



**Dudley
Safeguarding
Vulnerable Adults
Board
Annual Report
2008**

Annual Report 2008

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1. Introduction

- 1.1 2008 has been an exciting and eventful year for the Safeguarding Vulnerable Adults Board.
- 1.2 We started the year as the 'old' Adult Protection Committee and in April agreed to change our name and role to the Dudley Safeguarding Vulnerable Adults Board.
- 1.3 Also in the Spring we welcomed Sarah Dugan from the PCT as our new vice-Chair, and later in the year, Denise McMahon joined us from Dudley Group of Hospitals. Both these appointments strengthened NHS and senior officer representation on the Board
- 1.4 In June we held a very successful multi-disciplinary conference with three well-known national speakers.
- 1.5 In July we carried out a self-assessment of our safeguarding arrangements and held an important seminar with the Directorate Management Team in DACHS.
- 1.6 In October, CSCI and the Health Care Commission inspected our services for people with a learning disability and complex needs. The inspection was very positive overall but did make some recommendations for improvements in our safeguarding arrangements.
- 1.7 Also in the autumn, we co-ordinated an extensive consultation on the national 'No Secrets' document.
- 1.8 In December we appointed an interim Head of Adult Safeguarding to lead on safeguarding policy and performance across our member agencies.
- 1.9 As we move into 2009, we can look forward to the publication by Department of Health of the final No Secrets guidance, and the full implementation of the Safeguarding Vulnerable Adults Act. In Dudley we are expecting a further inspection of Adult Social Care with a much stronger focus on safeguarding.
- 1.10 2008 has seen new members join the Board, stronger commitment to consistent attendance and renewed enthusiasm. The Board can take credit for several notable achievements during the year. We are well-placed to respond to the challenges which will come in 2009 with the new 'No Secrets' and the Care Quality Commission. As Chair, I have been very grateful for the support which I have received from Board members during the past year and I look forward to working with you in 2009.

Richard Carter
Chair of the Dudley Safeguarding Vulnerable Adults Board.

2. National Developments/Legal Context for Safeguarding

- 2.1 Safeguarding Adults does not have a specific legislative framework in which to operate, unlike Childrens' Safeguarding. Offences against vulnerable adults are covered by various legislation, including:
- Offences Against the Person Act 1861
 - National Assistance Act 1948
 - Mental Health Acts
 - Criminal Justice Act 2003
 - Mental Capacity Act 2005
- 2.2 The concept of the **Human Rights Act 1998** should be embedded in all our work with vulnerable adults, ensuring respect is assured for each person and that each organisation actively responds to the protection of individuals.
- 2.3 **The Mental Capacity Act 2005** introduced wilful neglect as an offence relating to people who lack mental capacity. Local Authorities and the NHS also have a duty to instruct an Independent Mental Capacity Advocate where safeguarding measures are being put in place in relation to the protection of vulnerable adults from abuse under the Act.
- 2.4 Dudley Safeguarding Vulnerable Adults Board has received regular updates on Department of Health and ADASS guidance and publications. Board members are co-opted onto the Mental Capacity Implementation Group and the Deprivation of Liberty Safeguards Group to ensure collaborative working.
- 2.5 **Safeguarding Adults 2005 – A National Framework of Standards** (Association of Directors of Adult Social Services – ADASS). This Framework built upon the guidance in No Secrets 2000 – and signalled a change of focus from protecting vulnerable adults from abuse to safeguarding them. It reflected a focus on positive outcomes for adults in terms of independence, choice, security, safety, health and well being. It placed a stronger focus on the belief that safeguarding is everyone's responsibility.
- 2.6 **2006 White Paper – Our Health, Our Care, Our Say** supports the personalisation agenda. Safeguarding is a key thread through the development of self-directed support with risk assessments firmly embedded in the agenda and the White Paper maximises choice and control for individuals.
- 2.7 **Safeguarding Vulnerable Groups Act 2006.** The Bichard Enquiry was commissioned following the murders of Jessica Chapman and Holly Wells by Ian Huntley – their school caretaker. This legislation follows from that Enquiry which will introduce a new Vetting and Barring Scheme in 2009 for all those who work with children and vulnerable adults. An Independent Safeguarding Authority has been formed to administer the scheme. Every person who wants to work or volunteer with vulnerable people will need to register with, and be vetted by ISA. The Scheme has replaced the current

POVA arrangements. A report on the plans to implement the Act within Dudley has been reported to the Safeguarding Board in 2008 and is documented within this report.

- 2.8 **The Deprivation of Liberty Safeguards 2009** – to become law in April 2009, have been introduced in response to the Bournemouth Judgement in 2004. The new procedures require that people can only be deprived of their liberty through a process set out in law with safeguards to prevent arbitrary detention. Within Dudley, the Council has appointed a Project Manager from November 2008 to work on implementation of the Deprivation of Liberty Safeguards.

3. Terms of Reference for the Board

3.1 **Statement of Purpose**

- > The Board is a multi-agency partnership which directs the strategic development of safeguarding within Dudley.
- > The Board follows the “No Secrets” Association of Directors of Adult Social Services (ADASS) and Department of Health guidance in its structure and function.
- > The Board aims to ensure that all partner agencies understand and implement Dudley’s Safeguard and Protect policy and procedure and recognise the outcomes this will achieve for Dudley residents.

3.2 **Overarching Principles**

The Board will:

Respect cultural background; religious belief and sexual orientation and ensure that all safeguarding initiatives and interventions recognise these. Access to support and services is fair and equitable.

Empower vulnerable adults to make their own choices regarding their independence, well being and safety, even when this involves a degree of risk.

Promote inter-agency commitment to safeguarding to ensure procedures are in place to safeguard and promote the well being of people who may be vulnerable and to raise awareness of the potential for abuse and neglect.

3.3 **Responsibilities of the Board within Dudley**

- **To raise awareness of the law**, statutory requirements and local procedures with partner agencies to ensure vulnerable people are provided with appropriate support and guidance.
- **To ensure arrangements for safeguarding are linked effectively with** work on domestic violence; hate crime; MAPPA and Safeguarding children.
- **To ensure the delivery of local priorities** in line with the national agenda.
- **To ensure information is provided locally** to professionals, the public, service users, patients and carers (in accessible format as appropriate) which will describe how to recognise and report concerns of neglect or abuse.
- **To audit and evaluate the multi-agency policies, protocols and procedures** to ensure each organisation can evidence they have systems in place that demonstrate they discharge their safeguarding

functions effectively and that the interests of vulnerable people are promoted.

- ❑ **To commission joint and single agency training** to ensure awareness of abuse and neglect is improved and that investigations and protection planning is conducted correctly and improved outcomes are achieved for vulnerable adults.
- ❑ **To determine the number and remit of sub-groups required to support the Board.** Chairs of the subgroup will submit terms of reference to the Board and will present updates on proposals and work carried out. They will also contribute to its annual report and business plan.
- ❑ **To review data on safeguarding activity** and ensure it is reliable, consistent and produced in a timely manner.
- ❑ **To maintain and further develop the role of voluntary organisations,** vulnerable adults, their carers or advocates.
- ❑ **To identify and disseminate learning from good and poor practice.**
- ❑ **To regularly consider national research and policy development** so that Board members learn together and share knowledge openly.
- ❑ **To ensure that the safe recruitment procedures** operate in all organisations working with vulnerable adults.
- ❑ **To contribute to the strategic planning of services for vulnerable adults** within the organisations which the Board members represent.
- ❑ **To set up and review the findings of Serious Case Reviews** where an adult has died or been significantly harmed or put at risk. To ensure that lessons have been learnt and changes to the procedure that may arise out of a review are implemented in a timely manner.
- ❑ **To produce an annual report and business plan.**

3.4 **Sub-groups**

- ❑ **Policy and Implementation Group**

This group is responsible for the:

1. Dissemination of accessible information about safeguarding.
2. Producing, reviewing and updating the Safeguard and Protect policy and procedures (in line with good practice and national guidance).

□ **Support and Learning Group**

This group oversees the multi-agency training programme. It considers the delivery, funding and coordination from partner agencies. Training is currently offered on Awareness, Practice Issues, Investigation and Managing Complex Investigations and Chairing Case Conferences.

□ **Quality and Performance Group**

This group is responsible for establishing, implementing and monitoring standards and performance measures with the partner agencies of the Safeguarding Board.

See attached document (1) for full remit of subgroups.

The sub-group membership will be made up of members of the Board with other co-opted members who can contribute to the specific topics.

3.5 **Accountability and Reporting**

- The Assistant Director for Learning Disabilities and Mental Health chairs the Board. The Board reports to the Health and Social Care Select Committee.
- The Board also reports to the Health and Wellbeing Partnership and the Safe and Sound Partnership Boards.
- The Board recognises the importance of regular reporting arrangements to the member agencies of the Board.

See attached document (2) which sets out this reporting framework.

3.6 **Membership**

- Members of the Board are nominated by their agencies rather than elected.
- Each agency should appoint senior officers as their representatives to the Board, who carry decision-making authority for their agency.
- Members are expected to demonstrate consistent attendance at the Board.
- Members remain accountable to their agency on all relevant matters relating to Safeguarding.

See attached document (3) which sets out the Boards current membership

3.7 **Agenda / Reports**

- Reports or other items to be placed on the agenda must be received seven working days prior to the date of the meeting.
- The minutes of the meeting to be circulated within ten working days after the meeting.

