



**West Dunbartonshire Adult Protection Committee
Communication Toolkit**



Adult Protection Committee
"working together to protect adults"

Communication Toolkit

Background:

In August 2012, the 5 national priorities for Adult Support and Protection were agreed by Scottish Government for the years 2013-14. One of the priorities included Service User and Carer Involvement in Adult Support and Protection and a working group was established with the objective to obtain Service User and Carer feedback regarding their preferred methods of engagement with the ASP processes and explore ways to improve their involvement.

The working group conducted a number of studies across various client groups and made the following recommendations:-

- Improve the model for holding 'case conferences'
- Better use of communication tools for communicating with service users and the public. Improve professional awareness of communication techniques and access to public awareness materials to meet different communication needs.
- Make clearer links between ASP and carers legislation.
- Scope technologies available in other areas e.g. fire and rescue, dementia to see if of value in ASP
- Set up a virtual user carer network/feedback group through representative organisations to give users and carers a voice at national level. Improve prevention by developing community connections to help disseminate the ASP message.
- Develop a national store of public awareness material.
- Develop ASP brand to increase visibility and memory at national and local level.
- Provide/disseminate list of national helplines/agencies.
- Carry out & disseminate a full literature review on user carer engagement and awareness raising.
- Ask practitioners what research if any would assist them to improve outcomes. Commission research where needed.

In response to these recommendations, the Practice and Communications Sub-committee agreed to develop a "Communication Toolkit" for Council Officers to access and utilize throughout the ASP Process.

How to use the Toolkit:

The toolkit has a wide range of resources to use which have been developed and reviewed by a number of agencies and professionals. Not every resource will be appropriate to each client and it is the Council Officer's decision when to use certain materials. Guidance on how to use each resource should be found attached to the document.

Please note that the Toolkit does not exempt the need for Speech and Language Therapy input.

Review:

The contents and success of the Toolkit will be reviewed by both clients and professionals on a regular basis.

Contents

Section 1: Easy Read Information for clients & service users:-

- Overview of ASP Process
- Protection Orders
- Comic Strip Story of Harm
- Scottish Government Information on Harm

Section 2: Communication Tools:-

- Communication Profile
- Visit Summary Sheet
- Social Stories – Information
- General Symbols

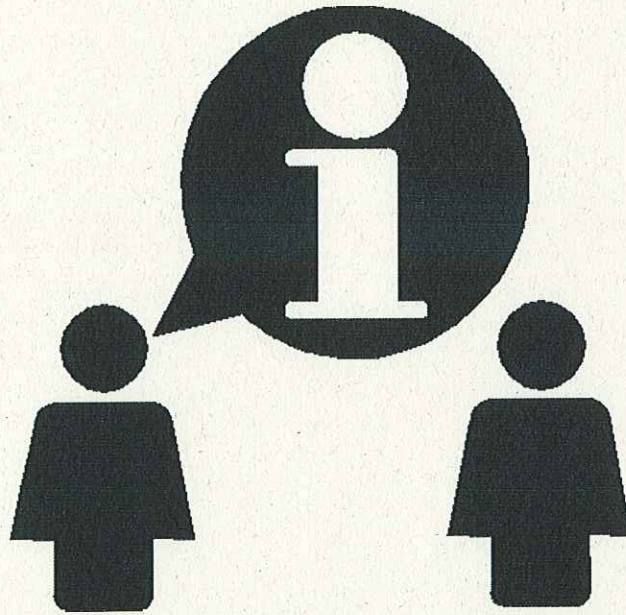
Section 3: Case Conference Meetings:-

- Client Participation Checklist
- Sample Agenda
- Easy read minutes

Section 4: Other

- Steps Along the Path- Risk Management Plan
- Managing Risk Within My Life Plan
- What is Important to Me

Section 1 – Easy read Adult Protection information for clients and service users



Easy read overview of Adult Protection Process

What happens when an adult is at risk of harm?

1



Someone tells the Police, Social Work or a Health Worker that they think an adult might be at risk of harm.

2



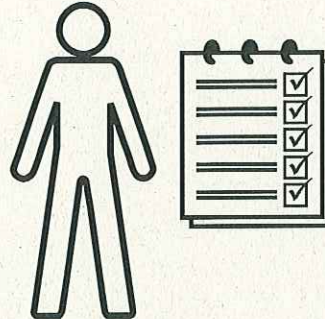
Social Work will try to find out if the adult is at risk of harm. Sometimes the police will do this too.

3



A decision will be made about if anything needs to be done.

4



If they are still worried about the adult, something called an **investigation** will happen. This means that Social Work will have some meetings and speak to the adult at risk of harm. They will try to get information to be sure if the adult is at risk of harm or not.

5



Social Work will tell the adult at risk of harm that the investigation is happening. They will check with the adult at risk of harm if it is O.K. to visit them or talk to them. The adult at risk of harm must give their **consent**. This means that Social Work can't make the adult at risk of harm do or talk about anything they don't want to.

6



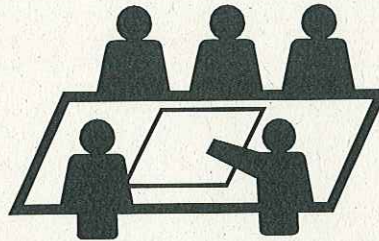
Social Work will then talk to the adult at risk of harm about worries about their safety. If the adult at risk of harm needs someone to help them talk to people then this will be arranged. They will also ask if it is O.K. to talk to other people, like family, friends and health and care workers.

7



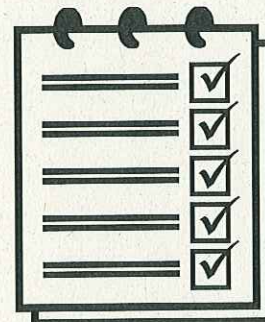
Social Work might ask for something called a Protection Order. These are special arrangements which can be made to keep an adult safe from harm. It is important that the adult at risk of harm is told they can say “no” to a Protection Order. If an adult at risk of harm says “no” the Protection Order usually cannot happen.

8



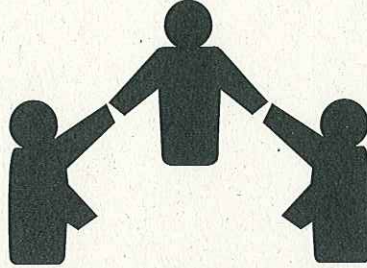
Social Work will then give their ideas about what should happen next. They will tell the adult at risk of harm what their ideas and plans are. If they are worried about harm they might arrange a case conference.

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Case conferences are meetings where lots of people talk about an adult who at risk of harm. The people share information to make sure that everyone knows the facts in the situation. Then they make a plan to stop harm in the future.

10



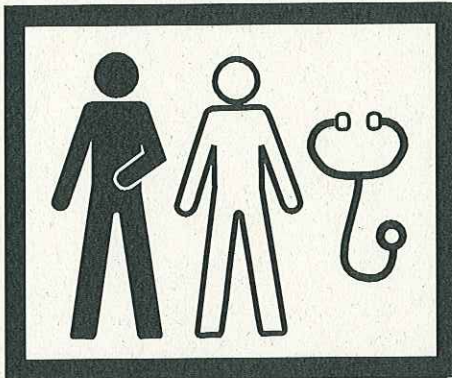
Everyone must keep working together to keep the adult at risk of harm safe. It is important that the adult is given the chance to live their life as freely as possible.

Information about Protection Orders

Protection Orders are special arrangements which can help keep an adult safe from harm. **Social Work** asks a law worker called a **Sheriff** for a Protection Order. It is important that the adult at risk of harm is told they can say "no" to a protection order. If an adult at risk of harm says "no" the Protection Order usually cannot happen.

There are three kinds of Protection Order. These are -

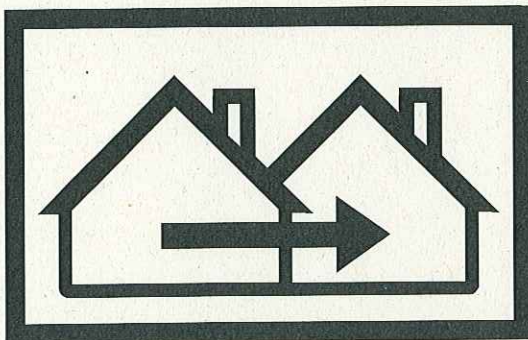
1. Assessment Order



An Assessment Order lets someone from Social Work take an adult at risk of harm to a safe and private place. At the safe and private place the adult can be asked about harm. A doctor or another health worker can do any health checks that are needed.

The assessment order lasts for 7 days after the Sheriff agrees it can happen. This means that the visit to the safe and private place must start and finish in less than 7 days. It usually happens sooner and takes much less time.

