**Southwark Safeguarding Adults Partnership Board**

# Annual Report 2011-12

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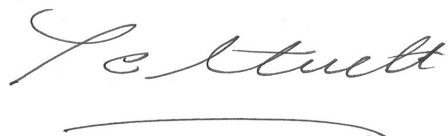# Foreword by the Chair of the Southwark Safeguarding Adults Partnership Board

In 2011 – 2012 the pace of change in the public sector has accelerated with major restructuring underway in the NHS and further financial constraint throughout the sector. With regard to safeguarding adults in particular the forthcoming Care and Support Act is likely to place a statutory requirement on local authorities to respond to allegations of abuse of adults at risk and to place the Safeguarding Adults Board on a similar statutory footing to the Safeguarding Children's Board. During such periods of change it is the responsibility of the Adult Safeguarding Board to provide leadership and direction.

The following report details the increasing safeguarding demand in Southwark and the work being undertaken in response. We have included some anonymised case examples to illustrate and explain the safeguarding process but most importantly the impact on individuals. The report also details how the council, the NHS and other partners are responding both individually and collectively.

As you will see in the following pages the number of allegations of abuse made by adults at risk continues to rise year on year and this places considerable demand on the workforce. A major task of the Board in 2012 – 2013 will be to develop thresholds to define what constitutes a safeguarding alert as opposed to issues of management and quality.

I hope you find this report both informative and encouraging.

Yours sincerely,

**Terry Hutt**
Chair of Southwark Safeguarding Adults Partnership Board

## *Safeguarding Adults: The National and Local Context*

The local authority and wider partnership responsibilities in relation to safeguarding adults at risk from abuse has been the subject of review by central government for several years, initially as part of the review of 'No Secrets' the current DH guidance to local authorities and its partners on safeguarding responsibilities and practice and latterly, as part of the Law Commission's review of adult social care law. The review's recommendations were published in May 2011 and with regard to safeguarding adults recommended that statutory agencies should have a duty to appoint representatives to safeguarding adults partnership boards and a duty to co-operate in safeguarding investigations and activities. They also proposed a legal duty for local authorities to investigate suspected instances of adult abuse when a vulnerable adult is at risk of harm. The review stopped short of recommending powers of entry for social workers to homes where it is suspected vulnerable adults are being abused. More generally, the review recommended that there should be a national framework for eligibility for services that should stipulate national minimum entitlements to services.

Although unspecific in detailed proposals the draft Care and Support Bill (England) announced in the Queen's speech to parliament in May 2012 did state that social care law will be modernised to 'support the vision of reforms to be set out in a forthcoming white paper on care and support'. It is widely assumed that in relation to safeguarding adults the Law Commission recommendations will be accepted and enacted. In relation to entitlement and service delivery the announcement of the draft bill contained slightly more concrete proposals in that it was stated that the Bill will set out what support people can expect from the state, and local authorities will be required to fit their services around service users' needs rather than expecting service users to fit in with what is locally available. The aim being to put 'people in control of their care and give them greater choice, building on progress with personal budgets'.

Whilst there are no full details yet of proposed legislation any requirement for partnership working to be placed on a statutory footing would be welcomed by the Southwark Safeguarding Adults Partnership Board. However, in practice , this will make only procedural differences to the Board's activities as there is already a firm commitment from statutory partners to the work of the Board and a great deal of joint working and responses to the abuse of adults at risk already takes place.

In the past year the Safeguarding Adults Partnership Board has been monitoring whether there is any evidence to support the often expressed fears that the expansion of personal budgets places people at greater risk of financial abuse as this is a particular problem in Southwark. At present there is no clear data to support this fear. In 2011-2012 there were only 37 allegations of abuse made by or on behalf of people holding personal budgets from a total of 2600 personal budget holders and of these only 2 involved people holding and managing their own budget the remainder were allegations involving personal budgets being managed by the council (17) or third parties (18). The Safeguarding Adults Partnership Board will continue to

monitor safeguarding allegations in relation to personal budget holders to ensure that provision of this mode of service delivery is not creating greater risk for service users.