3.8 **Frequency of Meetings**

The Board will meet 6 times each year to include an away half-day to:

- Assess its effectiveness
- Review its Business Plan
- Develop its Action Plan for the following year

Document 1 – Sub Groups Terms of Reference

POLICY AND IMPLEMENTATION SUB-GROUP

Terms of Reference

3.9 The sub-group is responsible to the Safeguarding Board for developing and publicising the multi-agency Safeguard and Protect policy and procedure across the partner agencies working within Dudley, and for promotion and prevention activity on behalf of the Board.

Remit

3.10 To review and update the Safeguard and Protect policy and procedure in the light of national guidance and learning from practice.

3.11 To ensure the Safeguard and Protect policy and procedure reflect the diverse needs of different sections of the community in Dudley.

3.12 To ensure the Safeguard and Protect policy and procedure is distributed to all agencies in the Borough and that any revision of the procedures is communicated effectively.

3.13 To meet with local agencies, voluntary organisations and other providers to promote a better understanding of the Safeguard and Protect policy and procedure and the implementation within their specific setting.

3.14 To produce public information about safeguarding – both hard copy and on the Council website - in accessible format.

3.15 To develop a strategy for monitoring the effectiveness of public information.

3.16 To ensure that public information remains up to date and is regularly reviewed, in line with national and local developments

3.17 To arrange local events and conferences which promote the Safeguarding Agenda and addresses developments within its remit

3.18 To develop research links to ensure information is available on current practice and trends that support service improvements.

3.19 To advise the training and support and quality and performance sub groups regarding issues pertinent to their remit arising from national or local developments

3.20 To contribute to the production of the Safeguarding Board annual report and to provide regular updates at Board meetings

3.21 To review annually the subgroups achievements against its work plan; to assess its effectiveness and to forward plan areas of work to undertake.

Quality and Performance Sub group

Terms of Reference

3.22 This sub - group is responsible for quality assurance and performance management of safeguarding activity across the partner agencies of the Safeguarding Board.

Remit

3.23 To ensure data gathered is consistent with national guidelines and to inform the Board on future data and audit requirements.

3.24 To regularly review the data relating to the numbers, nature and outcomes of Safeguarding Adult referrals and to ensure its quality and timeliness.

3.25 To analyse a range of data from partner and voluntary agencies to inform service improvement and delivery.

3.26 To consider how to measure the impact of Safeguarding procedures on the lives of vulnerable people.

3.27 To develop information on outcomes of the safeguarding process, including protection plans and the impact the process has on people's quality of life.

3.28 To gather information from service users and carers which may inform service improvement activity.

3.29 To consider evidence on the prevalence of whole service concerns and institutional abuse and make recommendations to the Board concerning the need for local strategic or operational changes.

3.30 To contribute to the review of contracting mechanisms in terms of assurance on safeguarding matters.

3.31 To improve and develop the management of Safeguarding issues at an operational level.

3.32 To raise standards of practice and compliance with procedures through audit and review activity.

3.33 To oversee and prepare regular performance reports for consideration by the Board.

3.34 To contribute to the production of the Board's annual report.

3.35 To maintain a forward plan of work each year with designated responsibility to group members.

3.36 To review annually the achievements of the group, to assess its effectiveness in achieving agreed plans and targets.

SUPPORT AND LEARNING SUB-GROUP

Terms of Reference

3.37 The sub-group is responsible to the Safeguarding Board for the implementation of the multi-agency training plan for the partner agencies working within Dudley.

Remit

3.38 To develop and implement a training plan for Dudley DSVAB that includes a range of training opportunities for training in safeguarding adults.

3.39 The training should be mandatory and multi agency with joint training being made available to all staff involved in working with vulnerable adults.

3.40 The training will be delivered in accordance with the arrangements set out in the training plan.

3.41 Training will be commissioned to meet the requirements of all operational and managerial staff.

3.42 To make proposals to the DSVAB about the possible sources of funding for joint training.

3.43 To identify training priorities within budgetary limits.

3.44 The group will take into account the anticipated service developments from local initiatives and national policy.

3.45 To measure achievements on an annual basis and present the report to the DSVAB annually.

3.46 To evaluate the effectiveness of the training in relation to the implementation of Safeguard and Protect.

3.47 The sub-committee will contribute to the review of the Safeguard and Protect document and make recommendations from the training evaluations about improvements.

3.48 To continue to the production of the Safeguarding Board annual report and to provide regular updates at Board meetings.

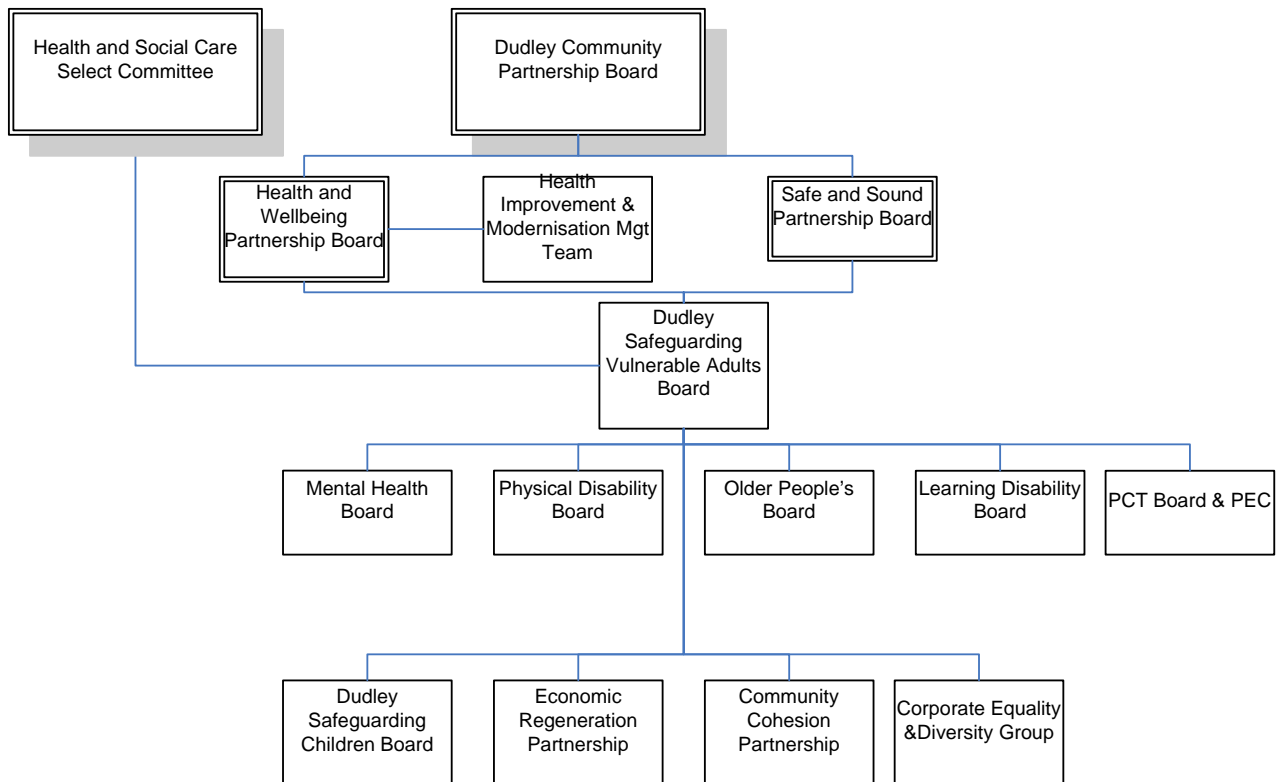
3.49 To maintain a forward plan of work each year with designated responsibility to group members.

3.50 To review annually the subgroups achievements; to assess its effectiveness and to forward plan areas of work to undertake.

Document 2 - Reporting Arrangements

3.51 The diagram and table set out reporting arrangements for the Dudley Safeguarding Vulnerable Adults Board. The Board reports twice yearly to most of the other Boards, Partnerships and Committees. Reporting is based on an annual report published in March and updated in September. The table indicates the key contact to whom the reports are sent and the DSVAB members, chief officers and other senior managers who will be in attendance.

Reporting Structure 2009



MEETING	REPORTING DATES	CONTACT	ATTENDANCE
Health and Adult Social Care Select Committee	March	Aaron Sangian 01384 814757	Richard Carter attends
Dudley Community Partnership	March	Dennis Hodson 01384 814756	Linda Sanders and Mark Cooke attend
Health and Wellbeing Partnership Board	May and November	Mary Hillman 01384 361265	Sarah Dugan attends
Health Improvement and Modernisation Management Team	May and November	Mary Hillman 01384 361265	Richard Carter and Sarah Dugan attend
Older People's Board	May and November	Mary Hillman 01384 361265	Maggie Venables chairs
Learning Disability Board	May and November	Karen Wilson 01384 815820	Richard Carter chairs
Mental Health Board	May and November	Mary Hillman 01384 361265	Richard Carter chairs
Physical Disability Board	May and November	Mary Hillman 01384 361265	Maggie Venables attends
Safe and Sound Partnership Board	May and November	Kerry Wright, Community Safety 01384 814735	Richard Carter attends
Dudley Safeguarding Children's Board	May and November	Suzanne Robinson 01384 813075	Richard Carter and Sarah Dugan attend/ Children's Safeguarding Manager attends DSVAB
Economic Regeneration Partnership	May and November	Wayne Dutton 01384 815367	
Community Cohesion Partnership	May and November	Kerry Wright, Community Safety 01384 814735	Linda Sanders attends
PCT Trust Board	May and November	Sarah Dugan 01384 366214	Sarah Dugan attends
Dudley Group of Hospitals Trust Board	May and November	Denise McMahon 01384 244577	Denise McMahon attends

Document 3 - Members of the Safeguarding Board.