2. Removal Order

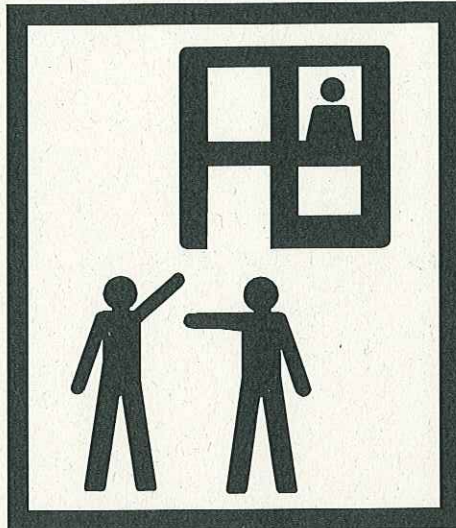


A Removal Order lets someone from Social Work take an adult at risk of harm to a safe place. This is to keep the adult free from harm. The safe place will be written in the removal order. The adult

at risk of harm is not locked up, they can leave the safe place if they want or need to.

The removal order lasts for 7 days after the Sheriff agrees to it. The Sheriff can make the time shorter.

3. Banning Order



A Banning Order helps keep a person who might hurt an adult at risk of harm away from that adult. The Banning Order tells a person to keep away from one place. This is usually a place where the adult at risk of harm lives, works or visits a lot. The place is written on the Banning Order. A Banning Order will only be made when an adult is at risk of very bad harm. It will help to keep the adult safe from harm.

A Banning Order can last for up to 6 months.

EVERYONE HAS A RIGHT
TO LEAD A FULL LIFE,
BUT NO ONE SHOULD
FACE HARM ALONE.



That's why there are Adult Support and Protection
services across all Scottish Local Authorities.
Here is a story about how it can work.

HARM CAN HAPPEN TO ANYONE, AND IT'S NOT ALWAYS EASY TO SPOT.

You going out tonight?

Yeah, Kate's taking me round to the Forest Arms

Easy on the drinks tonight. Your diabetes can only handle so much!

I know, I know. Relax. I'm finally having some fun in life. You worry too much.

BUT LATER THAT EVENING ...

Come on Jamesey, cocktails are 2 for 1! Live a little.

Sorry Kate, I'm out of cash.

Give me your card and I'll go round and get another tenner - we'll just have one more drink and then go back to yours.

THE NEXT MORNING JAMES GETS A CALL FROM HIS SISTER

Ugh! My head! Not Sam again, she does my nut in at the best of times.

James? James? Are you listening to me?

JAMES' SISTER IS WORRIED HE IS BEING TAKEN ADVANTAGE OF SO SHE MAKES ANOTHER PHONE CALL ...

Is this the Adult Support and Protection helpline? I'm worried about my brother, can you help me?

Let me take a few details and we'll see what we can do.

A FEW PHONE CALLS LATER AND PAT FROM ADULT SUPPORT AND PROTECTION HAS ARRANGED TO DROP BY AND SEE JAMES:

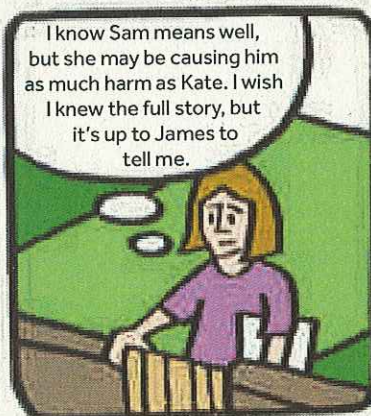
Why does Sam always have to meddle?

Are you sure you want her here?

I won't get any peace 'til I've spoken to her, who knows the social worker might help.

Oh. Here they come! Do you want me to put the kettle on?

Yeah, go ahead, Might as well get this over with.



JAMES HAS A FEW PROBLEMS:

- He can't trust his friend Kate as much as he thought. But he has feelings for her and doesn't want anyone picking on her least of all the police.
- He does get really down sometimes—and this has got him down.
- And his sister either wants Kate moved out of their building, or wants to move him.

If you were in his shoes, what would you do?
What kind of help would you want?

AFTER A GOOD THINK ABOUT THINGS JAMES GETS BACK IN TOUCH WITH PAT THE SOCIAL WORKER...

Look, my sister is never going to let me live this down - do you think you can help me?



There are things we can do so you can keep your money safe and still go out. It'll mean working together. What do you say to a meeting with everyone who can help support you?



If that's what it takes



I don't like telling others my business, but if he can help me stand up to Sam it'll be worth it.



PAT AND TED, AN ADVOCACY WORKER, ARRIVE AT JAMES' HOUSE...

Better get the kettle on.



Sorry, I know you need this risk assessment for your file, but all these boxes and questions are doing my head in.

Would it help if I drew this out as a map?



Yeah, it would. That looks like my life plan. Can we include my goals and values?

Something like this?



My goals are to get out and make real friends.

Sure, what do you want me to put?



And what do you value in a friend?

Well honesty for a start.

Too right.

Someone who will stick by you, put up with you through hard times, and someone who is a good laugh.



And James what do you think you need to have in place so friends respect your needs?

It's not my friends, it's my sister that causes me the most hassle. I wish she'd let me live my life.



Maybe we need to have a place on the map that makes a record of what helps you solve problems, and what doesn't?

Good idea!

BY THE END OF THE DAY THEY'VE WORKED OUT A PLAN TO KEEP BOTH JAMES AND HIS MONEY SAFE.

That's easier for me to make sense of too. I think we should take this to the meeting.

And show Sam what I can do. It might help her remember to listen.

LATER THAT WEEK JAMES HAS TO GET DRESSED UP AND GET A TAXI TO THE CASE CONFERENCE.

Hope I make a good impression, my doctor, the manager of the support service, the housing officer, and the police are all going to be there... Sheesh!

AT THE SOCIAL WORK OFFICE ...

So do you feel ready to go into the meeting?

I'm a bit nervous

If you're wanting a break, just slide your report over towards me and I'll suggest it to everybody.

Thanks. It's nice to know I've got a get out strategy.

EVERYTHING DOES GO FINE AND THE MAP HELPS. BUT IT'S HARD WORK.

How does that sound? The CPN, Kathy, will come round and check how you're doing once a fortnight.

Would you like CPN spelled out?

Is she that lassie who comes round and helps me to cope with my mood swings?

That's her. And if I see you again in six weeks, we can make sure your diabetes has settled back down.

Sounds like a plan.

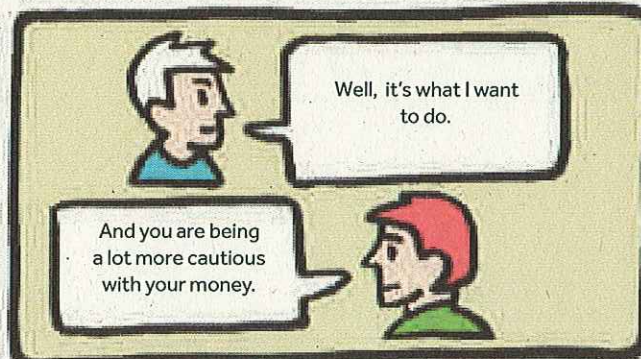
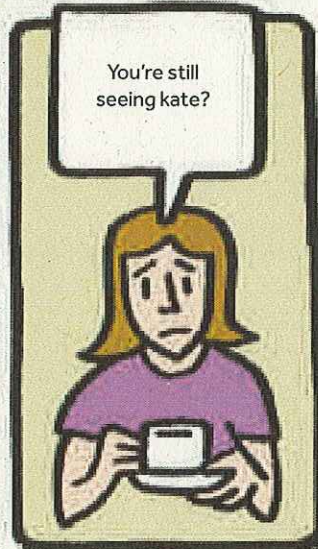
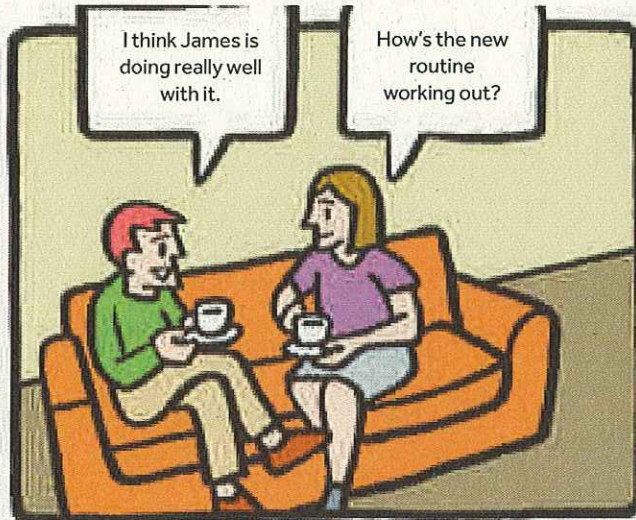
Okay, we'll just get those steps on the plan there.

Frank from the housing association may be able to offer some help. Do you have anything further to report on the options you were looking into.

I'm aware that you'd like us to move Kate out but unfortunately that is not an option.

You're the one that moved the drug addict in there, you get her out!



