

Date of issue: Friday, 23 September 2016

<b>MEETING</b>	<b>SLOUGH WELLBEING BOARD</b> Councillor Sabia Hussain (Chair), Health & Social Care Commissioner Naveed Ahmed (Vice-Chair), Business Representative Ruth Bagley, Chief Executive Iain Harrison, Royal Berkshire Fire and Rescue Service Ramesh Kukar, Slough CVS Lise Llewellyn, Strategic Director of Public Health Councillor Sohail Munawar, Leader Dr Jim O'Donnell, Slough Clinical Commissioning Group Les O'Gorman, Business Representative Krutika Pau, Interim Director of Children's Services Colin Pill, Healthwatch Representative Rachel Pearce, NHS Commissioning Board Representative Alan Sinclair, Interim Director Adult Social Services Superintendent Gavin Wong, Thames Valley Police
<b>DATE AND TIME:</b>	WEDNESDAY, 28TH SEPTEMBER, 2016 AT 5.00 PM
<b>VENUE:</b>	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
<b>DEMOCRATIC SERVICES OFFICER:</b> (for all enquiries)	NICHOLAS PONTONE 01753 875120

### SUPPLEMENTARY PAPERS

The following Papers have been added to the agenda for the above meeting:-

\* Item 4 was not available for publication with the rest of the agenda.

### PART 1

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
4.	Slough Safeguarding Adult's Board (SSAB) Annual Report 2015/16	1 - 30	

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**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Slough Wellbeing Board **DATE:** 28<sup>th</sup> September 2016

**CONTACT OFFICER:** Nick Georgiou  
Independent Chair, Slough Safeguarding Adults Board  
(01753) 875202  
Simon Broad  
Head of Service Safeguarding and Learning Disabilities  
(01753) 875202

**WARD(S):** All

**PART I**  
**FOR COMMENT & CONSIDERATION**

**SLOUGH SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2015/16**

1. **Purpose of Report**

To make the Slough Wellbeing Board aware of the work of the Slough Safeguarding Adults Board (SSAB) during 2015/16 and highlight key issues.

2. **Recommendation(s)/Proposed Action**

The Panel is requested to note and comment on the report.

3. **The Slough Safeguarding Adults Board Annual Report**

This is the second report that has been presented to the Board following the introduction of the Care Act 2014. This year we have tried to streamline the areas of work undertaken by the Safeguarding Adult's Board and this can be seen in the nature of the current report.

This time the report has focused on the key areas of work identified by the Board's business plan which came out of a result of two Safeguarding Adult Review's as well as other work areas identified by Board members.

The Report focuses on the work undertaken by the Board in regard to five key areas which are as follows:-

1. Improving identification of risk to the individual and management of that risk
2. To ensure improving safeguarding practice
3. Board effectiveness
4. Learning from safeguarding adult reviews and other reviews/investigations
5. Communication and engagement

3a. **Issues in the annual report of specific relevance to the Slough Wellbeing Board**

As expected there continues to be areas of specific common interest and overlap between the priorities of the Slough Wellbeing Board and the SSAB. This is also the case between the SSAB and the Safer Slough Partnership (SSP) and this can

be seen in relation to areas identified in the Care Act and through Domestic Homicides.

Two of the SSAB's strategic objectives referred to in the Annual Report are emphasised here:

**Strategic Objective 1; Improving Identification of risk to the individual and management of that risk.**

The identification of risk and the development of strategies to manage such risks are critical to delivering strong safeguarding practice. SSAB has a multi-agency risk guidance which is available to all partner agencies which should in turn inform their own internal risk policies and guidance. Due to the development of the Care Act 2014 the Board has re-looked at this guidance to ensure that it is in line with the philosophy of the Care Act and in particular ensure it is person centred and outcome focused. The guidance was then relaunched and there are plans for an audit of partner agencies in 2016/17 with a focus on risk management which will look at how this risk policy is being used within partner agencies.

The management of risk was identified as an area where agencies needed to develop their practice and was highlighted as a specific issue within all three of the Safeguarding Adult Reviews'. Again this is an area that crosses over with the work of the Wellbeing Board in terms of the delivery of care as risk management is not just part of Safeguarding but should be part of all work with vulnerable adults and children.

**Strategic Objective 4; Learning from Safeguarding Adults Reviews and Other Reviews/Investigations.**

There is now a legal requirement for the Safeguarding Board to undertake Safeguarding Adult Reviews (SAR's) and last year the Board's SAR subgroup organised three reviews relating to Adults. One of these became a Domestic Homicide Review as well as a SAR.

The themes emerging from the SAR's continues to relate across all agencies working with Adults within Slough and is thus relevant to the Wellbeing Board. The main issues that were identified as part of these reviews related to the management of risk, self neglect and inter agency working. These themes form the basis for the Boards ongoing work plan.

There continues to be issues within completion of Deprivation of Liberty Authorisations within the legal time frame due to a lack of internal trained Best Interests Assessors and funding. This is a national issue which is being raised to the Department of Health by ADASS.

**3b. Five Year Plan Outcomes**

The work of the SSAB directly contributes to the following outcomes in the Council's Five Year plan:

- Slough will be one of the safest places in the Thames Valley
- More people will take responsibility and manage their own health, care and support needs.

#### 4. Other Implications

##### (a) Financial

The Care Act identified the local authority police authority and Clinical Commissioning Group for each area as core members of the statutory Adult Safeguarding Board. As part of their core membership an expectation of funding for the board was set out with each agency making a contribution to the costs incurred in delivering the board's responsibilities. Each agency does make a contribution; for the current year, 2015/16 Thames Valley Police has contributed £5,000, the CCG £5,000 and the borough council as the lead authority meeting the costs of staff members with specific safeguarding responsibilities.

There are clearly significant financial and resource strains for all the partners of the SSAB. While it is not possible to quantify a specific and direct impact on safeguarding work, as agencies continue to make savings it is probable that the risk will be increased if support resources decrease and pressures on staff increases. While the SSAB is aware of this, its responsibility to seek assurance of the quality of safeguarding within and between local agencies remains of primary importance to the SSAB.

There is a specific financial pressure faced by the borough council from the increased DOLS work referred to above with an overspend in 2015/16 of £15,000. This has been recognised by central government who have agreed a one off increase in the DoLS grant to local authorities this year resulting in an on target budget projection.

##### (b) Risk Management

In large measure all safeguarding work is about risk management, and as identified above there is a concern that further savings and continuing pressure on resources, for all agencies, will increase safeguarding risks.

Risk/Threat/Opportunity	Mitigation(s)
Increase in safeguarding activity following addition of new categories set out in the Care Act 2014.	Ensure triaging system for receiving safeguarding concerns is thorough with clear management oversight.
Responding to DoLS in a timely fashion	Train more Best Interest Assessors and develop retention strategies.
Increase in Safeguarding Adult Reviews for Self Neglect cases	Further embed risk management training and tools for operational staff.
Increase in costs in relation to Serious Case Reviews	This would be an additional cost pressure to SBC unless partners increased their financial contribution.