Richard Carter	Chair of the Board. Assistant Director for Learning Disability and Mental Health in the Council. Richard is also a member of the Children's Safeguarding Board and the Safe and Sound Board.
Sarah Dugan	Vice-chair of the Board. Director of Strategy and Innovation for Dudley PCT and lead for safeguarding for children and vulnerable adults within the PCT.
Anne Boden	Domestic Abuse Co-ordinator. Anne represents the Council's Community Safety Team on the Board.
Anne Harris	Interim Head of Safeguarding. Anne leads on policy and systems for safeguarding of vulnerable adults and manages the Safeguarding Unit in the Council.
Brian Nesbitt	Head of Residential Services in Adult Social Care. Brian is responsible for the Council's homes for older people and is chair of the Support and Learning sub-group of the Board.
Carol Richardson	Service Manager for specialist Learning Disability services in the PCT.
Cllr. John Davies	Elected Member Champion for safeguarding of vulnerable adults.
Denise McMahon	Director of Nursing at Dudley Group of Hospitals. Denise is the Hospital Trust's lead for safeguarding of vulnerable adults.
DCI Andy Carter	Senior Police representative on the Board. DCI Carter manages the Public Protection Unit, which is responsible for investigating allegations of abuse and neglect against children and vulnerable adults; domestic violence; hate crime; forced marriages and the management of sexual and violent offenders.
Giles Tinsley	Chief Executive of Dudley Mind. Giles is concerned particularly with safeguarding of people with mental health needs, and represents the voluntary sector.
Jackie Jennings	Safeguarding Manager, Children's Services. Jackie is the main link with the Children Safeguarding Board.
The Adult Protection Manager Shields	The Adult Protection Manager is Adult Protection Manager in the Council's Safeguarding Unit, reporting to Anne Harris. The Adult Protection Manager provides advice and support to staff in managing adult protection cases.

Jenny Bate	Age Concern. Jenny is concerned with safeguarding of older people and represents Age Concern on the Board.
Jenny Cale	Intermediate Care and Continuing Healthcare Manager. Jenny represents the PCT on continuing health care, intermediate care and other services for older people.
Joanne Forbes	Strategy Manager for Housing and Supporting People in the Council. Jo's role is to work with housing providers to ensure they are able to identify and report concerns about vulnerable adults. Joanne represents the Housing services of the Council on the Board.
Judith Page	Adult Protection Co-ordinator – Dudley Group of Hospitals – responsible for data collection and Safeguarding training at Russells Hall Hospital.
Julia Stanfield	Head of Social Care, Dudley and Walsall Mental Health Trust
Liam Dolan	Community Services Manager for the Community Mental Health Teams in the Trust.
	Julia and Liam jointly represent the Mental Health Trust on the Board.
Kath Kirk-Booton	Branch manager of Alzheimer's Society. Kath is concerned with safeguarding people who live with dementia. She represents the Society on the Board.
Lynda Nock	Chief Executive of Dudley Advocacy, which provides advocacy services for vulnerable adults.
Marie Harris	Regulation Manager, Commission for Social Care Inspection.
Mohammed Farooq Helen Kidd	Principal Solicitor, Dudley Council. Mohammed provides legal advice to the Board. On occasions, Helen Kidd, Senior Solicitor, deputises for Mohammed at Board meetings.
Roger Murray	Director of Alphonsus Services, which provides residential care for people with learning disabilities. Roger represents independent sector providers on the Board.
Steve Vincent	Operations Commander for the Fire Service in Dudley Borough. Steve represents the Fire Service on the Board.
Viv Thompson	Viv is the National Offender Management Service representative on the Board. The Probation Service supervises offenders who may pose a risk to vulnerable adults.

4. Overview of the Board 2008

- 4.1 2008 was an effective year for the Safeguarding Board which broadened its remit from the previous Adult Protection Committee

Leadership

- 4.2 The Board membership has been enhanced and a new Vice Chair has been appointed who is Sarah Dugan, Director of Strategy and Innovation for Dudley PCT.
- 4.3 Another influential addition to the Board is the appointment of Councillor John D Davies who represents elected Councillors of the Board and Champions the cause of safeguarding vulnerable adults.
- 4.4 The Board has secured additional resources for the post of Head of Safeguarding and Deprivation of Liberty Project Manager has been appointed to increase the membership of the Safeguarding Team.

Key Events

- 4.5 One of the main events of the year that was the successful Safeguard and Protect Conference held in June, which helped to raise the profile of the Board's work in Dudley. The date was arranged to coincide with World Elder Abuse Day to raise awareness of Adult Protection issues. Linda Sanders, Director of Adults and Community Housing, opened the conference. Over 100 delegates attended from DACHS, PCT, NHS and the Voluntary Sector.

- 4.6 Richard Carter – Assistant Director, Learning Disabilities and Mental Health, chaired the Conference, and Presentations were given by:

Dr Paul Kingston
Staffordshire University - Literature on Effective Interventions

Dr David Reid
Sheffield University - Partnership and Regulation

Ronnie Monks - Department of Health Protecting
Vulnerable Adult Groups Act

- 4.7 The presentations were well received and question and answer sessions took place. This gave delegates an opportunity to raise issues and to voice any concerns.
- 4.8 Most delegates commented that they enjoyed the delivery and format of the conference, which also gave people the opportunity to network and to share their experiences.
- 4.9 A range of Adult Abuse Awareness leaflets were available to delegates for them to take away for future reference along with a copy of all the

presentations. As a result of the 2007 audit of Adult Protection cases the Chair of the Board held a seminar for senior managers to cascade learning and to produce an action plan to improve the implementation of policy and procedures. Following on from this, the Board continued to monitor adherence with the eleven safeguarding standards in the ADASS report.

Policy Developments

- 4.10 Amongst the Board's other achievements was the review and update of the Safeguard and Protect Policy and Procedure and the publication of the Quick Reference guide for Professionals. The Board has also overseen the publication and distribution of the public information document "Abuse of Vulnerable Adults Is Everyone's Responsibility".
- 4.11 The Board keeps up to date with national policy drivers and new legislation that impacts on its work, with a presentation at each meeting from the Adult Protection Manager. Issues have included:
- > The Policy for Prosecution of Crimes against older people, from the Crown Prosecution Services. Individual members responded in the consultation.
 - > Action of Elder Abuse – Adult Protection Toolkit – a guide for all providers of care in people's own homes.
 - > Feedback from Action on Elder Abuse Conference.
 - > Update of national figures on the Protection of Vulnerable Adults.
 - > Action on Elder Abuse Information Database and specialised support groups for people who have been abused.
 - > CPS Policy on the Prosecution of Crimes against Older People.
- 4.12 Board members spent a significant time too on a corporate response to the recent reviews of "No Secrets" (see section 5).
- 4.13 The Safeguarding Board supports the Safeguarding Team to continue to develop its skills and expertise in enhancing work in developing safeguard initiatives. The Adult Protection Manager chairs the West Midlands Adult Protection Forum to share and disseminate good practice and regional issues (see section 7 for the work of the Safeguarding team).

Data Collection

- 4.14 The Board has encouraged the improvement of quality data collection in line with probable future national requirements in order to provide accurate and meaningful data on the prevalence of adult abuse in Dudley.

Performance

- 4.15 The Chair of the Board requested a further audit in December 2008 and the report is yet to be presented to the Board. Issues pertinent to procedure and protection plans led to the recommendation of a further sub-group to be established in 2009 for performance management reporting regularly to the Board (see section 8 for Information on Data Gathered in 2008).

Training

- 4.16 The Board continues to oversee the Development of Training for Social Care Workforce in all sectors and an increase in the number of staff participating in training has been shown (see section 9 for the Training Department)

Serious Case Reviews

- 4.17 There have been no serious case reviews in 2008 within Dudley, though one has been commissioned in February 2009. The protocol for managing a serious case review was established when the Board was an Adult Protection Committee.

5. The Board's Response to the No Secrets Consultation

5.1 The Minister for Social Care launched a Review of the 'No Secrets' Guidance on Safeguarding Vulnerable Adults in October 2008. 'No Secrets' was published in 2000 but the Department of Health considered that a review is necessary for three reasons.

- There have been several serious incidents of adult abuse, for example, the Cornwall and Sutton/Merton inquiry into abuse of people with a learning disability in long stay hospitals and concerns about the health care in the NHS – eg the Mencap Report "Death by Indifference".
- Government policy on social care has changed. "Putting People First" – the government report on transforming social care published in December 2007 makes it clear that the rights of people to make informed choices about risk must be balanced by effective safeguarding arrangements.
- Some agencies consider that legislation is needed in this area – similar to the powers which already exist to safeguard children.

5.2 In the Autumn of 2008, the Board undertook a wide consultation exercise with all its partner agencies and prepared a detailed response to the consultation document in January 2009. Reports from Board members concerning their views on specific areas of the consultation document were the main agenda items for the November Board.