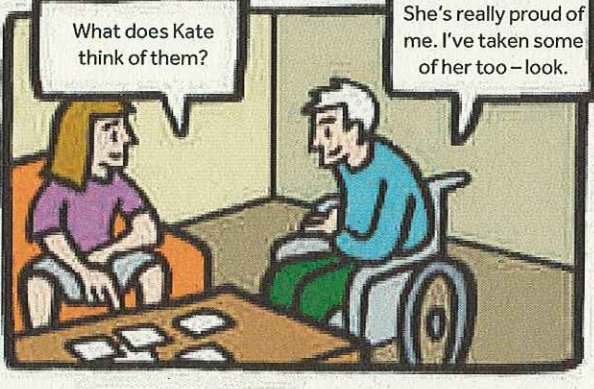


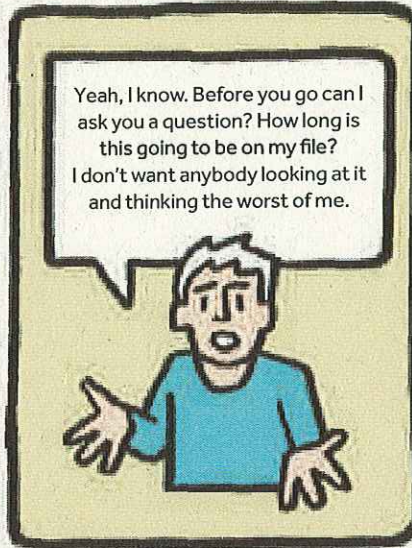


A FEW MORE MONTHS AND SAM AND JAMES MEET TO REVIEW THE RISK PLAN. THIS TIME IT'S A LITTLE EASIER FOR EVERYONE TO GET THEIR POINTS ACROSS, THOUGH SAM STILL HAS HER DOUBTS.



PAT THINKS JAMES CAN MANAGE WITHOUT ANY FURTHER HELP FROM THE ADULT SUPPORT AND PROTECTION SERVICE. A FEW DAYS AFTER THE REVIEW MEETING SHE STOPS BY TO SAY GOODBYE.





This is where we leave James' story. We'd like you to think of a few questions:

- What did you think James did well in this story?
- If you found yourself in a situation where someone was harming you or someone you knew: how would you like social work to work with you? What tools would you need?

For more information on Adult Support Protection go to:
www.actagainstsharm.org/useful-links/index.html

If you or someone you know could use support working through problems like those James has had, here are some useful contact numbers:

Helpline and other services to support people in a crisis:

Voice UK

www.voiceuk.org.uk

Helpline: 08088028686

Act Against Harm

www.actagainstharm.org

Action on Elder Abuse

www.elderabuse.org.uk

Helpline: 0808 808 8141

Domestic Abuse Hotline

Helpline: 0800 027 1234

Victim Support Scotland

www.victimsupportsco.org.uk

Helpline: 08456039213

Rape Crisis Scotland

www.rapecrisisscotland.org.uk

Tel: 08088010302

Dealing with Loss and Grief

Relationships Scotland

www.relationships-scotland.org.uk

BSLD (Bereavement Support for

People with a Learning Disability)

www.bereavementanddisability.org.uk

NHS Resource on Learning Disability

and Bereavement

www.heron.nhs.uk/specialist_directory/bereavement/ld_bereavement.htm

Information from support organisations on citizenship, keeping safe, and having a say:

InControl

Resources for Safeguarding

www.in-control.org.uk/resources/safeguarding.aspx

InControl Easy Read Resources

www.in-control.org.uk/resources/easy-read-resources.aspx

Citizenship Development Resources from SCLD

www.sclد.org.uk/sclد-projects/citizen-leadership

Advocacy Information from SIAA,

Scottish Independent Advocacy Alliance

www.siaa.org.uk/content/view/14/27/

Scottish Government Easy Read Resources on Social Services, Law and Adults at Risk

Information about Health and Social Work Services supporting People with a Learning Disability:

www.scotland.gov.uk/Publications/2011/04/20092341/1

Information about Criminal Justice Social Work Services

www.scotland.gov.uk/Publications/2011/04/20092233/1

Easy Read Version of a Life

Like Any Other

Human Rights and Adults with

Learning Disabilities

www.publications.parliament.uk/pa/jt200708/jtselect/jtrightts/40/40ieasyread.pdf

[/pa/jt200708/jtselect/jtrightts/40/40ieasyread.pdf](http://www.publications.parliament.uk/pa/jt200708/jtselect/jtrightts/40/40ieasyread.pdf)

[40ieasyread.pdf](http://www.publications.parliament.uk/pa/jt200708/jtselect/jtrightts/40/40ieasyread.pdf)

To see more of James and the views of people who access services on Adult Support and Protection go to: www.thistle.org.uk/riskresearchproject/adultprotectionresources

A participatory research project developed by Altrum and the University of Stirling. Hosted by Thistle Foundation. Funded by the Big Lottery Fund.





Information about Harm



Across Scotland, there are adults at risk of harm. This leaflet tells you

- what people mean when they talk about harm
- what to do if you think you are at risk of harm
- what to do if you know someone who might be at risk of harm

What is harm?

Harm means people doing things that hurt or upset you.

There are five main types of harm.

Physical Harm

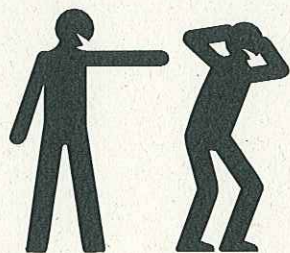


This means hurting a person's body or stopping a person moving about.

Physical harm can be

- Hitting a person
- Shaking a person
- Locking a person up

Psychological Harm

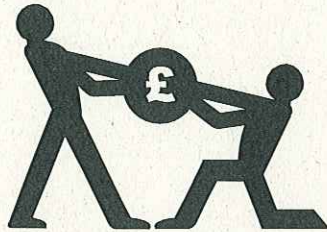


This means hurting a person's mind.

Psychological harm can be

- Upsetting a person's feelings
- Making a person feel scared
- Leaving a person alone for too long

Financial Harm



This means stopping a person from having their money or things.

Financial Harm can be:

- Stealing or taking money from a person
- Not letting someone use their money
- Not letting someone use the things they own

Sexual Harm

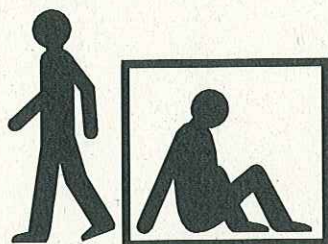


This means getting a person to do sexual things they don't want to do or don't understand.

Sexual harm can be

- Making a person have sex
- Taking photos at private times
- Making a person look at sex DVDs or photos
- Getting a person to do sexual things for money or presents

Neglect



This means stopping a person getting the things they need to be healthy.

Neglect can be

- Stopping a person from seeing their doctor
- Stopping a person from getting their medicine
- Stopping a person from getting the right food

Help is available

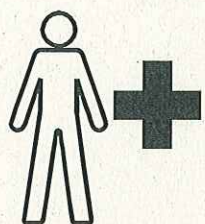
There is extra help for people over 16 years old who find it difficult to stop someone harming them because they

- are disabled
- are sick or
- have a mental health condition

People over 16 years old who might find it difficult to stop someone from harming them for one of these reasons are called “adults at risk of harm”. The next part of the leaflet tells you what to do about harm.

If you are worried about harm

Tell or show someone



Tell a health worker



Tell a social worker



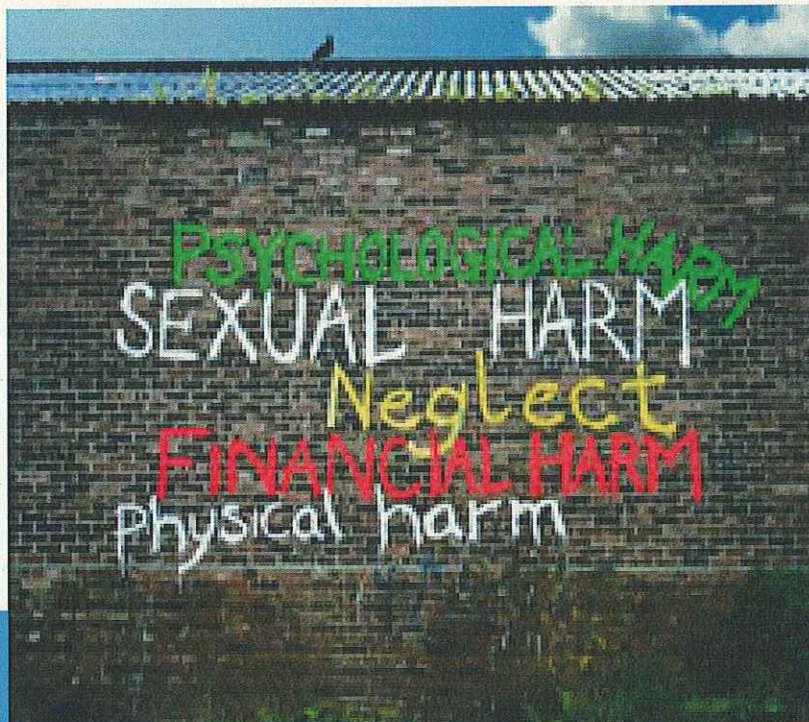
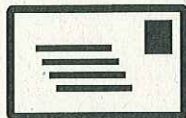
Tell a police officer

Tell anyone you trust

Health workers, social workers and police can help.



