

## **Quality + Commissioning Division**

### Safeguarding

The Division has lead responsibility for the strategic aspects of Safeguarding vulnerable adults. This can include the active protection of people who are vulnerable and the victim of crime. The Division provides the Chair for the Safeguarding Vulnerable Adults Board. The Division works to support all aspects of the Board's activities in assuring quality throughout all safeguarding practices in the Council, health services, police, fire and other public services as well as care settings in the private or independent sector. The work of the Board ensures that effective policies and procedures are in place, good outcomes for people who may require safeguarding are promoted, performance is monitored and the workforce is trained how to act in response to safeguarding incidents including as they link to criminal matters.

An Annual Report on the activity of the Safeguarding Vulnerable Adults Board is made to the Select Committee on Health and Adult Social Care annually. This indicates some detail on the number of instances of safeguarding episodes and relevant data about age, ethnicity or other related characteristics. Reporting on these figures is done twice yearly and figures for the second half of the year 2011/12 will be up-dated after the end of March. However, for the first half of the year from 1st April 2011 to 30th September 2011, show that there were 238 safeguarding referrals. 160 of these were for women and 78 for men. In terms of ethnicity, 14 were of people from black and minority ethnic backgrounds and 224 were white. In terms of age, 181 were over 65 and the remainder – 57 - were in the age of the range of 18-65. Interventions to ensure safety will have been made on a case-by-case basis which will range from the provision of more care to referral to the police for investigation of criminal matters.

### Adult Social Care Commissioning

Amongst this team's activity the safety of the public and people using adult social care services is promoted through the development and monitoring of appropriate contracts with care providers. These include quality standards which are designed to promote the well-being of individuals and communities and these are monitored to ensure compliance. In this way, the team promote the safety of individuals through attention to the quality of care provided and work to prevent safeguarding episodes which threaten the safety of individuals. To promote safety of individuals, the team act on any concerns which can include advice on good practice or the use of contractual remedies such as the suspension of purchasing of places in Care Homes whilst improvements which promote greater safety are made.

### Policy and Performance

The management of the statutory complaints procedures for services in the Directorate as well as Children's Social Care is undertaken through this Unit which promotes the safety of people using our services. Other relevant activity includes the co-ordination of the Directorate's Emergency Plan and Business Continuity procedures which also promotes assurance of safety for individuals and communities.

## Learning and Development

By working to develop and maintain the skill levels of the workforce, Learning and Development supports the Directorate in providing a qualified and skilled workforce who in their interactions with people using services can provide better assurance to individuals and communities about their safety through good practice.

## Business Technology

By providing and maintaining relevant technologies for business need, the Business Technology help equip staff and managers with the technological means to help them work on all aspects of their work pertaining to the safety of individuals and communities.

## Finance Teams

Teams working with individuals and families ensure that people using services are able to maintain their obligations to pay housing rent or through direct support to individuals using adult social care services and are unable to manage their own finances. This activity promotes the protection of vulnerable people.

## Health and Safety

By promoting best practice, developing appropriate plans, training and monitoring of arrangements, the health and safety team work with all staff and managers to provide assurance that all aspects of the Directorate's work meet relevant safety requirements for staff and for people using our services.

<b>Activities aimed at minimising Crime and disorder in communities</b>
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### **The Quality and Commissioning Division.**

#### **Broadly s 17 roles for the division include:**

- To safeguard and prevent vulnerable adults from abuse
- Commission services for vulnerable groups through Supporting People and other grants.
- Increase the engagement, empowerment, awareness and participation of local people and communities in order to ensure their influence in decisions which affect them.
- Support the scrutiny process in order to ensure services are appropriate and relevant to local people
- Ensure that appropriate data security procedures and practices are in place across the Directorate

#### **Specific contribution includes:**

### Community Centres

Local community centres are involved in running activities for young people for example Woodside Community Centre is running a junior youth club with over 40 members to help minimise ASB.