##### (c) Human Rights Act and Other Legal Implications

The working principle of the Board is that:

*“People’s human and civil rights should be protected, and they have a right to be able to live their lives without fear of abuse or intimidation, in an environment where individuality, independence, privacy and personal dignity are respected”*

(d) Equalities Impact Assessment

Equalities Impact Assessment will be undertaken as and when required for specific programmes of work as directed by the SSAB.

**5. Comments of Other Committees**

The SSAB has considered and endorsed this Annual Report which will also be presented to the Safer Slough Partnership and the Health and Scrutiny Panel at the end of November. Partner agencies of the SSAB will also be presenting to their respective Boards over the next few weeks.

**6. Conclusion**

Slough Wellbeing Board is asked to consider and note the Annual Report of the SSAB

**7. Appendices Attached**

A - Slough Safeguarding Adults Board Annual Report April 2015 to March 2016

**8. Background Papers**

None

# **Slough Safeguarding Adults Annual Report 2015/16**

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## **Where to report adult safeguarding concerns:**

The Early Help Team is Slough Borough Council's Adult Social Care central referral point:

**Opening hours:** Monday to Friday 9am to 5pm

**Tel:** 01753 475111

**Email:** [Safeguardingadults@slough.gov.uk](mailto:Safeguardingadults@slough.gov.uk) (GCSX) (*this is a secure address*)

**Slough Borough Council's website is:** [www.Slough.gov.uk](http://www.Slough.gov.uk) (report abuse here for adults & children)

**After hours:** The Emergency Duty Team: 01344 786 543

## **Where else can you report your concerns?**

*You can also report any concerns* about abuse or neglect of yourself or someone else to:

- Your GP or Nurse
- A health or social care staff member in any hospital
- A voluntary or community organisation

## **Foreword**

This report represents further development for the Board as we worked through our arrangements for effective partnership working with the implementation of the Care Act.

We have reinforced the importance of meeting the desires and needs of people who have been at risk of abuse and have promoted a stronger emphasis on preventative work.

As ever, staff from across the agencies working directly with people at times of personal crisis or risk have risen to the task. We know there is more to do and that demand is likely to continue to rise and we want to promote ever improving and dependable services to meet that challenge.

We have thinned out the content of this Annual Report and hope that you will find it more accessible, but if you want more detail please follow through with the web links in the report.

**Nick Georgiou**

### **Independent Chair Slough Safeguarding Adults Board**

Slough Borough Council sees Safeguarding Adults and in particular protecting our most vulnerable citizens as very important business. I am pleased as always to see all our partner agencies working together with the Council to keep Adults at Risk Safe. This year a lot of work has gone into ensure that we are working in line with the Care Act at the same time continuing to support our citizens. I envisage that during the coming year these efforts will continue so that this area of work remains prominent in Slough.

**Councillor Sabia Hussain**

**Deputy Leader, Commissioner for Education and Children's Services/Health and Social Care**

## 1) What is Adult Safeguarding?

*“Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the time making sure the adults wellbeing is prompted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action” (Care Act 2014)*

The Care Act states that the Safeguarding duties apply to an adult who:-

- Has needs for care and support (whether or not the local authority is meeting any of those needs); and
- Is experiencing, or is at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from
- Either the risk of or the experience of abuse and neglect.

Abuse or neglect can take many forms. The Care Act lists the following types of abuse and neglect:-

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission
- Self-Neglect

All Safeguarding work needs to be carried out bearing in mind the Six Safeguarding Principles which are as follows:-

- 1) Empowerment – ensuring people have control and choice over the decisions taken about their care, support and protection.
- 2) Prevention – looking at the causes of abuse and picking up problems early
- 3) Proportionality – ensuring that responses are in line with the outcome that the adult wants to achieve.
- 4) Protection - taking decisive and effective action when abuse or neglect occurs.
- 5) – ensuring that all organisations collaborate well to use joint procedures and train their staff accordingly.

- 6) Accountability – an important function of the Safeguarding Adults Board is to hold each member organisation to account for the commitments they have made.

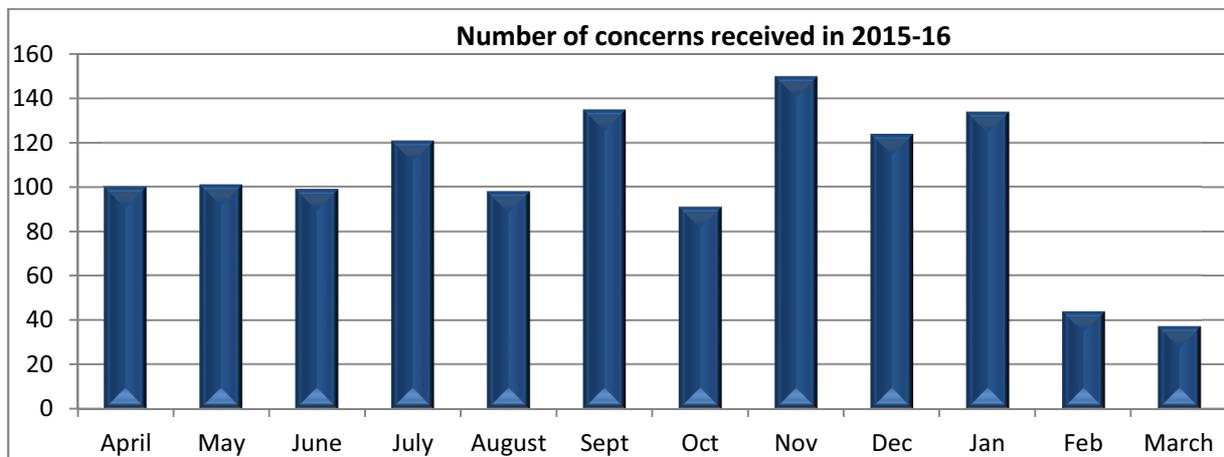
These principles and guidance are integrated into the Berkshire Safeguarding Adults Policy and Procedures which are used in Slough. <http://www.sabberkshirewest.co.uk/practitioners/berkshire-safeguarding-adults-policy-and-procedures/>. There is a similar policy and procedures for Children’s within Berkshire. These are available <http://www.scstrust.co.uk/>

## 2) Making a Difference in Slough

### Safeguarding Concerns

Multi-agency safeguarding arrangements work to protect adults with health and social care needs from abuse and neglect. In Berkshire these arrangements are governed by the Berkshire Safeguarding Procedures.

Raising a “Safeguarding Concern” means reporting concerns to the local authority that an adult is, or may be, at risk of experiencing abuse.