Your local contacts



RR Donnelley B63754 02/10
ISBN: 978-0-7559-8270-7

Section 2 – Communication Tools:-





Adult Protection Committee
"working together to protect adults"

Communication Profile (Adult Support & Protection)

This communication profile should be shared with all professionals and agencies working together to keep the Adult safe from harm.

Name:

Date:

Completed by:

Areas of communication difficulty (please tick all that apply)

Understanding speech	
Reading	
Expressing self through speech	
Writing	
Interacting easily in every situation	
Hearing	
Vision	
Other:	

To help with understanding (please tick all that apply)

Check hearing aid is inserted and switched on	
Check that glasses are on and clean	
Use simple language – plain English	
Use body language and facial expressions	
Use gesture	
Use photos / pictures/ symbols	
Write down key words	
Other:	

When expressing themselves, the Adult will use the following (please tick all that apply)

Physically moving towards a place or location	
Objects	
Simple sounds	
Head and body language	
Eye pointing	
Gesture	
Facial expressions	
Photos/pictures/symbols	
Speech	
Written word	
Communications aids	
Other:	

Communication and the environment (please tick all that apply)

Use plenty of time – wait after each question and use pauses	
Inform the adult when you change topic	
Use names rather than you/me/she/he etc	
Ask the adult if they have understood what you have said	
No background distractions (TV/radio)	
One to one setting	
In a place that they feel comfortable	
Other:	

This form is to be used to give workers a brief overview to ensure that the Adult's communication needs are supported at all times. This does not replace a full and comprehensive Speech and Language Therapy assessment.

If a client requires further support with their communication needs then please consult with Speech and Language Therapy services.

Council Officers Visit Summary Sheet

Aim & Purpose:

The Council Officer Visit Summary sheet was designed to be used as a visual reminder of the topics discussed during visits.

The sheets should provide the client with a brief overview of the reason why the visit took place, what was agreed, what to do if the client feels unsafe and when the next visit/meeting is due and where.

How to complete the sheets:

When filling out the sheets please note the following:-

- All sections should be completed
- The handwriting should be clear and legible
- Plain English should be used – no jargon
- Ensure that the client understands what has been written before they are given the sheets
- Information should be clear and concise – not verbatim

Where to keep the sheets:

The sheets should be kept in a place where the client is able to locate them if they need to. However, they should be kept private and out of view from people who may come into the client's home.

Council Officers should make a record of what they have written on the summary sheet also.

Visit Summary Sheet



Date we met: _____

My name: _____ Who I am: _____

We met because: _____

We talked about: _____

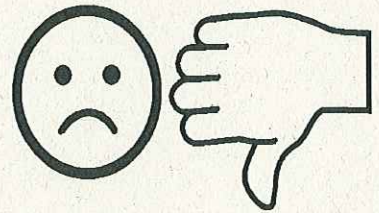


To keep you safe, we agreed;

I will: _____

You will: _____

What to do if you feel unsafe



If you feel unsafe tell: _____

Or _____

Telephone: _____



Date of next visit: _____

Where we will meet: _____

Social Stories and Adult Support and Protection

What are Social Stories?

Social stories are short, descriptive stories that describes what happens in a specific social situation and presents information in a structured and consistent manner.

The information is presented through use of pictures rather than speech or observation.

Each story should be clear and offer accurate information about what is happening. Some of the information may appear obvious; however it is important that this is included at every stage. The story should describe what people do, what they do it and what the possible outcomes are.

Purpose of Social Stories in ASP

Social Stories are used to introduce a person to a new experience and offer them the opportunity to become familiar with new situations before this happens. By using a social story the client should be more comfortable and have an understanding of what is going to happen.

Social Stories can be used within ASP in a number of different ways:-

- Advise and explain what ASP is
- Example of what will happen during interview
- Example of what will happen at a case conference meeting

How to use a Social Story

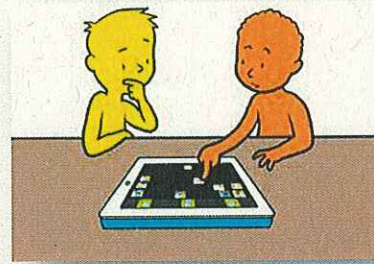
When using the social story you should sit side by side the person, reading the text slowly and showing them the pictures that support the text. Check that they have understood what has been said.

If you wish to write you own social story then ensure that the picture is on the left and text is on the right. Names should be used instead of I/he/she.

Who would benefit from the use of Social Stories?

Social stories were first developed for people with Autism and those with a social understanding impairment. However, as social stories have become more common, other client groups such as those with Learning Disabilities or dementia have found social stories useful.

Using Talking Mats within ASP



What are Talking Mats?

Talking Mats is a communication aide with the aim to improve the lives of people with communication difficulties, and those close to them, by increasing their capacity to communicate effectively about things that matter to them.

The Talking Mats communication symbols tool is based on extensive research and designed by Speech and Language Therapists. It uses unique, specially designed picture communication symbols that are attractive to all ages and communication abilities and is used by clinical practitioners, carers and support workers in a wide range of health, social work, residential and education settings.

Whether used for consulting children and young people, used as a stroke communication resource, or used to overcome communication difficulties for people with learning disability or dementia, the communication symbols have proved highly effective.

How are Talking Mats used?

Talking Mats is an interactive resource that uses three sets of picture communication symbols – topics, options and a visual scale – and a space on which to display them. This can either be a physical, textured mat, or a digital space, for example a tablet, smart board or computer screen.

- **Topics:** whatever you want to talk about, e.g., pictures symbolising 'what do you want to do during the day', 'where you want to live', 'who do you want to spend time with', etc.
- **Options:** relating specifically to each topic. For example: 'What do you feel about going for a walk? Or living at home?'

- **Top Scale:** this allows participants to indicate their general feelings about each topic and option. The meaning of the visual top scale can be adapted to suit the questions you are asking the person, for example, whether they are happy, unsure, or unhappy.

Once the topic is chosen e.g., 'activities' or 'people', the participant is given the options one at a time and asked to think about what they feel about each one. They can then place the symbol under the appropriate visual scale symbol to indicate what they feel.



Where to access Talking Mats in West Dunbartonshire

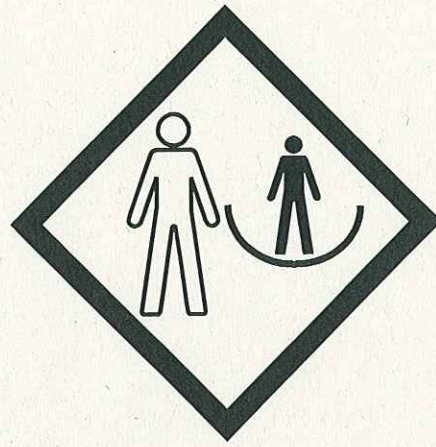
Most Speech and Language Therapists will have completed the appropriate training to facilitate the use of Talking Mats. There may also be a number of other professionals who are able to assist and offer guidance when using Talking Mats to interview an adult – if you would like to consider the use of Talking Mats then please contact the ASP Team on 0141 562 2457 who will then be able to direct you to the appropriate service.