However, encouraging greater independence leads to greater community presence for adults at risk and whilst this is generally an overwhelmingly positive experience for most people, some people become victims of discriminatory, financial and other forms of abuse as a result of being more visible in the community. The Southwark Partnership Board for People with Learning Disabilities is particularly concerned that much abuse against people with learning disabilities goes unreported due to lack of information and knowledge on the part of people with learning disabilities about how to report abuse and also a lack of confidence in this group that anything can be done. Having said that between 2010-11 and 2011-12 there has been a 47% rise in reported allegations of abuse against people with learning disabilities from 74 to105 alerts and many of these were self-reported which is a positive step forward.

However, Southwark is committed to tackling all forms of hate crime and the Safer Southwark Partnership (SSP) published the four year hate crime strategy for the borough in 2011. The strategy is available on the Southwark Council website: http://www.southwark.gov.uk/hatecrime.

The delivery of the hate crime strategy and its supporting delivery and communications plans are overseen by the multi-agency Southwark Hate Crime Network (SHCN). The network is co-ordinated and administered by a Community Safety Officer who supports and maintains an oversight of the hate crime work across the borough. The officer works closely with the co-chairs of the network to ensure the delivery plan remains up to date, that members of the SHCN are accountable for delivering the agreed actions and current priorities around tackling hate crime.

To increase reporting of disability hate crime, the council in partnership with the SHCN developed the first 'easy read' hate crime document. The document aims to explain the nature of what hate crime is in an easy to understand format and provide details of what to do if you are a victim or indeed witness of hate crime. The easy read document has been distributed and publicised at various community safety events and is available for download on the Southwark Council website: http://www.southwark.gov.uk/hatecrime

The Community Safety Partnership Service (CSPS) is currently liaising with the Fast Forward project in Peckham, a borough-wide project for young adults (11-25) with learning difficulties and disabilities. Through this work, CSPS aims to scope how young people are being affected by hate crime in Southwark, distribute appropriate information and materials to encourage reporting and deliver awareness training sessions where appropriate.

In common with the majority of local authorities Southwark is required by the Coalition Government to achieve major spending reductions over a three year

period from 2011 to 2013. Southwark's spending reduction target is £84.3 million of which £25 million is required to be found from Adult Social Care. This target is mainly being achieved through service redesign and transformation a model of which is the Southwark Circle project. However, Southwark has also made a pledge in its Charter of Rights for People Who Need Social Care Support that they will be safeguarded from abuse. To this end an expansion of the Safeguarding Adults Team has been agreed which will represent a substantial increase in expenditure on safeguarding adults services in the borough.

## *Key Achievements 2011-12*

Key achievements in the past year include:

> ➢ The development of a comprehensive business plan 2012 -2014 which is based on ADASS standards for excellence in safeguarding adults and highlights priority work areas for the next two years (See Appendix One).

> ➢ The development of a training competences framework for the Southwark Safeguarding Adults Partnership and a training policy endorsed by all partners (See Appendix Two) In the coming year the plan is to develop a comprehensive training strategy for the Partnership.

> ➢ The development of a practice audit strategy which the results of which show greater partnership between agencies in the investigation of safeguarding adults issues and increased emphasis on seeking service users views about how the process has worked for them and whether they feel safer. In the coming year the Partnership will run a minimum of one service user survey to gain an in-depth understanding of what does and does not work in the safeguarding process for them. In addition we propose to develop a standard practice audit form for use across all partnership agencies.

> ➢ Increased emphasis has been placed on working with the voluntary sector to ensure there is greater awareness of the importance of safeguarding adults at risk. During 2011-12, Community Action Southwark (the umbrella group for the voluntary and community sector) as a member of the Safeguarding Adults Partnership Board has actively worked with Southwark Council to ensure member organisations understand their organisational and individual member responsibilities to safeguard vulnerable adults.

> ➢ For the past several years dignity in care has been a theme used to draw attention to, and improve care for vulnerable adults in health settings. Both Guys and St Thomas's NHS Foundation Trust (GSTT) and King's College Hospital NHS Foundation Trust (KCH) have

launched projects in the last year to ensure the rights and dignity of vulnerable patients are safeguarded.