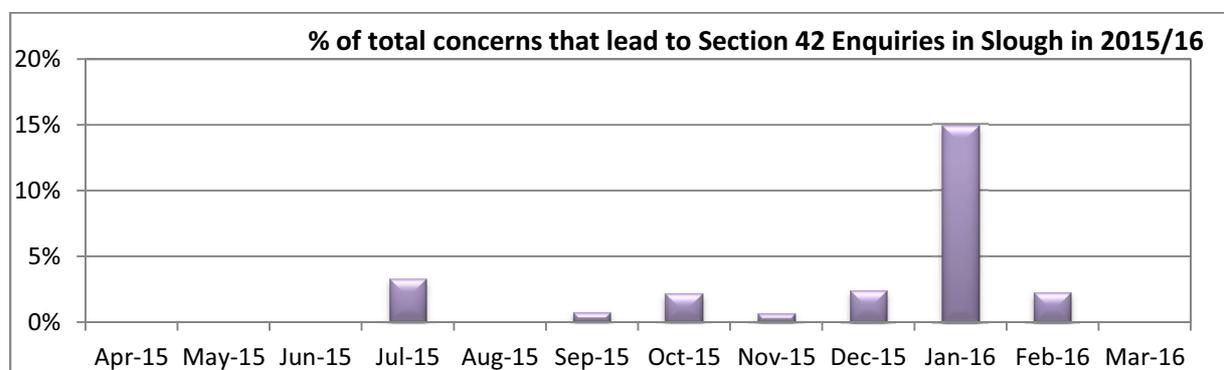
Over the last three years there has been an increase in the number of concerns raised by organisations in particular the South Central Ambulance Service (SCAS) and Thames Valley Police (TVP). These referrals are labelled as Safeguarding and therefore come through the safeguarding triaging system before a decision is made as to whether they meet the Section 42 Enquiry threshold. This has had a significant impact on the ability of the Adult Social Care Safeguarding Service to respond effectively to all concerns with such an increased volume.

In order to address the increase in the number of Concerns being raised the Safeguarding team met with the police and the ambulance service to see if those

cases that were clearly not safeguarding could be re-directed to a more appropriate service. The police and ambulance service agreed to make these changes and this can be seen in the reduced figures for cases referred via Adult Safeguarding for February and March 2016. These cases have been directed to Early Help Team in Slough and other more appropriate agencies.

### Reponses to Concerns

When a Safeguarding Concern is raised, a decision is made as to the most appropriate way of responding to the content that triggered the referral as a safeguarding Concern. A Safeguarding Enquiry is only one of the possible responses:



The above chart illustrates the fact clearly that very few of what are raised as concerns actually lead to Safeguarding Enquiries. Many of them lead to Social Care Assessments or sign posting to other services such as the Mental Health Team or Children’s Services.

Although it is important that the issues that are raised as Concerns are reported to Adult Social it would be more effective if they were directed initially to the right organisation rather than them having to come through the Safeguarding triaging process which can delay the response. This however is a better problem to have to deal with than that of under referring issues of Concern.

This is an issue that other local authorities also experience and is caused in part by changes in the Care Act which widened the definition of Adult Safeguard. This is discussed and monitored regularly at the South East Region of ADASS Safeguarding Leads meeting and is being progressed both Regionally and locally through meetings with Safeguarding Leads in South Central Ambulance Service and Thames Valley Police to see if these organisations can review their reporting systems and pathways.

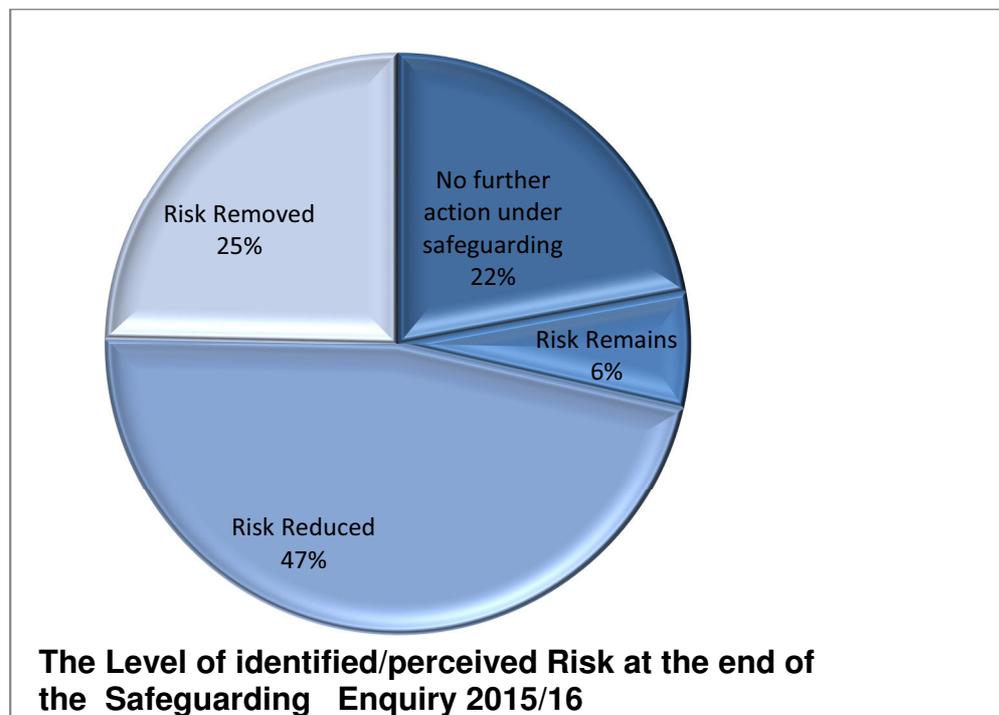
## Safeguarding Enquiries

Under the Care Act, Safeguarding Enquiries are now referred to as Section 42 Enquiries (42 referring to the Section of the Care Act where they are located). This section places a duty on local authorities to make enquiries, or cause enquiries to be made, where certain adults are considered to be experiencing or at risk of abuse or neglect. The purpose of the enquiries is to decide if any safeguarding action is necessary and if so, who is to take it.

When it has been decided that it is necessary to undertake a Section 42 Safeguarding Enquiry the main aims of that enquiry are to reduce the risk of further abuse to the Adult who is allegedly being abused but also to achieve the Outcomes that the vulnerable adult themselves are looking to achieve. This is in line with the principles of the Care Act and the Making Safeguarding Personnel agenda, where it is important from the very start of an enquiry to find out what the person wants. It is not always possible to obtain this information or to obtain the Outcome that people identify but it should always be at the heart of any Safeguarding Enquiry.

## Risk and Safeguarding

In the past there had been a focus on looking at whether an allegation had been substantiated or proven, was not always the outcome that the vulnerable adult wanted to happen. We now measure success in terms of risk of further abuse being reduced or removed, so that the person is and feels safer as a result of the enquiry.



We currently measure the success of a Safeguarding case on two ways. The first relates to the level of risk. One of the aims of the Safeguarding process is to try and reduce the risk of further abuse to the individual and the above Chart shows of those cases that met the criteria for Section 42 enquiries, in how many of them the risk was removed or reduced.