Symbols to use during ASP process

Adults at risk of harm



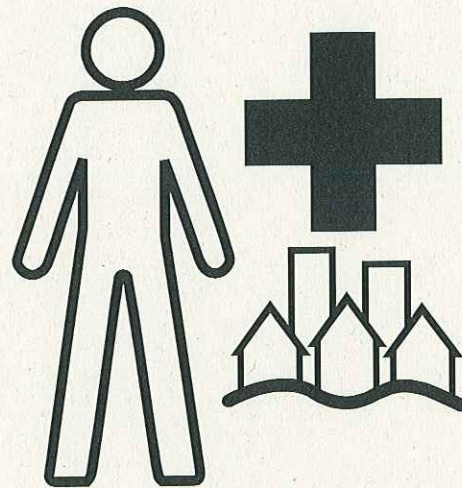
Advocacy Worker



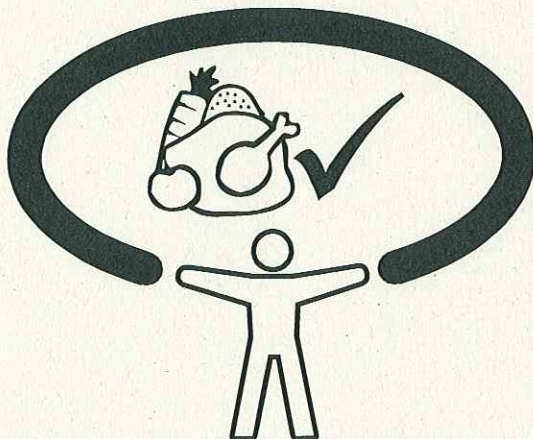
Care Commission Worker



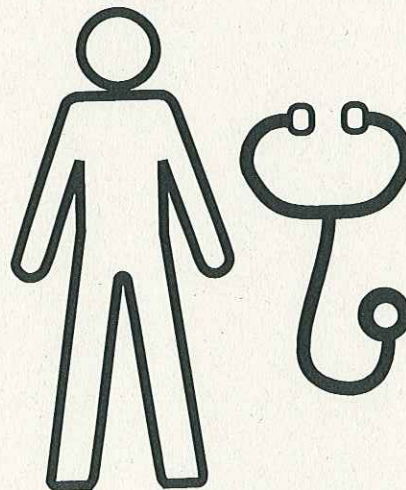
Community Nurse



Dietician



Doctor



Symbols to use during ASP process

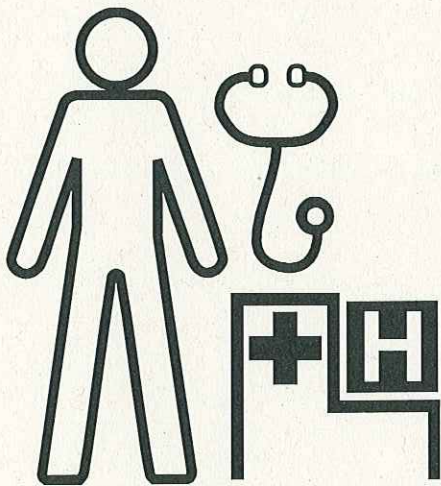
Family and Friends



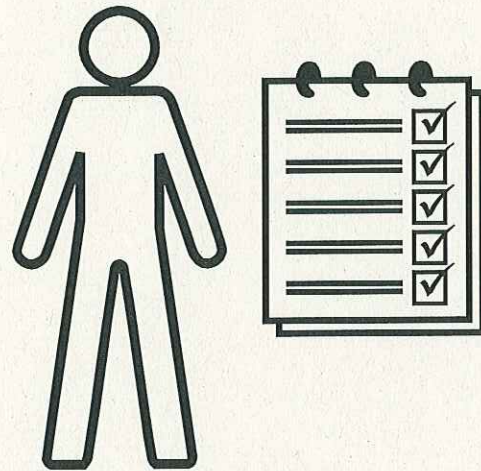
Harmed Individual



Hospital Doctor



Lead Officer



Minute Taker

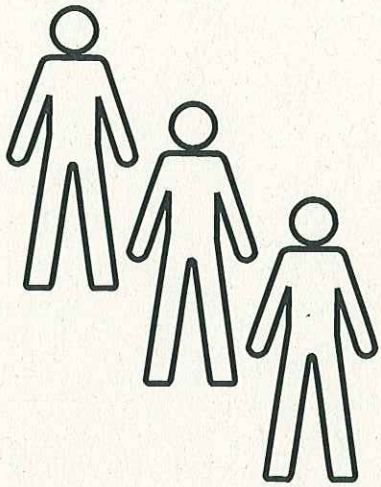


Occupational Therapist



Symbols to use during ASP process

Other People



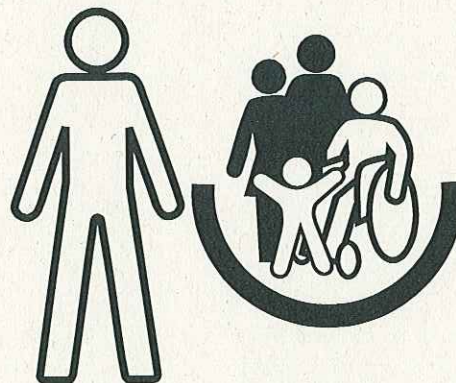
Police



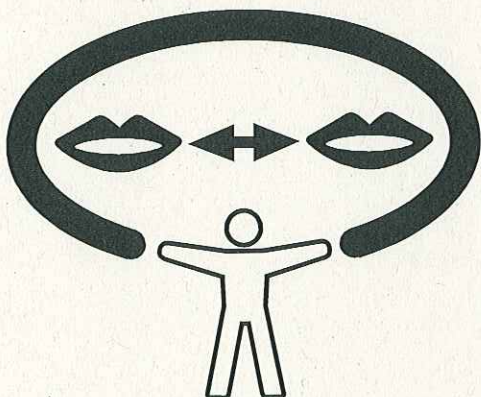
Psychologist



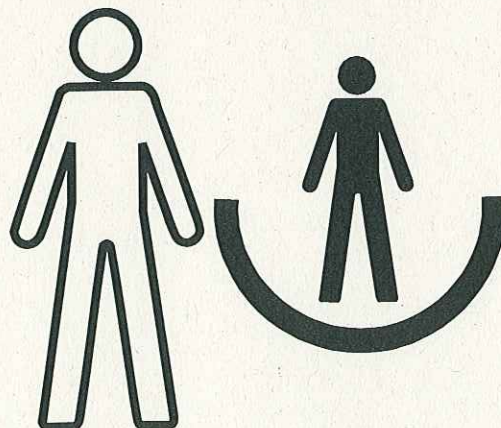
Social Worker



Speech and Language Therapist

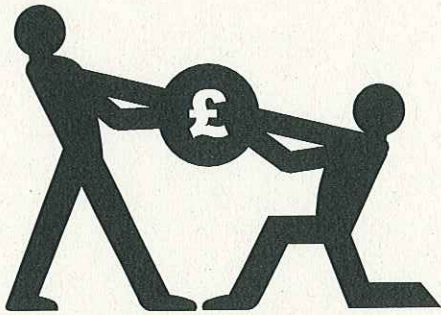


Support Worker

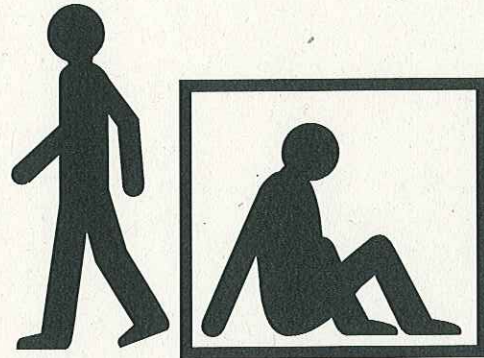


Symbols to use during ASP process

Financial Harm



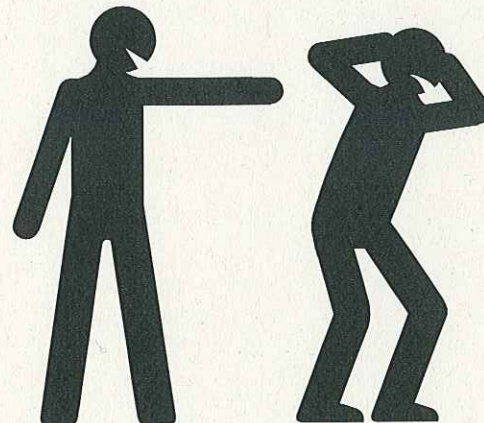
Neglect



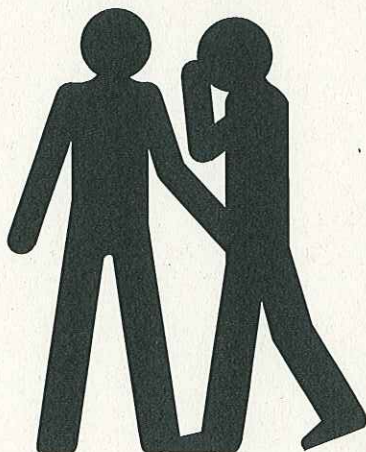
Physical Harm



Psychological Harm

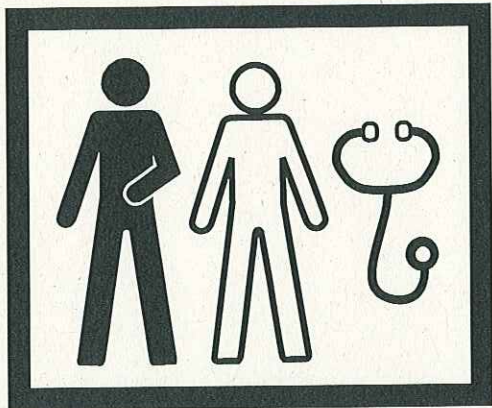


Sexual Harm

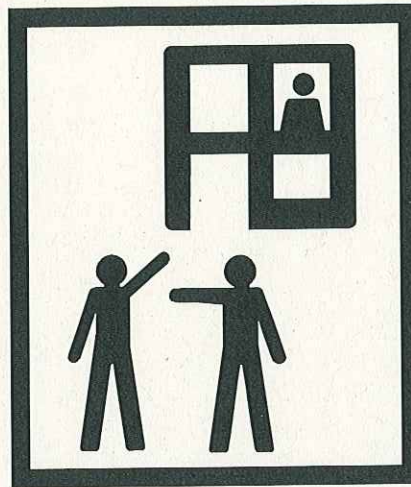


Symbols to use during ASP process

Assessment Order



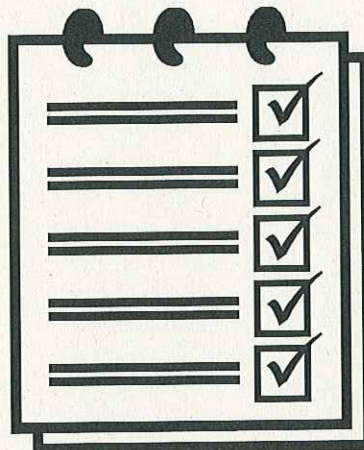
Banning Order



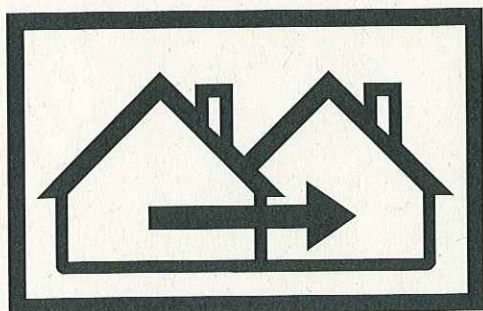
Evidence



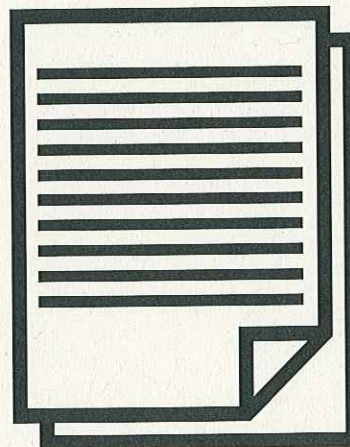
Plan



Removal Order

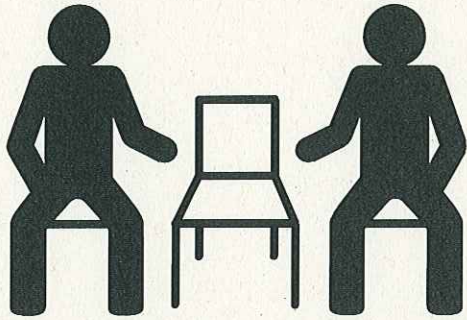


Written Document

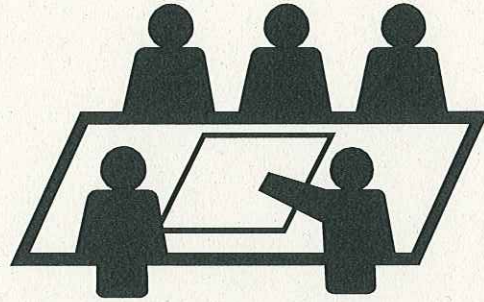


Symbols to use during ASP process

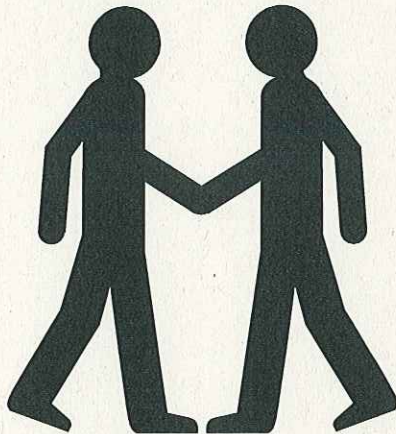
Apologies



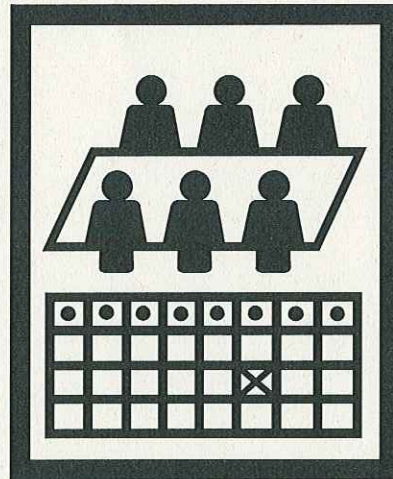
Case Conference



Consent



Date of Next Meeting