5.3 The consultation document and Dudley's response contained a number of key messages:

- Safeguarding vulnerable adults is everyone's business. There should be a duty on other agencies to work in partnership with councils who have a leadership and co-ordinating role.
- More preventative work is needed with vulnerable people to educate, inform and alert them about abuse and to help them to know how to report concerns.
- Councils and NHS bodies will be performance managed on safeguarding activity. This will take account of the experiences of people who have used safeguarding services.
- Safeguarding is more than just protection from abuse and neglect, although this is the most important area. It would include other issues such as hate crime against disabled people, poor care practice in hospitals and forced marriage.
- If legislation was introduced, it could cover the following areas – the role of the Safeguarding Board; statutory duty to co-operate; clarification of terminology relating to vulnerable adults and specific powers –ie the right

to enter people's homes if there is a suspicion of abuse. The Board debated whether new legislation would be the answer and whether new laws would make it easier to prevent and tackle abuse and neglect.

- 5.4 The final guidance is expected to be published by the Department of Health in 2009.

6. Learning Disability Joint Review 2008

- 6.1 The November 2008 and January 2009 Board meeting considered the recommendations highlighted by the Joint Review of Learning Disability Services held in Autumn 2008. The recommendations related mainly to Learning Disability Services, but there were two specific areas for development on safeguarding:
- 6.2 Better public information for all service user groups about how to recognise and report abuse. Board members are now working with service users and MARCOMMS to develop relevant material and will become part of the remit of the Policy and Implementation Group.
- 6.3 Outcomes – how do we know that safeguarding arrangements are effective? A framework is being developed to record to monitor outcomes and will become part of the remit of the Quality and Performance sub-group.

7. The Safeguarding Team and Process for Referrals

- 7.1 At the start of 2008, the Safeguarding Team was made up of the Adult Protection Manager, The Adult Protection Manager Shiels, with a part-time admin assistant, Joanne Fletcher, and a minute taking admin assistant, Lisa Taylor.
- 7.2 In November 2008, a jointly funded Local Authority and PCT Project Manager, Louise Burton, was appointed within the Team to implement the Deprivation of Liberty Safeguards which becomes law from April 2009.
- 7.3 The Adult Protection Manager deals with queries for advice on Individual Adult Protection Issues from partner agencies and members of the public, and where appropriate, passes them to the relevant social work team.
- 7.4 An incident of suspected abuse should be referred directly to the appropriate social work team, or to The Adult Protection Manager if clarity is required initially as to who should deal with the concern.
- 7.5 Referrals are made to teams on the basis of where someone lives in the Borough and which team most appropriately can deal with it, older people and physical disabilities teams, learning disability, mental health, hospital team.
- 7.6 A strategy meeting or discussion is arranged by the Team Manager of the team and any investigation planned. The investigation can be led by the police, if a criminal offence is thought to have occurred.
- 7.7 Once an investigation is completed, the matter is reported back to an adult protection conference – chaired by the Team Manager of the Team or by the Adult Protection Manager. Any protection plan or review arrangements required are established at the meeting.
- 7.8 Police, CSCI, District Nurses, Home Managers, Day Centre Officers, Hospital staff and other professionals are regularly involved in these meetings with the social work team.
- 7.9 Copies of the Conference minutes are forwarded to the Safeguarding Unit and to the Commissioning Section of the various disciplines to ensure collaborative working with contract monitoring.
- 7.10 At each Safeguarding Board, there is a standing agenda item on lessons learnt from these cases.
- 7.11 The Adult Protection Manager keeps the Safeguarding Board updated on any issues learnt and provides a briefing to inform the Board as to national guidance and best practice procedures.
- 7.12 To ensure a strategic connection with other Safeguarding areas, the Adult Protection Manager attends the multi-agency adult protection meeting,

MAPPA and the multi-agency risk assessment conference, MARAC, held under the Dudley Community Partnership Board.

- 7.13 The Adult Protection Manager has also provided briefings on the safeguarding procedures to staff groups. In 2008, this included student doctors, Age Concern, mental health colleagues, the substance misuse team, learning disability day centre staff and Dignity Guardians within the PCT and Dudley Group of Hospitals.
- 7.14 The Adult Protection Manager also attends the Regional Adult Protection Co-ordinators meetings which are held on a quarterly basis and brings together managers who share information on local developments and issues of practice. The Adult Protection Manager also attended the Children Safeguarding Board in 2008, the Domestic Abuse Forum and the West Midlands Regional Forum for Vulnerable Adults led by the Police.
- 7.15 Following her appointment in November to implement the Deprivation of Liberty Safeguards, Louise Burton has arranged for 13 staff to undertake Best Interest Assessor Training in 2009. These Assessors will undertake the required assessment outlined by the Deprivation of Liberty Safeguard Legislation and will work closely with Dudley and Walsall Mental Health Partnership NHS Trust to ensure there are sufficient Section 12 Doctors ready to undertake the required mental health assessments. A joint administration system between the Local Authority and the PCT has been agreed underpinning the commitment to collaboratively work, reinforced by the Safeguarding Board.
- 7.16 In January 2009, Anne Harris, Team Manager in Learning Disability Services, took up an Interim Post as Head of Adult Safeguarding for a six month secondment to lead on the strategic development of safeguarding.

8. Summary of Statistical Data for 2008

8.1 Adult Protection Incidents by Referral Source

01.01.08 up to but not including 01.01.09

INCIDENT SOURCE	NUMBER OF INCIDENTS
Anonymous	1
Carer	10
Councillor	1
CSCI	4
Hospital (NHS/SCare)	15
GP	3
Health/Nurse	20
Housing	3
Independent Provider	26
Social Care	57
Police	4
Relative/Friend	25
Self	6
Voluntary Agency	3
Not known/recorded	16
Other	22
TOTAL	216

8.2 Referral data shows a low referral from the Police and GPs. However, it is recognised that this number may be higher as the original source is not always the referral source.

8.3 Self-referrals are low and it is hoped that plans to raise public awareness will influence these figures in 2009.

8.4 Adult Protection Incidents by Incident Category

01.01.08 up to but not including 01.01.09

INCIDENT CATEGORY	NUMBER OF INCIDENTS
Emotional/Psychological Abuse	14
Financial Abuse	51
Neglect	35
Physical Abuse	85
Sexual Abuse	17
Verbal Abuse	14
TOTAL	216

8.5 Financial abuse is the second highest category of abuse. This will be an

important issue to consider in the risk management of the Transformation agenda as people have more control over funding their own support.

8.6 Adult Protection Incidents by Client Group

01.01.08 up to but not including 01.01.09

TYPE OF ABUSE	LEARNING DISABILITY	MENTAL HEALTH	OLDER PEOPLE	PHYSICAL DISABILITY	TOTAL
Emotional/psychological	4	6	2	2	14
Neglect	6	7	20	2	35
Physical Abuse	24	18	41	2	85
Sexual Abuse	6	4	7	0	17
Verbal Abuse	3	5	6	0	14
Financial Abuse	1	16	31	3	51
TOTAL	44	56	107	9	216

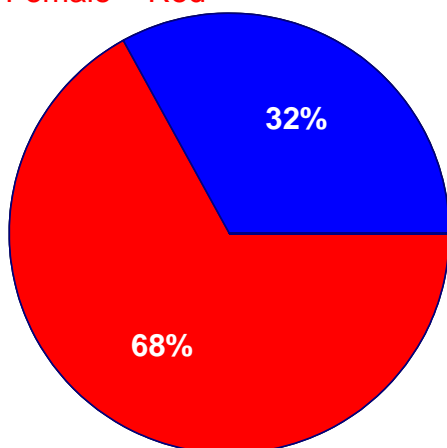
8.7 Physical abuse is the most prevalent amongst all client groups. Financial abuse is the most prevalent for older people, but not for people with learning disabilities. This may be because, historically, people with learning disabilities have safeguards in place for their finances, whereas, older people do not.

8.8 Adult Abuse Incidents by Gender of Victim

01.01.08 up to but not including 01.01.09

Male – Blue

Female – Red



8.9 Two-thirds of the people referred were female. This is a reflection of national statistics for abuse and domestic violence.

8.10 It may, however, be a reflection on women's willingness to discuss their abuse, rather than men. Awareness raising in the Communication Strategy can look to ensure this message is not reiterated.

8.11 Adult Abuse Incidents by Location of Abuse
01.01.08 up to but not including 01.01.09

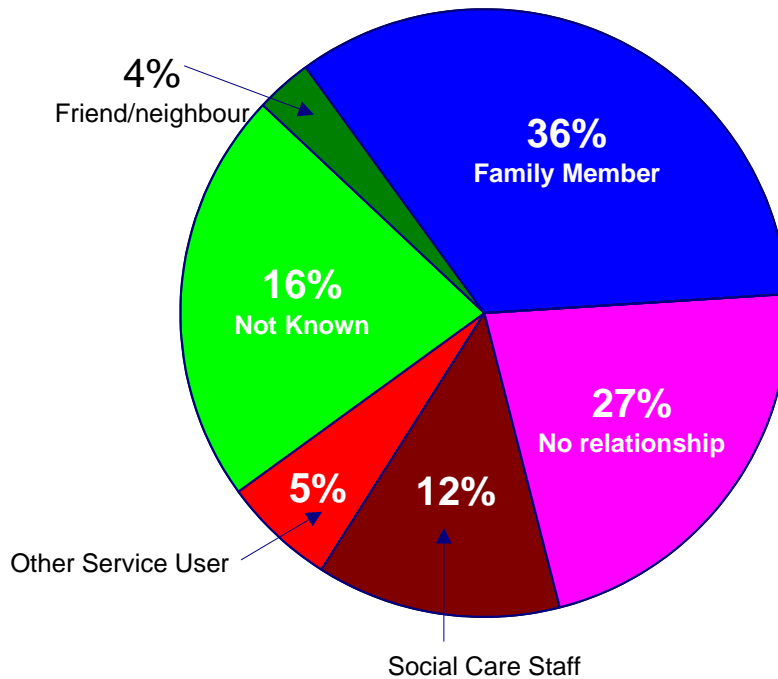
	Emotional	Financial	Neglect	Physical	Sexual	Verbal	TOTAL
Care Home Nursing & Respite	0	2	7	15	0	0	24
Care Home Resi & Respite	5	9	14	23	7	3	61
Day Care	1	0	0	5	3	0	9
Home (Alleged Abuser)	1	5	3	3	1	1	14
Hospital	0	1	0	3	1	0	5
Housing with Care	0	0	0	1	0	0	1
Not Known/ Recorded	1	1	1	2	1	0	6
Other	2	1	2	5	2	4	16
Public Place	0	0	1	0	0	0	1
Home (Service User)	4	32	7	28	2	6	79

216

8.12 The figures for abuse taking place in the alleged perpetrator's home or the service user's home reflect the need to ensure that the Carers Strategy highlights the awareness of abuse and that carers assessments are undertaken to support people in their caring role.