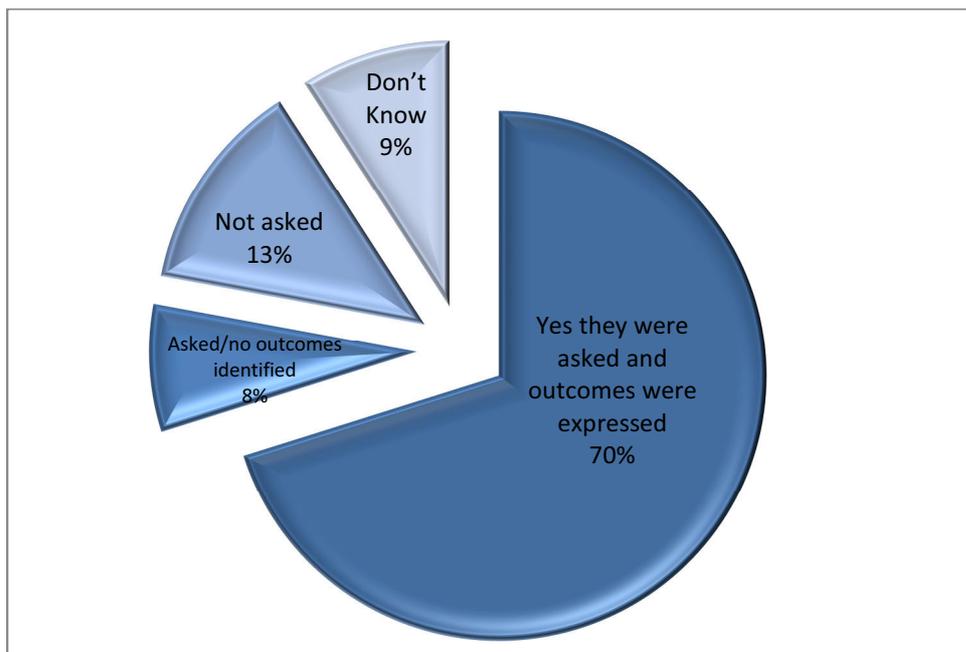
The chart also illustrates that although we are quite successful at helping people to protect themselves from further abuse, people live complicated lives and it is therefore not always possible to totally eliminate the risk of abuse from their lives. This is particularly the case when the abuser is a family member, partner or friend, as people may want the abuse to stop but also want to retain contact with that family member or friend.

The Slough Safeguarding Board identified the assessment and management of Risk as a main focus of its refreshed Business Plan in 2016/17. This focus has been reinforced by the findings in the Safeguarding Adult Reviews (SARs) carried out in the past couple of years. In Adult Social Care, all staff have undertaken Risk training in 2015/2016 which focused on risk relevant to all assessment and case management. Early identification of risk is known to lessen the likelihood that abuse may occur later on, although it is not possible to entirely eliminate such risk in all circumstances.

### Outcomes and Safeguarding

The second way in which we measure the success of Safeguarding intervention is to whether the Outcome identified by the Adult at Risk has been achieved. As mentioned above, our recording processes have now been changed to ensure that practitioners at the earliest stage of an Enquiry ask the person at risk of abuse what Outcome they would like from the enquiry. This is often a difficult concept for people to think about, and the Outcomes that people want are not always in the gift of the local authority or possible to achieve. For instance some people would want their alleged perpetrator to be sacked or to be prosecuted and outcomes may be outside the remit of the local authority. Other people in domestic abuse cases may like their partner or relative to change their behaviour and again this is something which we can have little influence over, although we can help people to learn to protect themselves.

The Chart below shows the percentage of people who were asked about their preferred outcomes that were identified by the Adult at risk of abuse or neglect for those cases that met the criteria for a Section 42 Safeguarding Enquiry.



### **Outcomes and Section 42 Enquires 2015/16**

As Outcomes are very individual it is not possible to quantify these but we can record when Outcomes have been achieved, partially or fully. It is still early days in this area of work and we recognise that we need to work harder with our service users to enable them to be able to identify the outcomes they wish to achieve. However some of the Outcomes that people have identified have been to move or to have a different service provider some of which we have been able to achieve and others have not been possible.

### Serious Adult Reviews

The Care Act 2014 made it a legal requirement that Safeguarding Adults Board's carried out Serious Adult Reviews when an Adult at Risk died or has a life threatening injury as a result of possible neglect or abuse.

Over the last financial year Slough Safeguarding Adults Board has investigated 2 Serious Adults Reviews and one management review. The results of these can be seen on our website and learning events will be convened in 2016/17 to address these issues.

### Mental Capacity Act 2005

The Safeguarding Adults Board works to safeguard the rights of people who lack the mental capacity to make decisions for themselves. These rights are set out in the Mental Capacity Act 2005.

The Act applies to everyday decisions as well as major decisions about someone's property, financial affairs and health and welfare. The Act requires these decisions to be made in someone's "best interest".

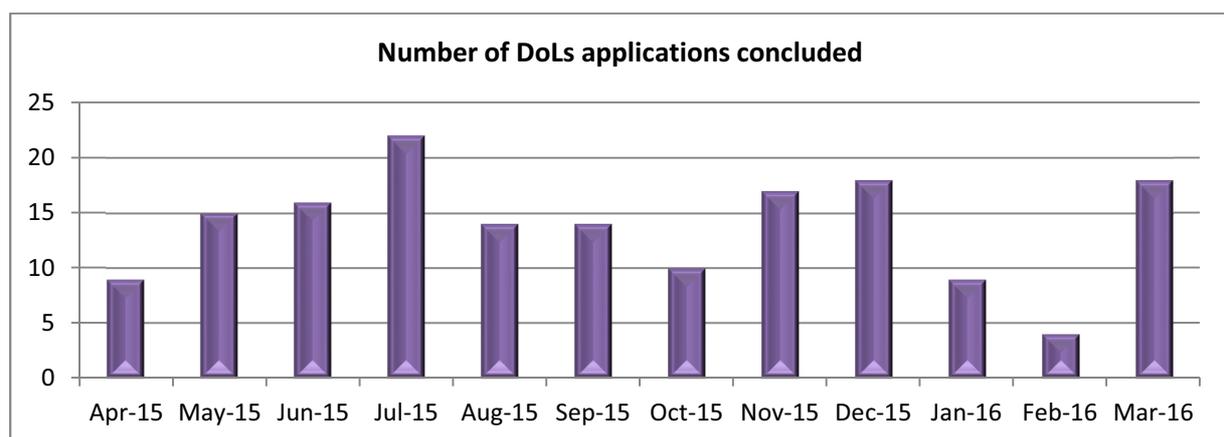
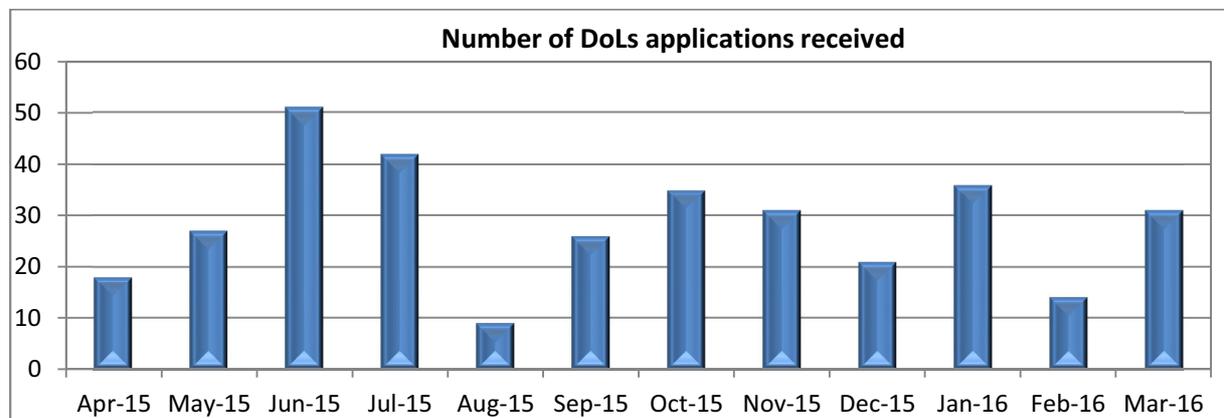
The Board members of the Safeguarding Board promote awareness raising and good practice under the Mental Capacity Act within their own services, training and through commissioned services. The board also monitors compliance with the Mental Capacity Act through regular audits and monitoring data.

### Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards are legal safeguards that allow a resident or a patient in a care home or hospital, who is assessed as lacking mental capacity to consent to their care or treatment, to be deprived of their liberty in order to keep them safe from harm.

It is the role of Slough Adult Social Care to arrange for these assessments to be carried out to ensure that the deprivation of liberty is in the person's best interests.

### Statistics



The measure of what constitutes a Deprivation of Liberty has changed significantly due to several significant court cases that were heard in March 2014. The new test, which is known as the acid test consists of two parts:-

- 1) Are they free to leave the care home or hospital
- 2) Are they subject to "continuous supervision or control"?

If the answer to both these questions is yes then the person is being deprived of their liberty regardless of whether or not the person is complying with the care and treatment provided to them.

This new judgement has meant a significant increase in the number of people requiring protection under the Safeguards. The increase in Slough is mirrored across the country and most local authorities are not able to meet the timescales within legislation due to the rapid increase in numbers and the lack of appropriately trained Best Interest Assessors (BIAs) within their organisations or the funds to employ private BIAs. The Council has adopted the ADSS prioritising tool as a way of identifying those cases which present a potentially higher risk and these cases are being dealt with before other cases.

Alongside Deprivation of Liberty Assessments in Care Homes and Hospitals there is also a requirement that those people who are deprived of their liberty in the community or in supported living are now assessed. In Slough we have carried out a review to ascertain how many people meet these criteria and are working our way through these reviews dependant on the risks to the person, in line with the ADASS (2014) Risk Assessment Tool. This work is done by individual Adult Social Care teams although it is co-ordinated by the DoLS team.

#### Deprivation of Liberty Team (DoLS team)

In Slough there is a Deprivation of Liberty Safeguards Team which receives all the requests from Care Homes and Hospitals for Slough residents and for private funders placed in these establishments within Slough.

If someone needs to seek advice or request an assessment then then can contact the DoLS team on 017536390942 or email [Deprivationofliberty@slough.gov.uk](mailto:Deprivationofliberty@slough.gov.uk)

There is recognition in Adult Social Care within Slough that although there are plans to change the law relating to the Deprivation of Liberty Safeguards, any changes are unlikely to be instituted before 2018. There are plans to make the BIA training mandatory for all qualified staff in Slough, thereby increasing our pool of trained BIA. There will also be a requirement that those staff that are trained will have to undertake at least 10 assessments a year and in return they will be given a set amount of payment in the form of a Market Supplement to encourage staff to undertake this role. We are also planning on increasing the amount of training and support on offer to our BIA's.

#### **4) Slough Safeguarding Adults Board 2015/16**

The Vision of the Slough Safeguarding Adults Board has always been "Preventing Abuse, Protecting People" and this continues alongside the six Safeguarding Principles as to be the main focus of Safeguarding within Slough.

From the 1<sup>st</sup> April 2015, the Board became a statutory body with specific duties and requirements as set out in the Care Act 2014. However the Board had been in existence before the Care Act and had been working under a voluntary arrangement with statutory and non-statutory organisations working together to safeguard adults at risk of abuse and neglect.

Slough Safeguarding Adult's Board has had an independent chair for several years and the post is currently filled by Nick Georgiou, who provides an independent perspective, enabling there to be challenged and support to the Board to enable it to continue to develop. The Board is overseen by the Director of Adult Social Care.

The Board meets four times a year. Additionally an Executive Group also meets four times a year and there are meetings of the Board's subgroups. The Board's governance arrangement and functions are set out in the Board's Terms of reference. The Board's objectives for the year ahead are set out in the Board's Strategic Plan.

All of these documents, together with any information on Adult Safeguarding can be found on the <http://www.slough.gov.uk/council/strategies-plans-and-policies/slough-safeguarding-adults-board.aspx>

## **5) Board Structure**

Slough Safeguarding Adults Board (SSAB) is made up of a range of different agencies working across Slough with adults at risk of abuse or harm. These agencies come together four times a year to look at ways of working together in relation to Adult Safeguarding.

With the introduction of the Care Act there are three Core agencies, the local authority, police and the Clinical Commissioning Group, with the local authority carrying a statutory lead responsibility for the Board. Each Core agency contributes financially to the costs of the Board and its work is identified.

Representatives of service provider agencies and voluntary agencies are active Board members and contribute to developing and delivering the Board's Business Plan and Board subgroups.

All sub groups work to terms of reference agreed by SSAB and are available on the Board's website

### Executive Subgroup

The Executive subgroup is made up of the statutory partners of the Safeguarding Board and its function is to direct and steer the work of the Board in order to ensure that it meets statutory requirements. The Chair of this group is the SBC Director of Adult Social Care. This group sets the agenda and the work plan for

the Board to approve and makes sure that the Board is meeting its statutory requirements.

1) Training Subgroup

This is an East Berkshire wide subgroup and is made up of Training and Safeguarding leads from Slough Borough Council, Royal Borough of Windsor and Maidenhead and Bracknell Forest District Council. It is currently being chaired by the Safeguarding lead from RBWM.

The group takes its work from the work plans from each Board and the objectives set in the Training Plan. The subgroup has delegated responsibility for safeguarding awareness raising and all aspects of training with a preventative focus in mind, but ensuring staff know how to deal with concerns when they arise.

The focus of the group over 2015/16 has been to refresh our Training Strategy to ensure that it takes on-board the requirements of the Care Act 2014 and the recent updates of the Bournemouth Safeguarding Training Competences.

The group also focused on developing a training strategy for our Best Interest Assessors (BIAs) to ensure that there was a more effective and robust training programme available for our BIAs so that they would be able to remain up to date with the ever increasing case law and practice within the Deprivation of Liberty Safeguards.

2) Serious Adult Reviews Subgroup

This is a group which looks at all request for SAR's and then with the agreement of the Board will commission and monitor the work of any SAR's undertaken on behalf of the Board. The group is chaired by East Berkshire Safeguarding Lead from the Clinical Commissioning Group CCG with support from Adult Social Care.

A report on the work of the SAR is available at <http://www.slough.gov.uk/council/strategies-plans-and-policies/slough-safeguarding-adults-board.aspx>.

3) Quality and Performance Subgroup

This group takes its work plan from the objectives set out in the Overall Business Plan. This group is chaired by the Safeguarding Development Manager from Slough Borough Council. The subgroup has delegated responsibility for formulating the performance management information presented to the Board and quality issues linked to practice development from audits and learning from review processes. The group also has the responsibility for arranging and co-ordinating safeguarding audits.