Decisions



Help to Talk to Someone

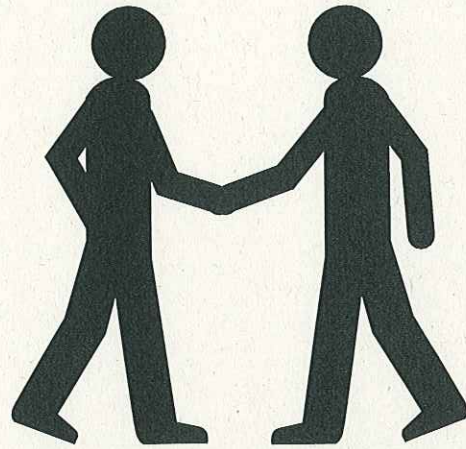


Symbols to use during ASP process

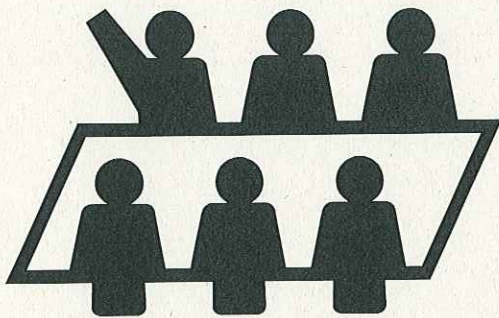
Inquiry



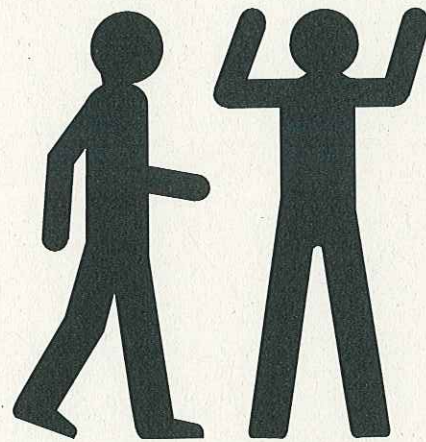
Introductions



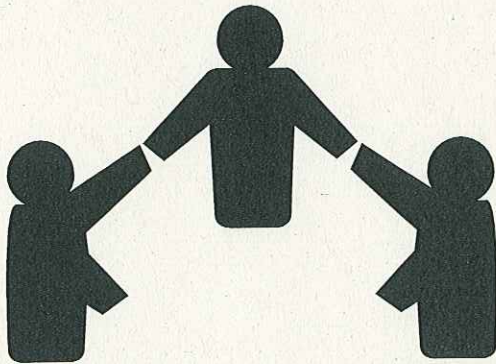
News and Ideas



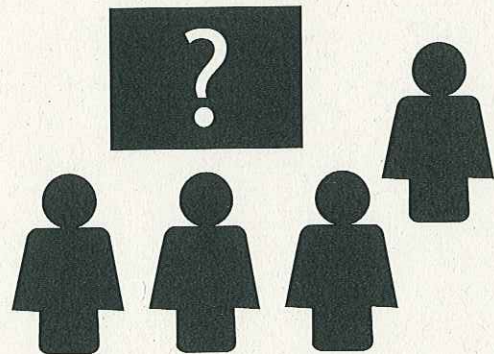
Refuse



Support and Protection



Why we are having the meeting

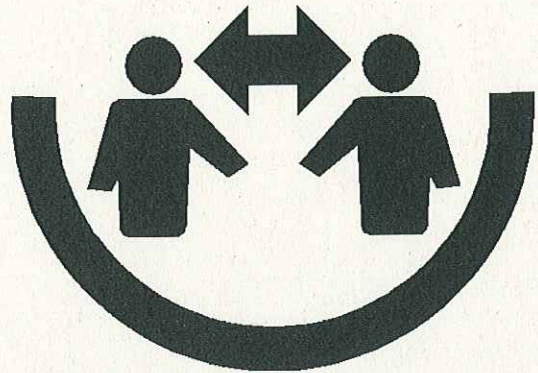


Symbols to use during ASP process

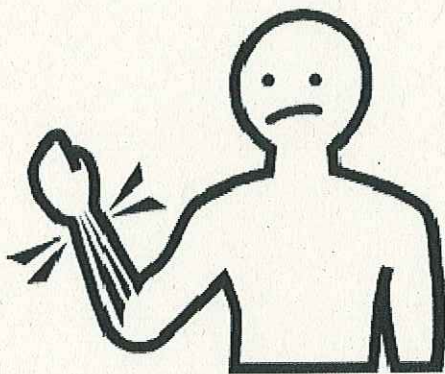
Asking for information



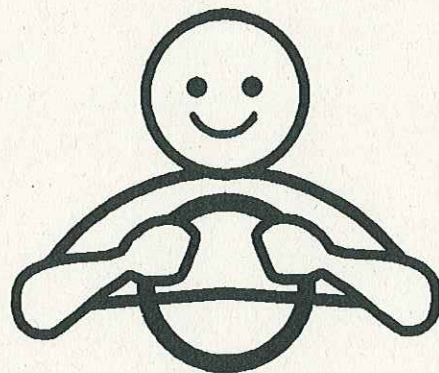
Communication Support Needs



Hurt

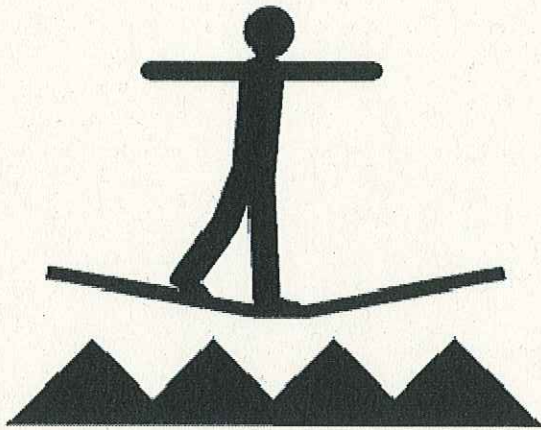


In control

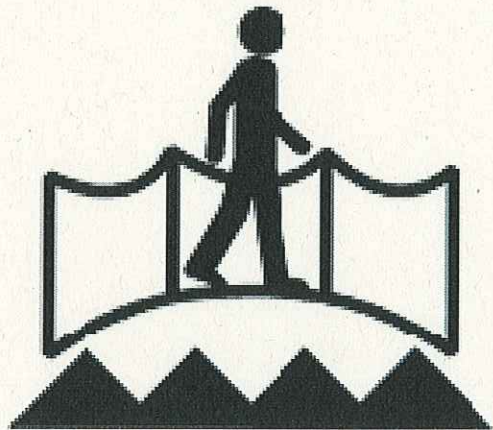


Symbols to use during ASP process

Risk



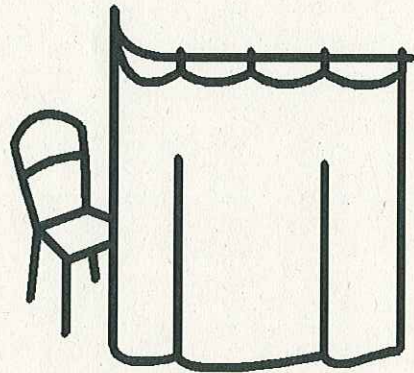
Less Risk



Medical Examination



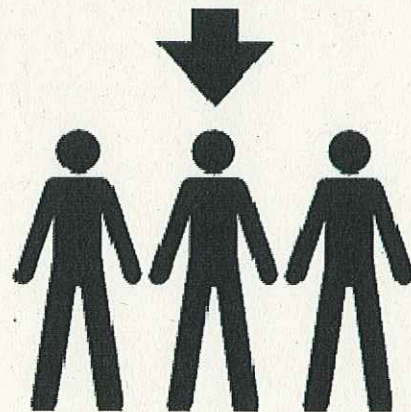
Private



Protection

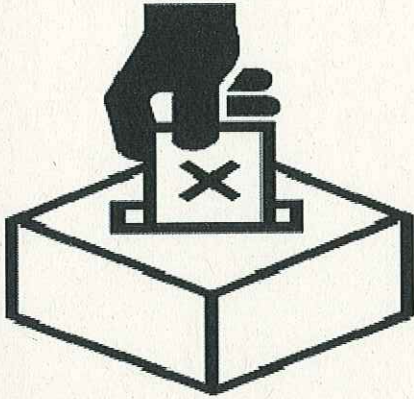


Responsibility



Symbols to use during ASP process

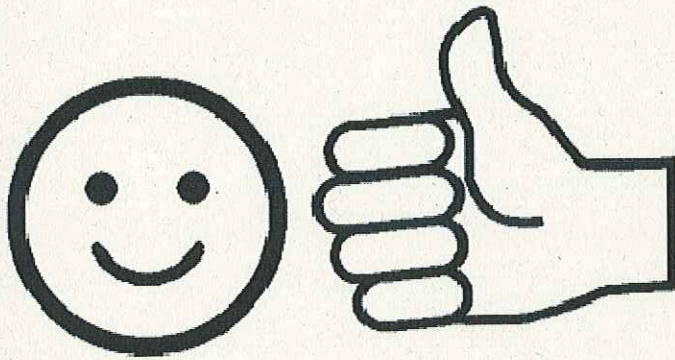
Rights



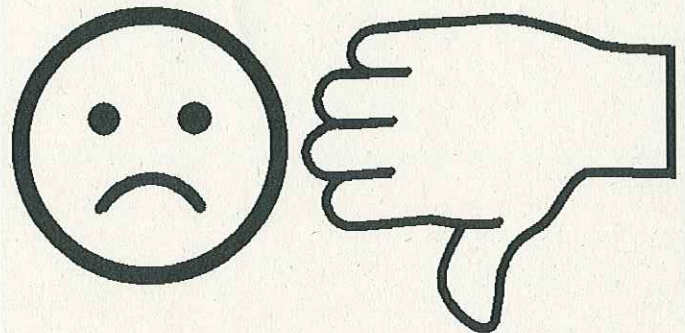
Talking



Safe



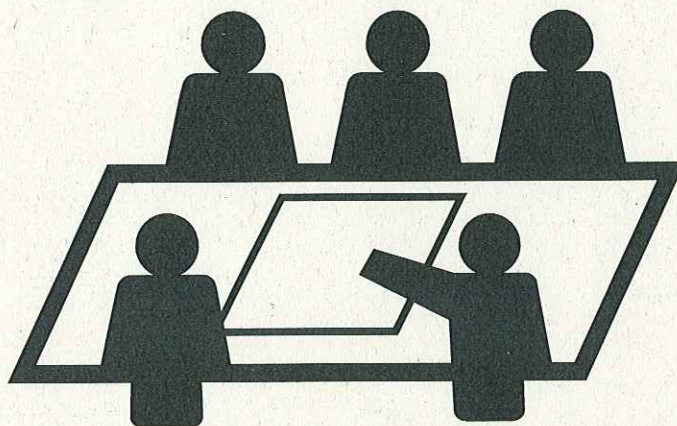
Unsafe



Visit your house



Section 3 – Case Conference Meetings



Case Conference Access Checklist – Adult Support and Protection



STOP – make sure I'm included

Please complete the checklist below to ensure that you have taken all of the appropriate measures for the Adult to attend the case conference meeting.

Does the Adult need assistance with the following? (the first is an example)

Barrier	Comments:	Resource
Hearing	<i>Client wears a hearing aid</i>	<i>Ensure that client has hearing aid and that induction loop is set appropriately.</i>
Hearing		