8.13 The significant figure in Residential Care Homes suggest the need to look at institutional abuse in a holistic way and ensure work with the Safeguarding Team and Commissioning is strengthened in 2009.

8.14 Adult Abuse Incidents by Alleged Perpetrator Relationship to Victim
01.01.08 up to but not including 01.01.09



8.15 The number of family members being the alleged perpetrator raises issues for support to carers in their caring role and the need for carers assessments. It may also reinforce the need for the provision of low-key preventative support to monitor and promote the safety of service users where family members are involved, but not in a caring role.

8.16 Not known and No relationship figures reinforce the need to promote that Safeguarding is everyone's responsibility and that people should be assisted to be safe in every aspect of their life.

9. Report from the Sub Groups 2008

- 9.1 **THE SUPPORT AND LEARNING SUB GROUP** meets quarterly to coincide with the DSVAB. The sub group produces a regular update on the training which has taken place to the Board and works to include a wider audience within the training to ensure those working with vulnerable adults become reflective about safeguarding and more effective in their role.
- 9.2 There are currently a team of ten trainers who deliver the awareness training. Six work within the local authority (three employed as trainers) two work for the PCT (one employed as a trainer) one from the independent sector and one a retired domiciliary care manager from the local authority. The team is well supported by an administrator but will be further strengthened in 2009 with the planned appointment of a Safeguarding Trainer from the PCT and a Staff Development Officer for Adult Safeguarding within the local authority.
- 9.3 Five of the team also deliver the Practice Issues Course.
- 9.4 The trainers meet six monthly to consider issues which impact on both the content and the delivery of the course.
- 9.5 The following pages identify the training offered with the intended outcome.
- 9.6 The graphs demonstrate the number of staff trained since 2006 and the current trend.
- 9.7 The training group is currently reviewing the training strategy and extending its remit to other groups of staff within Dudley in line with the National Standards. Recommendation will go to the Board in 2009 for its approval.
- 9.8 Please find below some comments from people who have received training:
- Voluntary sector – “An enjoyable day – plenty to think about and also to be aware of, not just with regard to my professional life”.
- PCT staff – “Enjoyed the course being multi-disciplinary, has given insight into other areas”.
- Voluntary sector – “A very good course. I would advise anyone in a position of trust within their role to participate in it”.
- DACHs Staff – “I have really enjoyed this course. Very interactive and lively. Refresher for me and updates were also useful”.
- PCT staff – “This has made me reflect on the care and support I deliver. Good update on ISA/POVA”.
- PCT staff – “This was an excellent course – brilliantly presented. It made a serious subject a very enjoyable day. I feel I have gained a lot of knowledge

and will reinforce my (hopefully) good practice and raise my awareness”.

Independent Provider – “The course was really enjoyable, not what I expected. It was interesting and it was useful sitting with people who worked in different areas/professionals”.

Voluntary sector – “My organisation supports people in their own home to promote independence, therefore, awareness of abuse is crucial to me, my staff and monitoring others involved with clients – eg relatives, other agencies”,

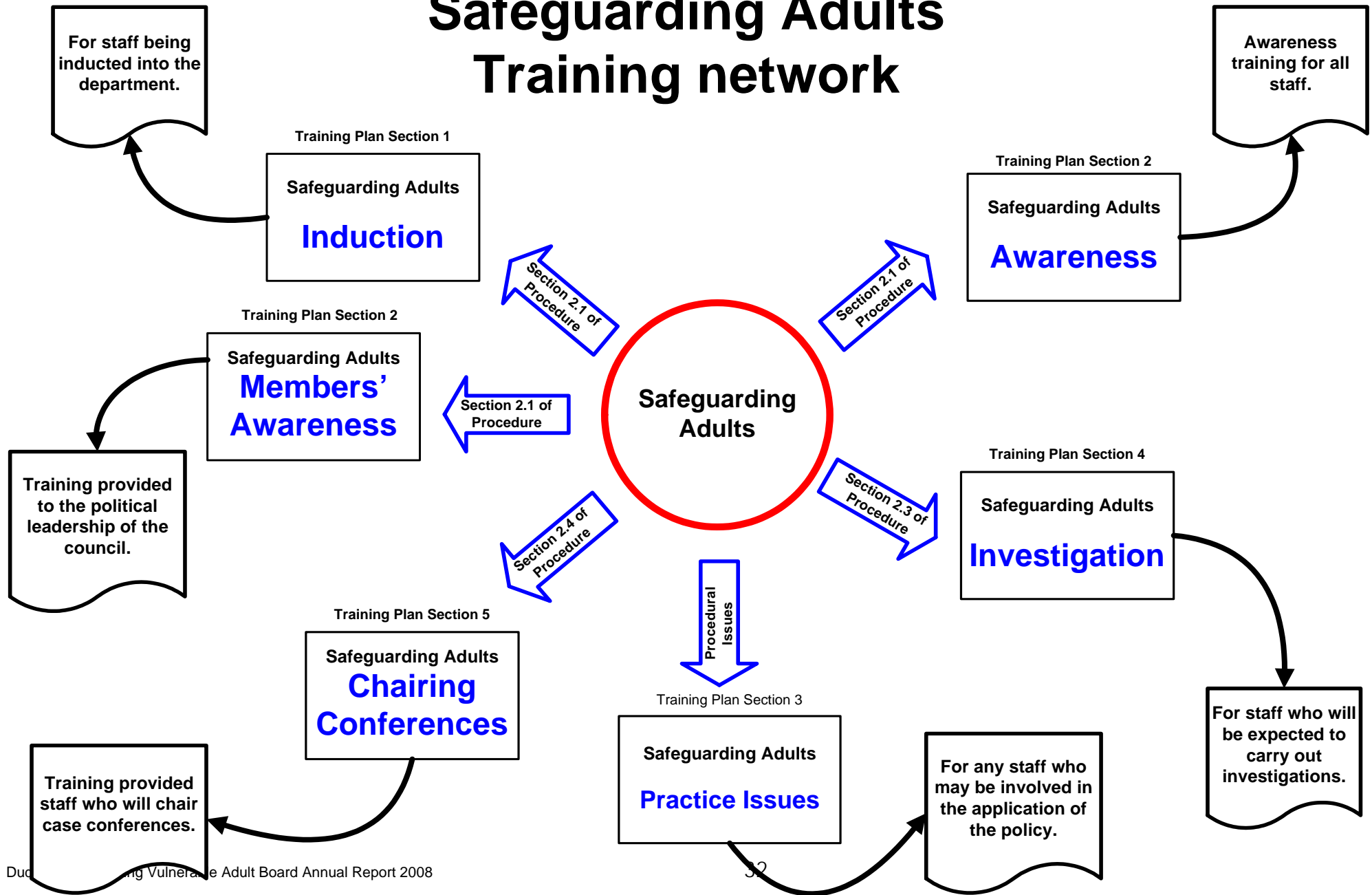
9.9 SAFEGUARDING ADULTS – TRAINING COURSES

Aim:

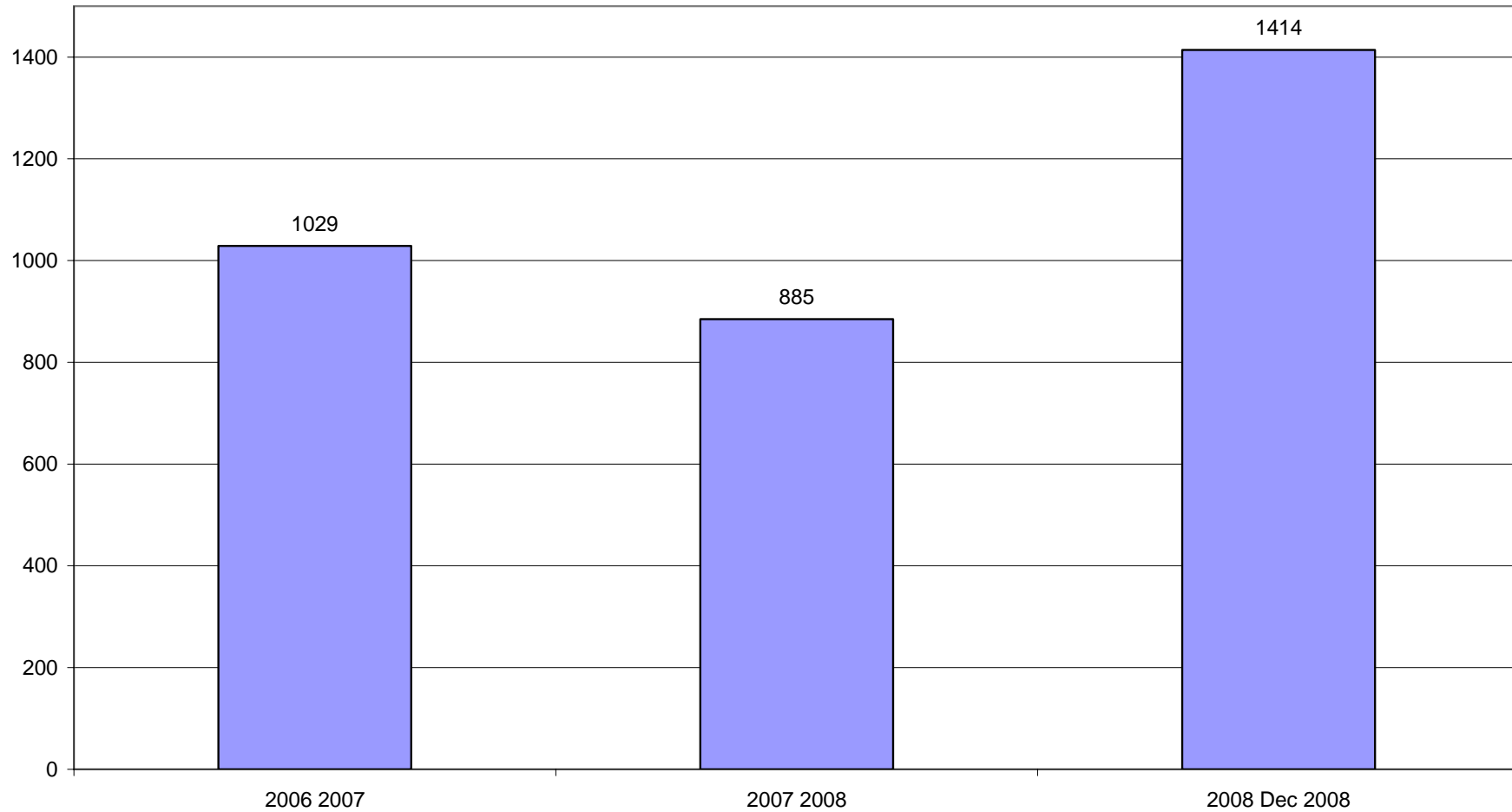
To provide skills to staff working with vulnerable adults that will contribute to the Safeguarding Vulnerable Adults Framework, ensuring that the safety and wellbeing of these adults is maintained. (Sections relate to the training network on the previous page).

SECTION	COURSE	INTENDED OUTCOME	DELIVERY METHOD	HOW EVALUATED
1	Induction	That staff all being inducted into the department are introduced to the concept of abuse and that they are aware of the existence of the policy.	Part of the Departmental induction procedure.	Evaluation forms from induction. Discussion with their manager when 'signing off'.
2	Safeguarding Adults Abuse Awareness	That ALL staff working with vulnerable adults are: <ul style="list-style-type: none"> • aware of the concept of abuse • are able to recognise abuse • are confident to report abuse when they see it. 	Awareness course delivered by trained practitioners in one-day session using the toolkit developed for the training.	Evaluation forms from training. Feedback from their manager after returning to work base.
3	Safeguarding Adults Protection Practice Issues	Staff are able to increase their knowledge of the policy and procedures relating to Safeguard & Protect.	Training Courses.	Evaluation forms from training. Feedback from staff.
4	Safeguarding Adults - Investigations	Staff are able to carry out investigations within the framework of adult abuse.	Training courses.	Evaluation forms from training. Feedback from staff.
5	Safeguarding Adults – Managing complex investigations and chairing case conferences	That staff who are expected to chair case conferences are provided with the skills to enable them to do this with confidence and to guide the members in reaching decisions that will provide a safe and appropriate outcome for the individual(s) at risk.	Training courses.	Evaluation forms from training. Feedback from staff.

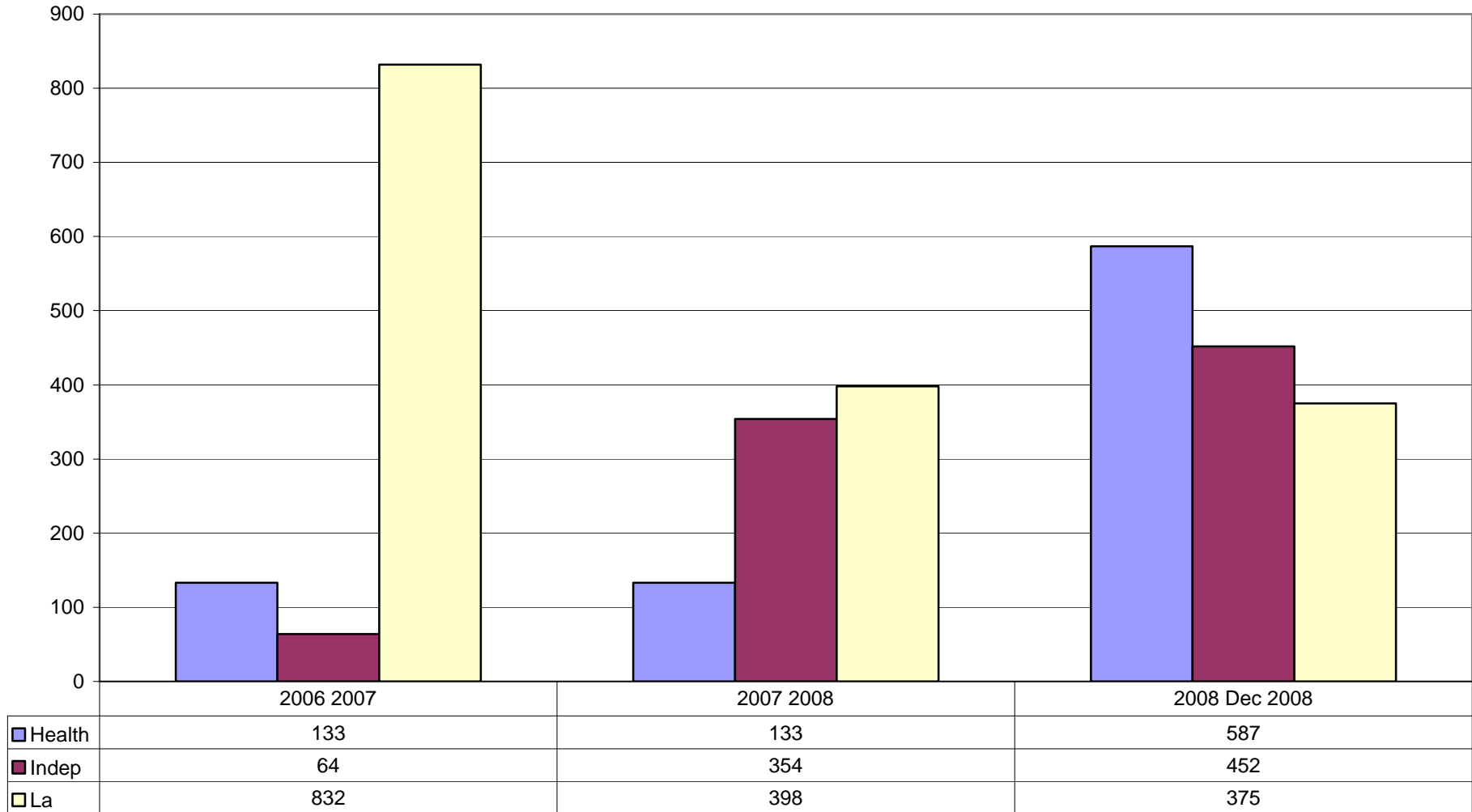
Safeguarding Adults Training network



Abuse Awareness Training



Distribution of Training for Awareness



Adult Protection – Practice Issues Target Group for 07/08 is Local Authority and Independent Sector

Numbers Trained

	Health	Independent	Local Authority	Totals
06 - 07	0	0	0	0
07 - 08	0	21	129	150
April – Dec 08	10	89	99	198
Total to Dec 08	10	110	228	348

Adult Protection – Investigations

Numbers Trained

	Health	Independent	Local Authority	Totals
06 - 07	0	n/a	18	18
07 - 08	0	n/a	32	32
April – Dec 08	3	n/a	49	52
Total to Dec 08	3	n/a	99	102

Adult Protection – Managing Investigations

Numbers Trained

	Health	Independent	Local Authority	Totals
06 - 07	2	n/a	5	7
07 - 08	0	n/a	11	11
April – Dec 08	0	n/a	0	0
Total to Dec08	2	n/a	16	18

POLICY AND IMPLEMENTATION SUB GROUP

- 9.10 The Policy and Implementation group meet in between the quarterly Safeguarding Board Meetings to action directives from the Safeguarding Board and to make recommendations about policy and procedure implementation to the Safeguarding Board.
- 9.11 The Policy and Implementation group share national and local policy directives and good practice.
- 9.12 The sub-group changed its name from the Policy and Promotions sub-group to more accurately reflect the focus of the sub-group.
- 9.13 The sub-group bring together agencies to identify any difficulties in implementing Safeguard and Protect policies and procedures. Work has been carried out in relation to making Social Care referral forms less complex and focusing on improving mental health referrals into the Adult Protection process. Work has been undertaken to check on compliance with Adult Protection procedures.
- 9.14 The sub-group contributed to the consultation exercise on the West Midlands Police Safeguarding Procedure. The sub-group has brought together the updates for a review of the Safeguard and Protect procedure, which is available on the intranet and the Internet.
- 9.15 The group has contributed to the updated publication of the Abuse of Adults public information leaflet and a bookmark to raise the profile of adult abuse.
- 9.16 Members of the sub-group also contributed to the planning of the Safeguarding conference in June 2008.
- 9.17 Membership of the group has been reviewed and now includes a representative from the Mental Health Trust.
- 9.18 The Group has contributed to how Adult Protection training is delivered and how best to target groups to raise awareness.
- 9.19 Safer recruitment, vetting and barring scheme has been raised by the group who are aware of the role that Human Resources have in its implementation.