In 2015/16 this group has carried out two multi-agency audits. These are audits where members of the Board and their staff are able to come along to an audit day were they are able to audit Safeguarding Cases. The idea of the day is not only to provide outside scrutiny of Safeguarding practice within Adult Social Care

but also to allow agencies to have a greater understanding and clarity regarding the Safeguarding process. The aim is that greater understanding of the process and the complexity of Safeguarding cases within Slough should lead to more effective multi-agency working as well as providing the Board with insight into the areas where it may wish to focus on over the coming year.

#### 4) Communication and Engagement Subgroup

This group takes its work from the objectives set out in the Overall Business plan but also from issues that arise throughout the year. This group is chaired by the Safeguarding and Development Manager from Slough Borough Council. After a review of the function of this group during 2015/16 it was decided that this group would function as a Task and Finish group.

So far in 2015/16 there has been two Task and Finish groups one looking at Fire Safety. This group started as a result of a series of fire deaths in a neighbouring authority related to vulnerable adults. The group has developed an action plan to look at raising fire awareness amongst agencies working with vulnerable adults as well as regarding the availability of Fire Safety checks offered by Berkshire Fire and Rescue Service.

The second Task and Finish group look at developing materials with DASH with regard to vulnerable adults who are at risk of domestic abuse. This work is still on going.

## **6) Board Strategic Business Plan**

Under the Care Act 2014 all Safeguarding Adult's Boards should have a Strategic Business Plan and this should be accessible to the public. Slough Safeguarding Adult's Board (SSAB) like most Boards have had a business plan for several years but has not until now has chosen to publicise this plan. It is now available on our website [www.slough.gov.uk/.../slough-safeguarding-adults-board.aspx](http://www.slough.gov.uk/.../slough-safeguarding-adults-board.aspx).

SSAB current business plan is for 2014/2017 and is an evolving document, meeting the ever changing demands of Adult Safeguarding. Below are the five strategic objectives of the Board and these came out of a Safeguarding Peer review in 2013 and several Serious Adult Reviews. At the time of writing this report a new business plan is being designed for 2017/2020 which will move the Board away from directing partner agencies in relation to work, towards asking agencies to identify their own shortfalls and areas for development and the Board having the role of overall scrutineer and monitoring of progress for all agencies working with Adults with care and support needs.

This Business Plan is being refreshed to reflect the key issues to be focused on into the future.

## **STRATEGIC OBJECTIVE 1- IMPROVING IDENTIFICATION OF RISK TO THE INDIVIDUAL AND MANAGEMENT OF THAT RISK**

The identification of risk and the development of strategies to manage such risks are critical to delivering strong safeguarding practice. SSAB has a multi-agency risk guidance which is available to all partner agencies which should in turn inform their own internal risk policies and guidance. Due to the development of the Care Act 2014 the Board has re-looked at this guidance to ensure that it is line with the philosophy of the Care Act and in particular is person centred and outcome focused. The guidance was then relaunched and there are plans for an audit of partner agencies in 2016/17 with a focus on risk management which will look at how this risk policy is being used within partner agencies.

The Board also used one of their multi-agency audits to focus on risk within Adult Safeguarding and the results of this audit will be reported back to the Board in June 2016 as the audit occurred at the end of March 2016.

One of the identified learning points from two of the three reviews that were undertaken by the Serious Adult Review group was the need for robust risk assessments particularly within Adult Social Care Assessments. As a direct response to this, Adult Social Care (ASC) ran three training sessions on risk assessments for all Adult Social Care staff using a newly revised internal Risk guidance and Risk tool and these sessions where held in June 2015.

Another learning point from SAR group related to the specific risks around self-neglect and hoarding and as a result Self-Neglect guidance was made available to all staff within Adult Social Care and to all partner agencies.

South Central Ambulance Service (SCAS) identified a particular action for its own staff in relation to their alerts. The ambulance service were aware that their staff were not carrying out robust risk assessments when referring cases to Adult Social Care which could account for the increased number of referrals coming into ASC. SCAS therefore set itself a target of improving the appropriateness and quality of referrals taking into account risk. This is an area where there has been improvement over 2015/16 and it is anticipated with the new referral forms and electronic recording system that there will be further improvements over 2016/17.

## **STRATEGIC OBJECTIVE 2 – TO ENSURE IMPROVING SAFEGUARDING PRACTICE**

The Board recognises that the bedrock of strong safeguarding is in the practice of individual practitioners working within a sound procedural framework and within agencies providing clear guidance and support to staff working with people who might be at risk because of their circumstance and/or condition.

Although the Board recognises it is not responsible for the work of the partner agencies it does have a responsibility to promote an effective framework to promote best practice, and to want assurance from these agencies that they have clear

procedures and approaches within their agency, and commitment to multi-agency partnership working.

Within this Objective the Board wanted to make sure that all partner agencies had policies and procedures in place which were in line with the Berkshire Safeguarding Adults Policies and Procedures. In order to do this, it was agreed that an audit tool would be developed and then sent out to Board members to form the new Business Plan for 2017/2020. This audit tool was completed in 2016 and was sent out to partner agencies in March 2016 for completion by the June 2016 Board. This will be reported on in 2016/17 Annual Report.

There was also recognition by the Board that the current Berkshire Policies and Procedures were not fit for purpose due to the changes required by the Care Act 2014 and a Berkshire Task and Finish group was set up to develop new Safeguarding Policies and Procedures. This group met up several times during 2015/16 and eventually decided to use the Pan London Policy and Procedures but to adapt this with the approval of the Pan London authors to meet the requirements of Berkshire. This was completed and the new Policy and Procedures went to the SSAB in March 2016 for approval and sign off and are now available at <http://www.sabberkshirewest.co.uk/practitioners/berkshire-safeguarding-adults-policy-and-procedures/>.

Alongside the changes to the policy and procedures there was a recognition that the Board needed to ensure that the philosophy behind the Care Act, working in a person centred way, which we had started to embed in practice through our work with Making Safeguarding Personal (MSP) continued to be adopted by staff.

As the lead agency for Safeguarding, ASC has been producing a newsletter on MSP and this continues to be published and available to all staff four times a year. At the same time the content of all Safeguarding Training was updated to ensure that it was compliant with the principles of MSP.

One of the outcomes from a SAR was that it was felt that there was a lack of understanding of what groups or forums existed to discuss clients who may pose a risk to others or who may be at risk themselves of abuse or neglect. A piece of work was therefore undertaken to scope which multi-agency forums were working within Slough and this was presented to the March 2016 Board so that partners could understand where their staff could take clients to discuss their needs within a multi-agency setting.

### **STRATEGIC OBJECTIVE 3- BOARD EFFECTIVENESS**

The SSAB has a responsibility to ensure that it gives strategic guidance to the partners working in Slough. It oversees and leads adult safeguarding to promote the prevention of abuse and neglect, and where there is abuse to ensure effective action, often on a multi-agency basis. To be effective it is important that the SSAB facilitates positive open discussion between partners to challenge each other and other organisations in regard to their actions or inactions to minimise the risk of abuse or neglect.

In 2016 an internal audit of Adult Safeguarding was undertaken by ASC. One of the findings of the internal audit was that there was a lack of procedure within the Adult Safeguarding Board regarding the sign off of documents and that there needed to be more robust recording of actions and sign off within the Board. This has now been achieved.