Vision		
Speech		
Literacy		

Consideration should be given to where the meeting will take place. Consider the below and tick all that apply to allow the Adult to attend the meeting.

Wheelchair access	
Extended/wide door frames suitable for wheelchairs or mobility scooters	
Disabled toilet	
Elevators / chairlifts	
Other:	

The Adult may not be able to attend the meeting on a particular date or time or may have other responsibilities. Consider the below and complete all that apply to allow the Adult to attend the meeting (the first is an example).

Barrier	Comments	Options
<i>Time</i>	<i>Adult takes children to school in the morning at 8:45 and will not be available until 9:30.</i>	<i>Ensure that the meeting does not take place any earlier than 9:30.</i>
Days (Monday – Friday)		
Time		
Other		

Other barriers - . Consider the below and complete all that apply to allow the Adult to attend the meeting (the first is an example).

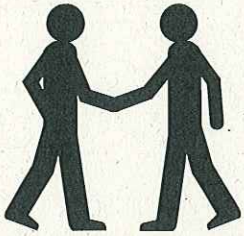
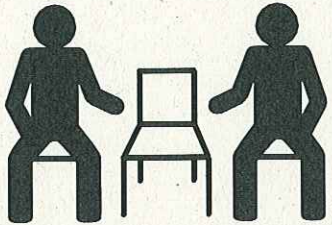
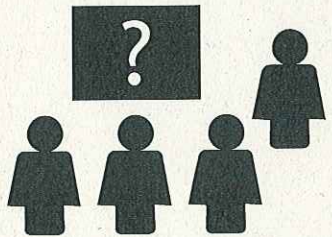

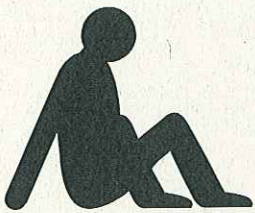
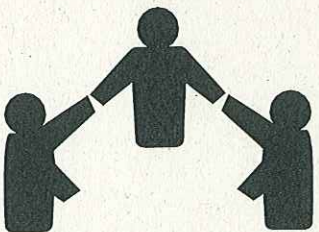
Barrier	Comments	Options
<i>Religious/cultural issues</i>	<i>Adult is an Islamic woman who would prefer female workers to attend the meeting.</i>	<i>Request a female chair, minute taker and council officer attend the meeting.</i>
Financial Constraints		
Travel		
Religious/cultural issues		
Staffing issues		

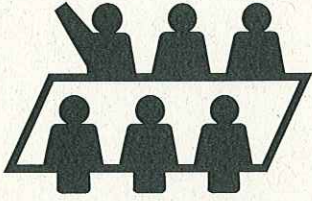
Summary

In the space below, please summarise your finding and note your recommendations. Please note that every effort should be made so that the Adult can attend and participate within the meeting.

