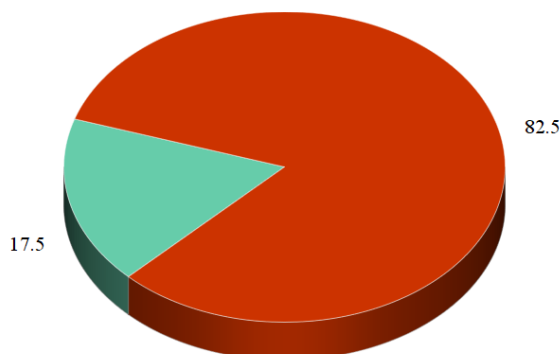
For those providing care and support as a volunteer or employee, have you had Adult Protection training from the organisation you work for?

Yes No



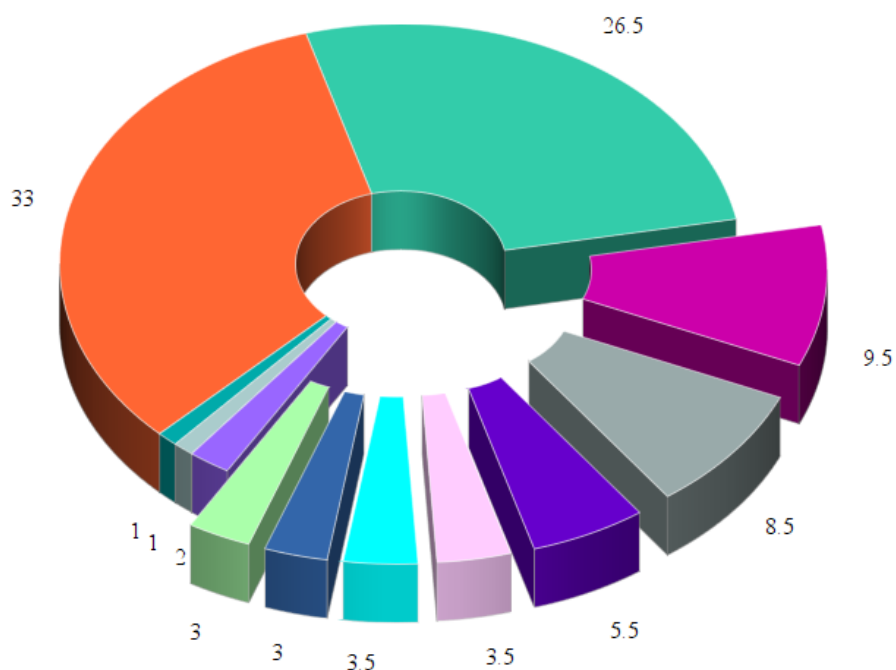
Have you completed the Adult Protection Committee 'Working Together' course?

Yes No



What new Adult Support & Protection information would you like to see?

■ Not ASPC function
 ■ Reporting/Publicity
 ■ Sexual abuse
 ■ Emotional harm
 ■ Care home abuse/elder abuse
■ Financial harm
■ Neglect
■ Self-harm
■ Legal
■ Loneliness
■ Advocacy
■ 16-18



105 suggestions were made, which have been grouped into themes as detailed above.

Information which is not directly ASPC function:

- Neighbourhood watch
- Addiction/substance abuse.
- Child Protection
- Dementia
- Crime/anti-social behaviour/hate crime/radicalisation/slavery
- LBGT Abuse
- Personal safety/community safety/bogus callers/safe accomodation
- Autism/learning disability/mental health
- Nuisance phonecalls/cold calling
- Support available for the elderly

Findings

- **AP Phonenumber:** Knowledge is still low, although is positive that the majority of people would use the Phone Line to report harm.
- **Easy Read:** Over two thirds of people do not use easy read. This may be because they do not have accessibility requirements, but could also mean that knowledge of accessible information is low. This question was left purposefully open because:
 - people may identify as requiring easy read or accessible information
 - people may appreciate an easy read version of a more complex document but not have a demonstrable necessity for information to be in that format
 - people may/may not recognise that their role/organisation has a legal/moral duty to provide information in accessible formats and in that sense would use easy read to provide information.
- **Alternative Formats:** 20% of survey respondents chose to complete the survey in an alternative format to online.
- **Adult Support & Protection Learning Opportunities**
 - 75% of people surveyed had not completed the Adult Support & Protection E-learning module. However not all respondents will be required to have Adult Support & Protection training.
 - For those providing care and support as a volunteer or employee, half had received Adult Support & Protection training from their employer
 - 17.5% of respondents had completed 'Working Together' training. This course is targeted at people who have completed some single agency Adult Support & Protection training and who are more likely to be involved in inter-agency Adult Support & Protection activity ie managers and supervisors. It is perhaps therefore not as disappointing a response as the percentage suggests.
- **New Information suggested:** The majority of people suggested information which is not directly Adult Support & Protection Committee function. This may suggest that people remain unclear about what Adult Support & Protection is, but also that we could make this clearer within our web information. The next most popular requirement was knowledge on how/why to report/the Adult Support & Protection process/general publicity and awareness.

Recommendations

- The Adult Support & Protection Committee to consider the findings in relation to the Adult Support & Protection Committee Improvement Plan objectives.
- Adult Support & Protection Committee to establish if there is any additional action they may wish to take which may address the findings.