To support new Board members an Induction Pack was developed and signed off by the Board in December 2015 and is now available to all members of the Board via our website. The pack also includes a confidentiality agreement which all Board members are required to sign regarding information discussed within the Board.

The SSAB has always recognised how difficult it is for partner agencies to take part in the Board due to the fact that most partners cover several boards due to the unitary nature of the Councils within Berkshire. This has been a particular issue in regard to attendance at the Board's subgroups. Therefore it was decided to re look at the subgroups of the Board and how they functioned and who should attend each group.

As part of the review of the subgroups it was decided that the Serious Adult Review and Training Subgroups were working well as was the Executive Group.

The Communication subgroup developed a Communication Plan ratified by the SAB in December 2015. The Board decided that rather than having a standing communication subgroup that there would be task and finish groups which would be commissioned to undertake specific work of the Board. Within 2015/16 there have been two groups, one looking at designing posters and leaflets for adults with social care needs who experience domestic abuse and a second group looking at raising awareness regarding fire safety. The action plans for these groups remain ongoing into 2016/17.

There was also recognition by the Board for the need for closer working with other Boards including the Wellbeing Board, Local Children's Board, and Safer Slough Partnership Board. In 2015 members of each Board were identified who could sit on the SSAB and members of SSAB who were already sitting on other Boards who could feed into those Boards on behalf of SSAB. Work was also done at an operational level within ASC to ensure cross working between the partner Boards on topics such as Child Sexual Exploitation, Domestic Abuse, Forced Marriage, Modern Slavery and Female Genital Mutilation. This has led to several developments including the publication of a Modern Slavery Guidance for all agencies within Slough.

#### **STRATEGIC OBJECTIVE 4 – LEARNING FROM SAFEGUARDING ADULT REVIEWS AND OTHER REVIEWS/INVESTIGATIONS.**

Safeguarding Adults Boards must arrange a Safeguarding Adult Review when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.

Slough Safeguarding Adult's Board already had a Safeguarding Adult Review subgroup of the Board, chaired by a member of the Board. However it was decided that the Terms of Reference of the group needed to be relooked at in light of the Care Act 2014 and to see if there was an opportunity to widen the group to cover East Berkshire. Within 2015/16 the Terms of Reference have been refreshed and discussions have been held regarding widening the remit of the group but at present it remains a Slough group.

It was also agreed that all Safeguarding Adult's Review's would be published on the SSAB's website and these are now available. <http://www.slough.gov.uk/council/strategies-plans-and-policies/slough-safeguarding-adults-board.aspx>

There have been three reviews carried out by the Safeguarding Adult Review group in Slough this year and the action plans for these have now been shared with the relevant agencies as well as the Board as a whole. These actions plans will be implemented in 2016 and will be feedback to the board on a regular basis for the Safeguarding Adult Review group to then report the progress or non-progress on actions back to the Board.

## **STRATEGIC OBJECTIVE 5 – COMMUNICATION AND ENGAGEMENT**

Over the period 2015/16 the Slough Safeguarding Adult's Board developed a Communication Strategy and with an action plan). The idea was to move away from a Communication subgroup to developing Task and Finish groups when the Board identified the need for a communication plan. Over the year there have been two main task and finish groups and these are discussed above in the Communication Subgroup section.

The Board has over the last few years developed a range of materials that are available to partner agencies as well as the public around prompting awareness around Safeguarding in its various formats. These materials can be found on our website as well as being obtained directly by contacting the Safeguarding Team on [Safeguardingadults@slough.gov.uk](mailto:Safeguardingadults@slough.gov.uk).

### **7) Partner Highlights**

This section contains reports from our partner agencies to illustrate the individual work undertaken by the various agencies within Slough in 2015/16 in relation to protecting those adults who are unable to protect themselves.

#### Slough Borough Council

Slough Borough Council remains committed to ensuring that adults at risk are free from abuse and that safeguarding arrangements across the Council are protecting

our most vulnerable residents. Learning from Safeguarding Adult Reviews has been invaluable in ensuring that we manage risk effectively and in a person centred way. This has resulted in several workshops for staff to increase their understanding in identifying risk and working with adults at risk and their carers in managing that risk whilst balancing that with people's rights to live the lives they want to.

This work has also meant far greater collaborative working with other departments within the Council. We now have regular attendance from Community Safety, Public Health and Housing at the Safeguarding Adults Board and staff at ground level are communicating with each other far more frequently and effectively where concerns have been identified. This has resulted in a quicker response to potential abuse.

The Council continues to train its staff and Elected Members in Safeguarding and why it is such an important feature of our work. The Safeguarding Team has been reconfigured to ensure that safeguarding cases are accurately recorded and audited. The Team also provides oversight for the Council's responsibilities for the Deprivation of Liberty Safeguards and the Appointeeship & Deputyship Service.

### Thames Valley Police

As an organisation, Thames Valley Police fully understands its commitment to safeguarding vulnerable people which includes adults. We have for some time identified 'Protecting Our Communities from the Most Serious Harm' as a priority, and this will continue over the next few years. There are a number of specific actions to meet that priority, such as the requirement to develop and implement an adult safeguarding strategy to protect vulnerable groups.

As the Commander for the local police area, I am committed to supporting this priority. My officers and staff are undergoing additional specialist training to be able to identify and then deal with various crimes and issues relating to vulnerability; and it is also a clear priority for me at my daily management meeting. It is important however to recognise that the police alone cannot address this and I therefore need the support of our partner agencies to ensure we can respond appropriately.

This is manifested on a number of levels. My patrol officers are often the first point of contact with vulnerable adults especially those with mental ill health. Together with Berkshire Healthcare Foundation Trust, we are developing a mental health triage pilot whereby a police officer will patrol with a mental health professional in order to be able to give a more appropriate response to someone in mental health crisis.

On a personal level, I am an active member of the Slough Safeguarding Adult Board and collectively we are able to hold all members to account and ensure we are all working towards safeguarding vulnerable adults. I'm confident that through this partnership approach, we will have a positive impact, which will help me to prevent our community being subject to the most serious harm.

## Berkshire Health Foundation Trust

BHFT have been working on strategies to address the national rise in suicide rates over the past year. A Suicide Prevention steering group was set up in December 2015, currently working on review of Trust Risk Assessment policy, ensuring alignment with the standards agreed by SAB, and RiO (electronic patient record) tools. We have also reviewed our suicide prevention training and are offering various training courses.

In addition, to assist staff further in their work with those people experiencing thoughts of harm to self we have Teamnet (BHFT Intranet) suicide prevention page with clinical guide and links to a range of evidence based resources. We also have a process for Audit and Peer review of clinical risk documentation across inpatient and community services. In response to carer feedback we have developed and delivered a Carers Suicide awareness training (co-produced and co delivered with carers). We have also developed a resource for males attending A&E at WPH, this is a leaflet designed with service users that provides information specifically for men who may be experiencing mental health difficulties.