Meeting about

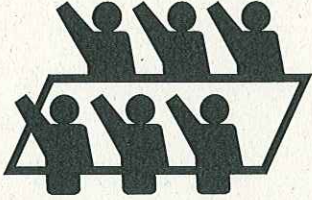
Meeting Plan

	1	Introductions
	2	Apologies
	3	Why we are having the meeting
	4	What the police think
	5	Talk about risk of harm and what can be done about risk of harm
	6	Support and protection



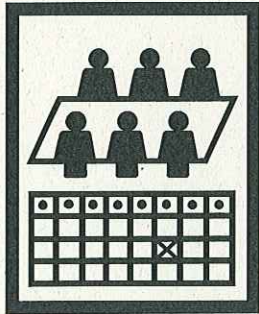
7

News and ideas



8

Decisions



9

Date of next meeting

Adult Support and Protection
Case Conference Meeting – Minutes



Name: _____

Date of meeting: _____

Where the meeting was held: _____

Who attended the meeting?

Name	What they do

Why are we having the meeting?

--

What people said

Police



--

Family/friends



--

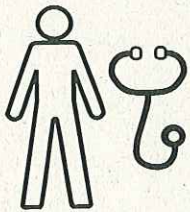
Support/Care Worker



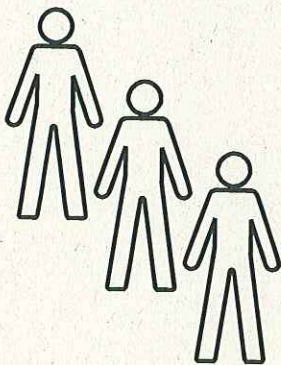
Social Worker



Doctor or Nurse




Other people

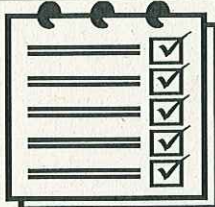


What you said

The decision of the meeting

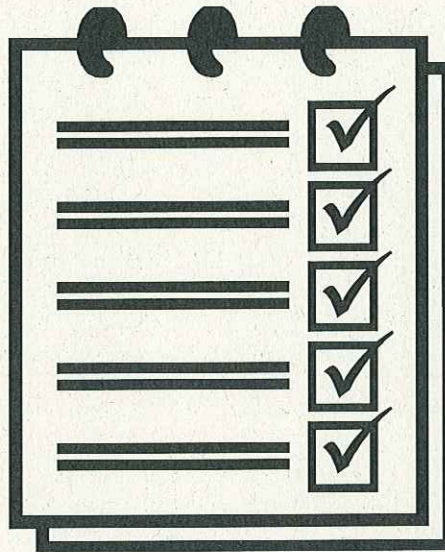


Plan to keep you safe



Date of next meeting: _____

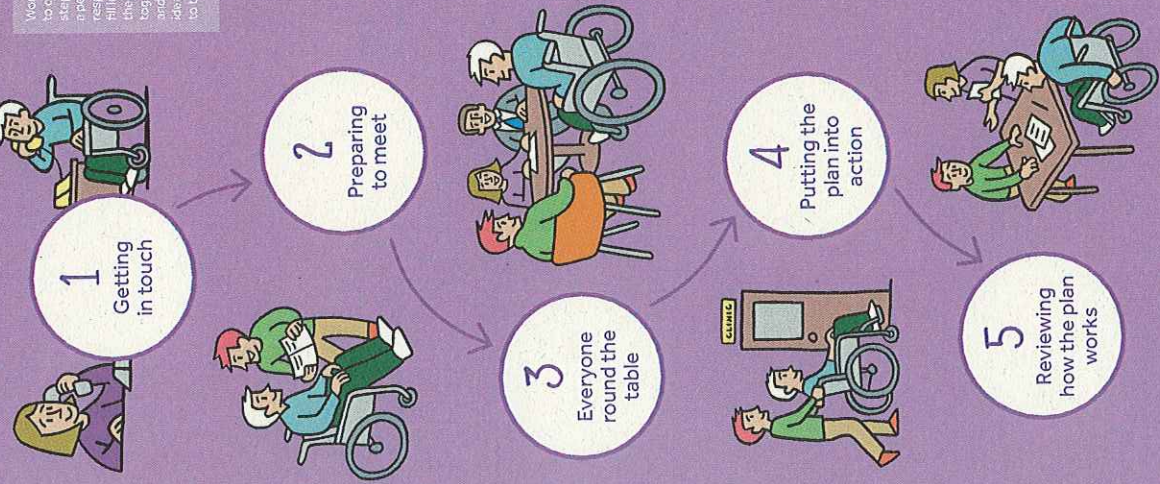
Section 4 – Other resources



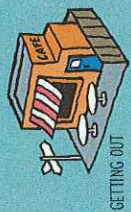
STEPS ALONG THE PATH: OUR RECORD OF WORK TOGETHER

Working with social work and other services to overcome barriers to life success with many steps. It's vital to keep track of the concerns a person has at each stage and how these are responded to. As you work together you can plan to help with the steps that are most difficult for them moving on to the next as your work together develops. It means you can look back and see where you've come and also the direction of what steps are next that you might want to think about.

Person's concerns
 Person's feelings
 Response of those helping
 Decisions made together about next steps



MANAGING RISK WITHIN MY LIFE: MY PLAN



This plan can help a person keep track of how a risk plan develops. Before a case conference the person with support can fill in the sun burst at the right with their values, goals and dreams then work through the column at the left about how they problem solve. Together this surround can set the context for risk planning during the case conference using the steps inside the arrow. The boxes at the bottom can be used to reflect and change some of the steps as time goes by.

My Experience Solving Problems:



What I'm good at:



People and things that help me:



Challenges and things I'd like to do better:



Things that are unhelpful:

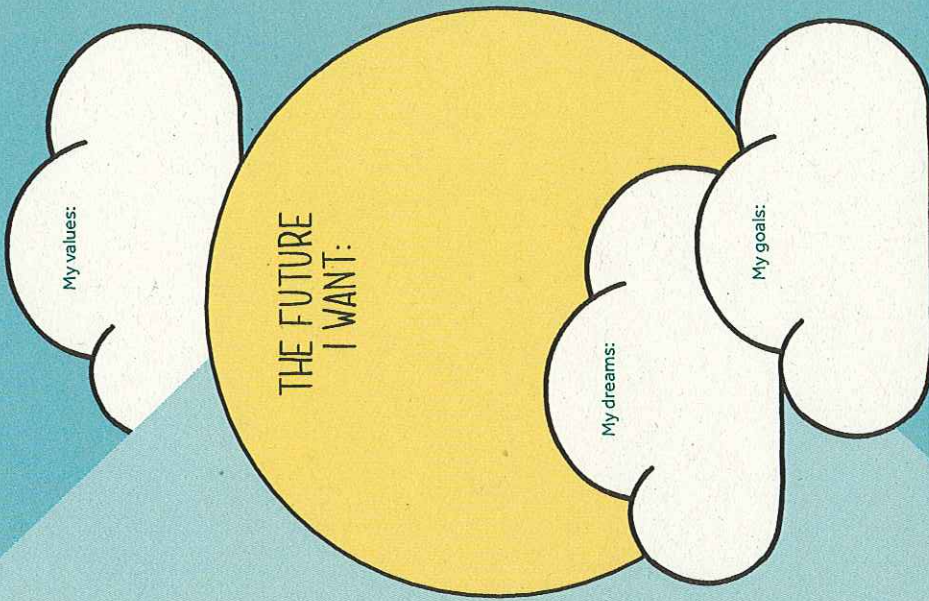


<p>My plan:</p> <p>My back-up:</p> <p>How I know it's working:</p>	<p>My plan:</p> <p>My back-up:</p> <p>How I know it's working:</p>	<p>My plan:</p> <p>My back-up:</p> <p>How I know it's working:</p>	<p>My plan:</p> <p>My back-up:</p> <p>How I know it's working:</p>
<p>My plan:</p> <p>My back-up:</p> <p>How I know it's working:</p>	<p>My plan:</p> <p>My back-up:</p> <p>How I know it's working:</p>	<p>My plan:</p> <p>My back-up:</p> <p>How I know it's working:</p>	<p>My plan:</p> <p>My back-up:</p> <p>How I know it's working:</p>
<p>Tried:</p> <p>Learned:</p> <p>Concerned:</p>	<p>Tried:</p> <p>Learned:</p> <p>Concerned:</p>	<p>Tried:</p> <p>Learned:</p> <p>Concerned:</p>	<p>Tried:</p> <p>Learned:</p> <p>Concerned:</p>

NOW

IN A FEW MONTHS

IN SIX MONTHS



What is important to me – Guidance and Information

The sheet was designed to list all of the things that are important within a person's life. The sheet can be used during various stages within the ASP process and attention to ensure that the client can still do the things they enjoy whilst being safe from harm.

The sheet can also be important when introducing new workers to the client and ensuring that their views and wishes are paramount during any ASP investigation.

What is important to me?

My Name: _____

Who helped me complete this form:



Family, Friends & Carers

Name	Who are they?	Contact Details

The places I go

Place	When I go	Contact Details

My hobbies & interests

Hobby/Interest	Who helps me with this	When I do this

My Religion & Culture

Dietary Choices

My work (paid or voluntary)