Community Projects such as the Hub in Saltwells run by the St Andrews Resident Trust are running activities for young people in school holidays

Quarry Bank Community Centre has group of volunteers who are developing a youth club at the centre in partnership with the police

The Savoy Centre in partnership with Lodge Farm Community Centre has secured funding to work with the NEET group in the Lodge Farm between the ages 16-25 to access training to help them in to work

Fens Pool Community Centre have secured funding from various sources eg running activities for young people in the school holidays

Lodge Farm Network have secured funding to run football coaching courses at the multi use games area by the community centre

Some community centres play host to the PACT (Partners and Communities Together) meetings where residents have the opportunity to raise any concerns about crime and anti social behaviour in their neighbourhood.

#### Delivery of extensive training programmes

There is an extensive training programme on the protection of vulnerable adults. This incorporates a range of courses mainly targeted at awareness level for all Health and Social Care staff in the borough. This includes staff in the Private, Independent and Voluntary sectors. The aim is to raise awareness of abuse, and ensure that all staff know how to respond appropriately. There are also programmes run with Trading Standards, alerting staff to issues of financial abuse, such as targeted doorstep selling by bogus traders. There are also courses for those who have to investigate and manage such cases.

#### Financial safeguards

The Finance team deals with people supported in residential care or in the community who require help to manage their finances. The team's involvement can be due to many factors such as lack of capacity or financial abuse.

The team deploys a range of methods to protect clients such as: applying for appointeeship to gain control of state benefits; investigating suspected financial abuse and taking appropriate action as required; applying for a Deputyship Order via the Court of Protection; benefit maximisation; dealing with personal debts that may have accrued; day to day control/management/ monitoring and reconciliation of income and expenditure on an on going basis; payment of essential accommodation / living expenses; safekeeping of clients personal property when placed in Council custody.

Close contact is maintained with clients and social workers to ensure that the needs of people who use our services are being met from a financial point of view and arranging the payment of over four hundred clients statutory personal allowance.

In addition the investigation of bad debts can also highlight issues that subsequently enable the Directorate to put in place support measures for vulnerable clients.

## The Complaints service

The Complaints service takes a lead role in dealing with adults complaints which need to progress down the vulnerable adult process and receive complaints relating to alleged theft or potential fraud relating to vulnerable people in residential care. In all instances, the service liaises with relevant agencies including the police to ensure safety of the person and property.

To make sure vulnerable people have access to the complaint service the team ensures that contracts with external providers requires them to notify the complaint service/commissioning service of complaints which we follow up to a conclusion.

Visits are made to residential units for young people i.e. those up to the age of 18 to provide safe opportunities for them to raise concerns and complaints in order to receive any feedback from young people in a proactive way.

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## Safeguarding

With the development of schemes to support vulnerable people to live independently, a Keep Safe programme delivers information on protecting people within their own home and within the community.

Rogue property maintenance traders, bogus mobility equipment and scam mail are all growing areas of fraud which target vulnerable adults. A training package with Trading Standards was developed for carers to gain knowledge of the scams people could fall victim of.

Evaluation of this work indicated that carers felt the information provided helped them to be aware of the issues and provided reassurance to them that such events could be dealt with promptly by Trading Standard colleagues. Over 200 staff were trained. Over 12 reports have been made of bogus callers.

The Safeguarding Board has worked in partnership with Community Safety and Trading Standards to develop no rogue trader zones in 2011 with the Borough.

As the zones are established, over 22,000 households in the Borough will benefit from being in a zone and will receive information to help them identify rogue traders with a commitment to provide an immediate response to suspicious caller reports.

## Information strategy

The DACHS information strategy promotes the effective management and use of information across Adult, Community and Housing services. Good quality information is a crucial building block for the effective delivery of services to the public. The statutory framework governing information includes data protection, freedom of information and civil contingencies at its core.

Brendan Clifford, Assistant Director Quality and Commissioning

Telephone: 01384 815805

Email: [Brendan.clifford@dudley.gov.uk](mailto:Brendan.clifford@dudley.gov.uk)