



Dudley Safeguarding Vulnerable Adults Board

**Executive Summary of
the Annual Report 2010**

Executive Summary of the work of the Safeguarding Board in 2010

This summary sets out the work of the Safeguarding Vulnerable Adults Board in 2010. The full Annual Report covers these areas in more detail.

1. The three sub groups of the Board met every two months and membership of the groups was expanded to encourage representation from the independent sector. The sub groups have led on specific pieces of work on behalf of the Board.
2. The Quality and Performance sub group has analysed strategic and operational data; developed a questionnaire to measure outcomes against standards and has highlighted specific pieces of work required to improve prevention and recognition of adult abuse, as a result of the data collected.
3. The Policy and Implementation group contributed to the Department of Health review of the No Secrets policy and the Independent Safeguarding Authority review; events for World Elder Awareness Day and assisted in the dissemination of the Self Neglect Policy.
4. The Learning and Support sub group supported partner agencies in their training activities, promoted joint training with Children's Services and Trading Standards and developed the e-learning package planned for operational use in Spring 2011. During 2010, the Board received regular reports from the Keeping Safe sub groups involving people with a learning disability and mental health needs.
5. The Board ensured that service contracts with Care and Nursing Homes were reviewed and included standards for safeguarding. A check on partner agency requirements including safeguarding procedures, whistle blowing, and safe recruitment practices was completed in March 2010. There was an 89% response to 170 questionnaires sent. 20% of these respondents were scrutinised by the Commissioning Unit and found compliant with the agency requirements.
6. Links with Dudley Safe and Sound Partnership were strengthened in 2010. A draft Hate Crime strategy has been developed between partner agencies and a consultation exercise is currently taking place. This strategy will recommend training for partner agencies in Hate Crime Awareness.
7. The data set on safeguarding was shared with Community Safety analysts to inform the Community Safety strategy. This will facilitate the identification of trends for future strategic planning.
8. The Community Safety resources that are available to assist in safeguarding cases have been shared by Community Safety Managers with operational staff within Adult Social Care through training and team meetings. This has been positively received by operational staff and ensured services to victims address their safety.

9. A referral system from Community Safety to Adult Social Care has been established in 2010. High-profile cases known to several agencies have been discussed with a view to achieving a more holistic approach to safeguarding.
10. Links between the Safeguarding team and the Substance Misuse Forum have been established and a protocol for Self Neglect shared with the Borough's substance misuse providers. Protocols used by members of the Substance Misuse Forum have been altered to reflect safeguarding considerations.
11. Links with the Children's Safeguarding Board were strengthened. Joint training on issues surrounding Forced Marriage took place. This raised awareness and has resulted in several referrals to Adult Safeguarding. Joint liaison with the Police has ensured better protection for the victims involved. Training on cultural issues, around safeguarding, was delivered to both Police and Adult Social Care staff.
12. During 2010 1703 staff from the Independent Sector undertook awareness training. Staff within this sector have also been offered practice issues training for senior staff and Mental Capacity Act / Deprivation of Liberty Safeguard training for managers to promote awareness in these areas. Age UK hosted a workshop in June 2010 on financial abuse. This has improved awareness in the voluntary sector. Joint work with Trading Standards to deliver this financial abuse training was a significant development in 2010.
13. A comprehensive training programme (108 staff and 34 managers received the initial training) was arranged to update operational staff on the inter-agency Safeguard and Protect policy and procedures, which were updated after the inspection of safeguarding in June 2009. Training was also provided for team managers and assistant team managers in chairing adult protection conferences.
14. In 2010 the operational and strategic data set has been produced on a quarterly basis. The National Data collection for adult protection is now fully operational. In 2010 the number of referrals into the safeguarding process has seen a 36% increase from 495 referrals in 2009 to 675 in 2010.
15. Physical abuse made up the majority of abuse incidents at 30% with neglect as the second largest percentage. 315 strategy discussions/meetings took place in 2010 of which 57% progressed to investigations. 183 investigations were completed in 2010, 49% of investigations led to an adult protection conference. 38% of all incidents took place in the clients own home during 2010 and 28% of perpetrators were related to the victim.
16. The Quality and Performance sub group has identified issues within the dataset, which has provided the focus for pieces of work throughout the year. For example, the two private companies delivering meals in the Borough agreed to disseminate the updated safeguarding leaflets to all

17. Care Homes compliance with minimum standards has been monitored by the Safeguarding and Commissioning teams, and a report was prepared for the Board in July 2010 on the procedures in place to monitor homes that were then rated "poor" by CQC. As a result of this monitoring, several homes have been subject to safeguarding meetings chaired by a Head of Service in DACHS. These meetings resulted in the review of all service users within the home. Regular meetings took place with the home managers, CQC, Commissioning and Safeguarding Managers, both in the PCT and Adult Social Care. Improvement plans were developed including staff recruitment and training; policies and procedures held within the home and monitoring of concerns over a sustained period of time. One home was closed following this process, several suspended and others reinstated after a period of monitoring demonstrated improvements.
18. The need to improve standards within residential and nursing home settings is confirmed by statistical information which indicates that the total number of referrals within these settings was 38% of the total number of referrals.
19. The website for the Safeguarding Board has been regularly updated throughout the year. The executive summaries of Serious Case Reviews, the Business Plan, the Annual Report and the Self Neglect policy have been added in the website in 2010.
20. Work with RIPFA – Research into Practice for Adults - resulted in the development of a set of standard competencies and a questionnaire to victims and/or their carers about their experience of the safeguarding process which was completed with a cross-section of cases in November/December 2010. Information from this questionnaire indicated victims felt safer as a result of the process but required clarity on the purpose of a strategy meeting and an adult protection conference. There was good evidence that service users were asked to take part in conferences.
21. The Safeguarding policy and procedures were updated at the commencement of 2010 and scrutiny of the implementation of this policy has continued with an internal audit at each quarter. The findings from the audits indicate that issues were dealt with promptly. There was good evidence of multi disciplinary decision making and recording of outcomes of the investigation process. There were however some delays in arranging strategy meetings and better recording was needed of the client's mental capacity. Audit findings have been fed back to operational teams throughout the year.
22. In July 2010 the Chief Executive's Directorate undertook a Partnership Evaluation exercise to analyse the capacity and performance of the Board. This identified the need for the Board to help communities to get more involved in safeguarding activities. In 2010 this has involved raising awareness in community centres, day services for people with

23. Two Serious Case Reviews have been completed in 2010. Action Plans from these reviews have been presented to the Board and incorporated into the Business Plan. Information about the training requirements for partner agencies; a self neglect policy; hate crime training; together with raising awareness of the services provided by the Centre for Equality and Diversity, were some of the issues raised by the Serious Case Reviews.
24. A new Self Neglect policy was issued in September 2010 which sought to provide good practice guidance on self neglect, mental capacity and best interest decision making for vulnerable adults with a focus on joint working. The policy seeks to address the issues raised in cases where people may self neglect and do not clearly meet the criteria for access to an adult social care team but have come to the attention of professionals as being vulnerable.
25. The Chief Officer of the Centre for Equality and Diversity did a presentation to the November Board in 2010 and outlined how that service could support people who are involved in safeguarding incidents.
26. The Safeguarding Board has actively supported the various initiatives described in this report. Important and helpful contributions from members of the Board and their staff have enabled the work programme to be delivered in a collaborative and effective manner.

Richard Carter
Chair of the Safeguarding Vulnerable Adults Board