10. Other Council Initiatives

Transforming Social Care

- 10.1 One of the issues discussed by the Board in November 2008 concerned the Personalisation Agenda and the Safeguarding issues pertinent to the use of personal budgets.
- 10.2 The transforming social care team was established in September 2008 to look at the practices and procedures required to develop effective self-directed support for Dudley residents. Part of the remit of the team will be to look at risk enablement with all the stakeholders to ensure people are prepared for the changes taking place. Where safeguarding issues have been identified, the case will be referred to a multi-disciplinary risk panel. The Head of Service will be invited to the Board in 2009 to discuss safeguarding issues pertinent to this development.

Vetting and Barring Scheme

- 10.3 In anticipation of the introduction of the new Vetting & Barring Scheme, DACHS Personnel has commenced a review of the existing CRB Arrangements through its Assistant Directors. This will assist in terms of identifying future potential workload and estimating financial implications. It will also identify those roles where an ISA Registration may be required in the future, confirm that existing levels of CRB checks remain appropriate and indicate which posts involve regulated or controlled activities. Descriptions of the different levels of CRB checks and definitions regarding regulated or controlled activities have been supplied to assist them in this exercise. The three yearly renewal process for existing CRB affected posts continues.
- 10.4 DACHS Personnel are represented at several Groups involved with Safeguarding of vulnerable Groups:-
- 10.5 Corporate CRB Users Group will be meeting in March 2009 to review the current CRB procedure and necessary changes following the introduction of ISA registration in October 2009. Consideration will also be given to the financial implications for Dudley Council and information will be provided for inclusion in a Corporate Board report.
- 10.6 Safer Recruitment (a joint sub group of the Dudley Children's and Adults' Safeguarding Boards) meet quarterly to discuss the national agenda and the implications for Dudley Council as a whole, not just Children's Services. The Corporate Recruitment Procedure including the Application Form and any associated Risk Assessment Documents are being reviewed and amended to ensure they are robust and reflect safeguarding throughout.
- 10.7 Personnel staff have also attended workshops for Voluntary Organisations including representatives from Summit House, Cancer Support and the Yemeni Association and delivered presentations highlighting the changes and the implications of Vetting & Barring.

- 10.8 A consultation document regarding ISA Policy on Office Holders within Local Government and Local Authorities has been prepared and the Council has also been invited to take part in research as stakeholders to measure our understanding, concerns and issues about the new Scheme.
- 10.9 Presentations to each DMG within DACHS have taken place and four briefing sessions for Dudley Council Staff are planned for September/October 2009.
- 10.10 Information on current progress was presented to the Dudley Safeguarding Board in November 2008 and a written update presented to the Chair in January 2009. A further update is scheduled for the March 2009 Board meeting.

11. Reports from Partner Agencies

- 11.1 Partnership working is the bedrock of effective and robust safeguarding. A wide range of partner agencies are represented on the Board.
- 11.2 In addition, a large number of organisations are working to take the Safeguarding Adults agenda forward. Brief reports from a selection of partner agencies are set out below.

Dudley PCT

- 11.3 Dudley PCT is committed to working in partnership to promote and safeguard vulnerable people living in the borough with a particular focus on those accessing health services. During 2008/9 the PCT has strengthened its involvement in the Safeguarding Board. Sarah Dugan, Director of Strategy and Innovation (Executive Nurse) has taken on the Lead responsibility for safeguarding for the PCT at Board level and has joined the Safeguarding Board as vice-chair. Carol Richardson, General Manager of Learning Disability Services continues to play a significant role at the Board.
- 11.4 The PCT has focused this year on raising awareness of safeguarding policies and procedures. A formal multi agency training programme is in place to ensure all staff are aware of the needs of vulnerable people and are aware of what to do if they have any concerns. There are challenges around capacity and the PCT has secured some additional funding to recruit a trainer for a year to increase the training capacity. There are plans to craft an e-learning package in 2009, which will be multi-agency. The Safeguarding Vulnerable Adults Board Annual Report 2007 was received and discussed at the PCT Trust Board.
- 11.5 The trust has financially supported a joint post with Dudley MBC to lead on the Mental Capacity Act and DoLs to ensure there are robust systems in place to meet the responsibilities under the Act and monitoring uptake of the IMCA service within health is also taking place. The DoLs assessment framework takes account of the wider work in promoting "dignity in care". The dignity in care programme is crucial to the overall approach to Safeguarding and there are a significant number of "dignity champions" through health services.
- 11.6 There was a response as a health economy to the No Secrets consultation which was reported to the Board in 2008. The PCT is keen to ensure lessons are learnt from all relevant sources to improve Safeguarding systems and processes.
- 11.7 The PCT plans to do a formal review of the systems for Safeguarding Vulnerable adults in 2009/10 and capacity will be increased further in order to deliver this.

- 11.8 "We look forward to working closely with colleagues in partner organisations to continue to strengthen our work in this area over the coming year."

Sarah Dugan – Vice Chair of the Board

Dudley Group of Hospitals

- 11.9 Denise McMahon has recently taken the Trust Board lead for Safeguarding both children and adults, on behalf of Dudley Group of Hospitals. Denise will attend both Safeguarding Boards and reports to the Trust Board the information from those Boards. Denise is presently within DGOH scoping the possibility of replicating some of the safeguarding children's processes and applying them to adults.
- 11.10 There has been a nomination from the consultant workforce to act as a Doctor lead for the adult agenda. There is a named matron and a lead nurse, Judith Page, acting as Adult Protection Coordinator. Judith is also a member of the Board.

Training

- 11.11 Adult Protection Training is included in the Corporate Induction, Mandatory Refresher and available through Learning and Development at Dudley Group Of Hospitals. It is also included in the 'Back to Basics' training organised by the Older People's Unit. These two hour sessions are formatted in line with the Multi-agency training run by Dudley MBC. Training is also done in the form of a one hour awareness session which targets wards and departments. The Emergency Department, Emergency Assessment Unit and Older Peoples Unit have so far been concentrated on, as they are the area likely to see the most vulnerable adults. Some training has been done in the Surgical Unit and this continues.

Two hour session – 258 staff trained in total
One hour session – 202 staff trained in total

- 11.12 The issue of training of Interserve staff working within the Trust has been brought to the attention of Management and we are looking at how they can receive training.

Referrals

- 11.13 The Hospital Social Work team report they have seen a significant increase in the number of referrals they have received over the past twelve months relating to Safeguarding issues. The Trust has tightened its links with the hospital team but there is still work to be done there. Meetings have been set up with the Team Manager in the Hospital Social Work Department. These occur every six weeks. The idea of the meetings is to discuss cases referred to them, any lessons to be learned, good practice and to look at outcomes of individual cases.

11.14 Number of referrals made January 08 to end December 08:

23 made to Russells Hall Hospital Social Work Team (numbers confirmed by Social Work Department).

1 to Sandwell

1 to Smethwick

1 to South Staffs

Denise McMahon and Judy Page – Dudley Group of Hospital representatives on the Board.

Mental Health Services

11.15 Dudley Adult Safeguarding Forum in Mental Health has met regularly during 2008 and is chaired by the Head of Social Care, who is a member of the Safeguarding Board. Membership includes the community operational lead, team managers in rotation, the admin manager, information manager, senior clinical lead from Bushey Fields Hospital and others by invitation.

11.16 Main areas of work have been:

- > Learning from the investigations which social workers have undertaken and informing managers and frontline staff of this.
- > Ensuring that IT and other systems are accurately recording referrals, conferences and strategy meetings
- > Raising awareness of adult safeguarding within the service from Board level to the frontline.
- > Ensuring that incidents which are reported under the Trust's "Serious Untoward Incident Procedures" are scrutinised to see whether they include Adult Safeguarding issues.

11.17 Since October 2008 mental health services in Dudley and Walsall have merged into the Dudley and Walsall Mental Health Partnership NHS Trust. In the new Trust the areas of Child and of Adult Safeguarding will be combined into a Mental Health Safeguarding Forum, which will report to the Clinical Governance Committee of the Trust. By doing this it is hoped that the knowledge and experience from enquiries into significant failure to protect children or adults can be shared across the whole workforce.

Julia Stanfield – Mental Health Representative on the Board

Housing Services

11.18 Within the housing department an embryonic network to cascade information/raise awareness has been set up in 2008 so that there are safeguarding representatives within each of the housing divisions to provide better support to front line housing workers and contractors who may observe signs of abuse.