Mental health services routinely undertake risk assessment and use risk management interventions, Cases have been managed on the basis of targeted interventions according to assessed need, alongside formal safeguarding processes. All CMHT staff are trained in use of the Care Act and receive training at appropriate levels, either through Berkshire Healthcare training (at levels 1 and 2) or that provided directly through SBC at Levels 1, 2 and 3.

## National Probation Service

The work we complete in this area is ongoing and monitored. The National Probation Service works with a number of cases where there are concerns with regards to Adult Safeguarding for a variety of reasons. We manage an offender who is the sole carer for a vulnerable adult – which can lead to concerns and/or manage offenders who we deem to be vulnerable themselves. I attend the Youth Violence Panel and liaise regularly with the Police which assists me in monitoring and tracking these cases.

For all such cases a referral would be completed to Adult Safeguarding. All such referrals are tracked by managers and monitored in line management. This ensures that we have a system by which to escalate should we remain concerned and also if a response is not received in a certain time frame. All safeguarding cases are monitored and discussed in supervision with Offender Managers every 5/6 weeks. This includes cases where there are concerns in relations to gangs and the safeguarding concerns that arise from that – both for the offender and the family members/associates linked to them.

## Slough Clinical Commissioning Group

Over the last 12 months the Clinical Commissioning Group (CCG) had an action plan which included the appointment of a New Safeguarding Lead to work with the Deputy of Nursing (Safeguarding). This would enable the CCG to remain a key and active member of the Board and appropriate subgroups. The CCG also took over chairing the SARP and provided administrative support.

The CCG, led by the Deputy Director of Nursing, developed MCA train the trainers programme for health and social care providers; including ongoing support for the trainer pool. There were two train the trainer sessions which in turn resulted in 30 staff being trained to train staff in Mental Capacity Assessments. At the same time the CCG produced an MCA Information card for all staff and took part in the planning and delivery of an MCA cross Berkshire Conference.

Primary care also delivered on safeguarding BASE training with emphasis on the Care Act implications and prevention training as well as delivering Prevent awareness training to over 150 GPs and practice nurses at practice training session 1.12.15.

The CCG continue to be committed to the safeguarding adult arena. By increasing the levels of MCA trainers, this directly impacts positively on the quality of assessments and holistic approach to safeguarding adults. Raising awareness of MCA, DoLS and Prevent encourages referrals and promotes early detection and early intervention of services. Monitoring provider safeguarding adult activity places adult safeguarding as a priority area for the CCG and ensures support and early intervention should performance become an issue.

### Frimley Health Foundation Trust (Wexham Park Hospital)

There has been a 43% increase in alerts for Adult Safeguarding concerns in the community being made by staff compared to the previous year. This is primarily due to a continued increase in awareness and training attended by staff in order to recognise safeguarding concerns.

The Trust has an Adult Safeguarding Lead based at Frimley Park Hospital and a newly appointed Adult Safeguarding Lead band 8A covering Wexham Park and Heatherwood Hospitals. Following the consultation as part of the acquisition of Wexham and Heatherwood Hospitals, two band 6 posts have been included in the safeguarding structure for the Trust. These posts are predominantly to deliver training to meet the requirements in the quality schedule of the NHS contracts with the Trusts commissioners and the CQC standards for safety and safeguarding.

Training packages have been reviewed and developed for level 1, 2, and 3 and are all delivered internally by the Adult Safeguarding Leads and the Adult safeguarding Nurse on all sites. In order to meet the required percentages set contractually by the commissioners, training sessions take place three times a week. There has also been

combined training session with children safeguarding which delivers all of the level 2 requirements in one day.

### South Central Ambulance Service (SCAS)

South Central Ambulance Service NHS Foundation Trust covers a population of 3.9 million over a geographic area of 4,600 square miles, across Buckinghamshire, Oxfordshire, Berkshire and Hampshire (with the exception of the Isle of Wight).

The safeguarding team have had a busy 2015-2016. We have seen the number of referrals increase by over 100% following the face to face training. This coupled with our involvement in local safeguarding hubs, face to face safeguarding training, Prevent training, involvement with our commissioned service providers with regard to safeguarding, safeguarding audits with our partner agencies, working with the CQC with regard to specific safeguarding cases around care home issues has made this a very busy year for the team.

SCAS are members of both Children's and Adult's Safeguarding Boards across the South East area which means that they are not always able to attend all board meetings but they still remain an active participant in protecting vulnerable adults.

### Royal Berkshire Fire and Rescue Service

Royal Berkshire Fire Service Prevention direction over the last twelve months has had a focus on developing joint working arrangements assisting us to identify and support those vulnerable to fire in our communities. We recognise that the best placed people to provide us accurate information are the organisations who provide care and their staff who operate on a daily basis with the cohort we seek to engage. We have developed and are currently piloting "The Adult Referral Guide" which delivers information, linked fire awareness training, fire risk assessment aide memoire and importantly a referral pathway to Royal Berkshire Fire Service. The guide also informs on a range of assistive technologies available to support those who are deemed most vulnerable. In reviewing the individual personal need and vulnerability as part of the holistic care package an opportunity exists to utilise these products keeping the individual safe and living within their own homes which over the longer term may significantly reduce the fiscal burdens of residential care.

Royal Berkshire Fire Service has successfully provided fire safety education for children and young people across Berkshire over many years. We are in a position where our service brand is recognised and accepted by children and young people allowing us to influence their thoughts and behaviours.

We are currently piloting 2 youth engagement programmes, FireFit, focusing on health, nutrition, fitness and wellbeing providing a platform for long term good health

and FireBreak, developing confidence, self-esteem, communication skills, team building and problem solving.

## Slough Council for Voluntary Services

The voluntary and community sector (VCS) organisations that come into contact with vulnerable people are incredibly diverse. They range from small groups such as local support groups, medium charities providing information and advice, organisations running lunch clubs or activities for Carers to large national organisations with mainly paid staff.

One thing that they all have in common is the important part they can play in safeguarding and protecting vulnerable residents in Slough that they work with. Often they are in a good position to spot a problem developing at an early stage and put families in touch with services that can support them. Alternatively if it has gone beyond this stage, they can alert the relevant agencies about their concern.

This is why it is crucial that VCS volunteers and employees are able to spot the signs of abuse and neglect and know what action to take. Helping them do so is part of the reason Slough CVS play an important role by playing an active role on the multi-agency Slough Safeguarding Adults Board by keeping the VCS informed of training and events, ensuring the weekly alerts have the most up to date information, which has kept the VCS informed of changes the last year.

## Healthwatch

It is important for people to share their views & experiences with Healthwatch. We have various ways in which this can be done; we work closely with key organisations to promote the work that Healthwatch does to help spread the word. Last year we delivered or took part in over a hundred events, meetings, groups and public areas across Slough to help ensure the public know how they can share their views and experiences about local health and social care services. We visited hospitals and GP surgeries, care homes and had a stall at the Langley Carnival. We meet people & hand out our 'Speak Out' leaflets whenever we are out and about to make it quick and easy for people to share their experiences. The leaflets, which are available in large print and Braille, are also displayed in a wide range of public buildings throughout Slough including libraries, community centres, GP surgeries, Wexham Park Hospital and My Council.

## **8) BIBLIOGRAPHY**

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### Legislation:-

“Mental Capacity Act” (2005)

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