- 11.19 Joanne Forbes is the Safeguarding Board representative for Housing and within housing has responsibility for Strategy and Private Sector Housing. This section covers Private Sector Housing, Asylum Seekers/Refugees, Race Equality and Communications and Strategic Housing – links to Supporting People – housing related support to approximately 3,000 vulnerable people.
- 11.20 Jamie Gutteridge is the safeguarding contact for Housing Management. This section covers Housing Managers, Tenancy Sustainment Team, Homeless and Housing Options Team and the Tenant Participation Team.
- 11.21 Julian Kear is the safeguarding network contact for Building Services. This section covers the Repair Management Contact Centre, Repairs Operatives, Inspectors and oversees the work of a range of external repairs contractors.
- 11.22 The network members have attended the basic Safeguarding Awareness training in 2008.
- 11.23 Supporting People Review Officers ensure that supporting people funded providers have attended the relevant safeguarding training and know the process for reporting concerns.
- 11.24 There are an extensive number of people working with Dudley residents within the Housing Division and much potential for safeguarding awareness within their role.
- 11.25 The network members have met to identify the training/support that will be required in raising awareness about safeguarding with housing staff. This is an important step towards meeting the Government intention of promoting wider involvement of housing providers in safeguarding arrangements as indicated in the 2008 consultation paper reviewing No Secrets.

Joanne Forbes – Housing Representative on the Board

West Midlands Police

Public Protection Units (PPUs) - Making People Safer, Sooner

- 11.26 West Midlands Police have fundamentally changed the way we protect vulnerable people by developing Public Protection Units in Boroughs across the force area. PPU provide the foundation of knowledge and skills to protect and support vulnerable people across a range of different disciplines including Child, Adult and Domestic Abuse, Sexual Offender Management together with the co ordination of Hate Crime and Missing Persons.
- 11.27 PPU provide a tremendous opportunity to develop an understanding and response to issues of risk within each discipline and to share that knowledge across the Force and with partners. We have created Units that are better able to respond to the needs of vulnerable people in a more timely and effective manner. The main aims are:

To safeguard the most vulnerable people by

- > Improving information sharing between staff and with partner Agencies.
- > Identifying and reducing risk
- > Improving investigative standards

11.28 Based at Brierley Hill Police Station the PPU for Dudley Borough was established during the Summer of 2007. It has since then continued to develop its capacity and capability to safeguard vulnerable people and future developments will be focussed on further strengthening these arrangements. Currently the Unit has two Vulnerable Persons Officers (VPO) dedicated to dealing with incidents of Adult Abuse and a third VPO will be joining the Unit during March 2009. The VPOs regularly contribute to Strategy discussions and attend safeguard meetings. The working relationship with Social Care staff has developed significantly in 2008 and their advice and support is often sought regarding safeguarding issues

11.29 In addition, the force has recently reviewed its arrangements for investigating Adult Abuse incidents and is considering whether additional investigative capacity should be provided to PPUs. This would then provide the opportunity for the majority of Adult Abuse incidents to be managed entirely within the PPU by specialist officers.

DCI Andy Carter is the Police Representative on the Board.

Advocacy Services

11.30 Dudley Advocacy have developed links with their partner agencies over many years and have promoted the safeguarding agenda widely within the Borough.

11.31 In 2008 the IMCA Service was promoted with the Dudley Group of Hospitals, Mental Health and Hospital Social Work Teams at the Learning Disability Partnership Board and at local District Offices.

11.32 The staff within the service contributed to specific safeguarding issues in a variety of settings.

11.33 Case Examples:

1. An advocate assisted a group of service users who had learning disabilities to contribute to a safeguarding enquiry by ensuring the questions they were asked were presented in an accessible format.

2. An advocate requested that those investigating an Adult Protection matter use a communication aid to assist someone to communicate their wishes in relation to an Adult Protection outcome.

3. The IMCA recently supported someone to disclose inappropriate sexual behaviour from someone they lived with. This resulted in the perpetrator moving home.

4. An advocate supported an elderly person to move to residential care where family support had resulted in their neglect.

5. An advocate supported an elderly person to stop experiencing financial abuse by securing alternative arrangements for his finances.

The Chief Officer for Dudley Advocacy – Lynda Nock sits on the Board.

12. Key Targets for 2009

THE REMIT OF THE BOARD

ITEM	TASK	LEAD
1	All Board members to fulfil their duty at a strategic level and work in partnership to fulfil their responsibilities within the agency they represent.	All Board Members
2	Reporting arrangements as established to be carried out. Partner agencies to present reports to their Executive Body.	All Board Members
3	Work of the Board will be published on the Council Intranet site,	Policy and Implementation Sub-Group
4	Link with Childrens Safeguarding Board.	Richard Carter Anne Harris Jackie Jennings
5	To remain abreast of national developments and to be the source of advice, support and guidance to Partners.	The Adult Protection Manager Shiels Board members to support for their own organisation
6	To strengthen Sub-Groups to support the Board in achieving established work plans which are to be agreed and evaluated.	Anne Harris Brian Nesbitt
7	To link Safeguarding targets with other targets within the Council and Partner Agencies.	All Board Members

PARTNER RESPONSIBILITIES

12.1 All Partner Agencies are signed up to the Safeguard and Protect Policy and Procedures and understand their roles and responsibilities.

ITEM	TASK	LEAD
1	Partners to continue to contribute in 2009 to the Sub-Groups of the Board.	All Board Members
2	Partner Agencies will contribute to the Annual Report in 2009 as required in the Terms of Reference for the Board.	All Board Members
3	Partner Agencies will audit their policies in line with the Safeguard and Protect Policy and Procedures.	All Board Members
4	Extend involvement with Voluntary Agencies through Board membership, training strategy and raising awareness.	Brian Nesbitt
5	Involvement of people who use services in shaping and evaluating Safeguarding Services – links to Learning Disability and Older People's Board.	Anne Harris

POLICY AND PROCEDURES

12.2 Improvement to the implementation of the Safeguard and Protect Policy and Procedures

ITEM	TASK	LEAD
1	To update the Procedures when the outcome of the consultation document of No Secrets is published and the implementation of the Deprivation of Liberty procedures.	Anne Harris
2	Procedures are updated to incorporate lessons learned.	Policy and Implementation Sub-Group
3	Risk assessment and protection plans to be established for people who have experienced abuse which are reviewed as required.	Quality and Performance Sub-Group
4	Whistle Blowing Policies reinforced through commissioning arrangements.	Policy and Implementation Sub-Group
5	Human Resources systems of Council and Partners to incorporate the requirements of the Safeguarding Vulnerable Groups Act.	All Board Members
6	To strengthen liaison in DACHS between the Safeguarding Team, Complaints Team and Commissioning to develop a robust "Root Cause" analysis where several reports are received about the same establishment.	Quality and Performance Sub-Group
7	Best Practice recruitment systems confirmed in Partner Agencies.	All Board Members
8	To strengthen role within Commissioning to use standards which will be designed to be used in contracts and service specification to demonstrate we are commissioning safe services.	Anne Harris
9	An outcome framework for Safeguarding is developed to demonstrate Safeguarding improves the quality of life for those who are protected.	Anne Harris

PROMOTION OF THE SAFEGUARDING AGENDA

ITEM	TASK	LEAD
1	To promote information about the Safeguarding Board for DACHS staff and Partner Agencies.	Policy and Performance Sub-Group
2	A formal Communication Strategy to ensure information is accessible.	Anne Harris
3	To use a variety of media to disseminate information so that people are aware of how they can protect themselves and seek help.	Policy and Implementation Sub-Group
4	To promote customer inclusion and awareness.	Anne Harris
5	Proactive media campaign to give the message to people in Dudley that Vulnerable Adults are able to live lives they choose with dignity and respect, free from fear of abuse.	Policy and Implementation Sub-Group
6	Partner Agencies to develop public awareness of Safeguarding issues pertinent to their specific area of work.	All Board Members

TRAINING

12.3 Extend basic awareness training to reflect national developments and policy changes.

ITEM	TASK	LEAD
1	Awareness training extended to non-social care groups of staff in DACHS and other Partner Agencies.	Brian Nesbitt and Support and Learning Sub-Group
2	Database of training updated and analysed for trends.	Brian Nesbitt
3	Development of the Training Strategy to include people who use services and carers.	Brian Nesbitt
4	Training consolidated for those undertaking specific roles within the procedures such as the investigation, reporting, chairing meetings	Brian Nesbitt
5	Promotion of risk management, prevention and protection planning through training.	Support and Learning Sub-Group
6	To link with other training strategies to ensure Safeguarding is part of post qualifying and other accredited qualifying framework.	Support and Learning Sub-Group

QUALITY AND PERFORMANCE

12.4 Performance management arrangements are in place and include evidence of improved outcomes for people's lives as a result of the Safeguarding process.

ITEM	TASK	LEAD
1	Improved statistical information provided in the Annual Report of 2008 to be further modified in 2009 to reflect outcomes.	Anne Harris and Performance Management Sub-Group
2	December 2008 audit recommendations implemented in 2009 when known.	Anne Harris
3	Further audits carried out in 2009 to look at assessments, protection plans, and to ensure the investigation process is appropriately followed.	Performance Management Sub-Group
4	To monitor the Serious Case Review Protocol and implement changes to the Protocol in the light of practice.	Anne Harris
5	Information from service users and carers is obtained to contribute to the monitoring and development of Safeguarding work.	Anne Harris
6	Monitor Adult Safeguarding statistics for trends that may influence changes to practice and policy	Performance Management Sub-Group
7	Strengthen feedback from users and carers including complaints and learning from practice.	Anne Harris

Progress in these key themes will be reported quarterly to the Board.