GSTT has launched its "Forget-me-not" initiative to ensure that the needs of elderly people in hospital who also suffer from dementia and may not be able to communicate straightforwardly, or at all, are not overlooked. This is achieved by the simple, but effective method of giving such patients a blue forget-me-not coloured wrist band and notes folder. The scheme has proven so effective in ensuring such patients receive appropriate care and treatment and is so popular with patients and their relatives that GSTT are now considering introducing it into their community based services.

KCH has employed a specialist learning disabilities nurse in its safeguarding adults team who monitors the patient journey from admission to discharge for people with learning disabilities and advises medical and nursing staff on caring for such patients. The case study below illustrates the benefits of this scheme in ensuring patient's with high levels of dependency receive appropriate care.

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Case study of a 33 year old woman with severe learning disabilities, cerebral palsy and dependency for all activities of daily living. This is as an example of how the LD co-ordinator role facilitated medical and nursing teams to give the best care to this patient.

This patient came to King's as emergency admission as mother was very concerned about her daughter experiencing severe abdominal pain. The patient had been in hospital approximately 8 months before with same problem. No cause was found for her pain on that occasion.

During this admission, routine tests were done to rule out most common causes of pain but all were negative. A plan to discharge was suggested to her mother who was very concerned at the lack of diagnosis. A member of Southwark team for Adults with LD, who was working with patient, passed on mother's concerns to the LD co-ordinator at King's.

Her mother was supported to discuss her concerns in a ward round and more diagnostic tests were agreed. These led to a diagnosis of chronic pancreatitis, a very painful condition. The treatment plan continued with further tests and input form the pain team to tailor her pain relief to her condition.

During the admission, her mother also asked for assistance to improve the nursing management of her daughter's pain and distress when she was unable to be at the hospital. The nursing team was supported by the LD co-ordinator to care plan using mother's expert knowledge. This included improving understanding of the patient's non-verbal communication and when reassurance could be used in place of strong pain killers. This allowed both the patient and her mother to feel more relaxed when they were not together.

The treatment plan was finalised with input from the Southwark team for Adults with LD to ensure appropriate follow-up. Additionally, as the patient would need some convalescence at home, the Social Work team for Adults with LD were involved to

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agree a phased return to her day service with extra home support in the meantime.

- ➢ Partnership working between Health and Adult Social Care Commissioning has been strengthened with the formation of the Senior Managers Quality and Safeguarding Meeting (SMQSM) as a sub group of the Safeguarding Adults Partnership Board. The meeting is held on a monthly basis and has membership of senior managers and commissioners from Southwark Business Support Unit, and Southwark Adult Social Care. The meeting provides the strategic leadership and overview of adult safeguarding across Southwark and provides updates and briefing to the Senior Management Teams in both Adult Social care and Southwark Business Support Unit on serious incidents and themes in adult safeguarding. Through the work of this group we have been able to activity engage with key local providers of residential and nursing care with a consequent improvement in standards to enable us to move from a position where 3 out of 4 in-borough homes were under embargo to having lifted embargos on 3 of the 4 homes whilst improvement work is ongoing with the remaining home under embargo.

- ➢ In February 2012 over 100 delegates from all sectors of the health and social care community, including service users, attended the annual Safeguarding Adults Partnership Board Stakeholders' Conference. The theme on this occasion was Safeguarding and Personalisation with the aim of informing attendees about what is happening in Southwark around the personalisation of services and to generate discussion about how the SAPB and its member agencies is responding to the personalisation and dignity agendas

- ➢ Delegates heard from local professionals about initiatives in social care and health and feedback from delegates was extremely positive, many commenting that a "local" agenda was more engaging and meaningful to them.

## Allegations of Abuse against Adults at Risk 2011-12

In 2011-12 there were 500 alerts of abuse against adults at risk. This is an increase of 72 or a 17% on alerts received in 2010-11 when a total of 429 safeguarding alerts were received. This continues the trend of year on year increases since data was first collected in 2006-7.  Whilst the number of alerts against elderly people has risen to from 223 to 242 or approximately 9% the number of alerts involving people with learning disabilities has risen from 74 in 2010-11 to 109 in 2011-12 an increase of  35 or 47%. As stated earlier this may be because people with learning disabilities are becoming more aware of how to recognise and report abuse.

In year, 26 alerts did not proceed to a full investigation whilst 107 alerts were substantiated or partially substantiated, 147 alerts were not substantiated and it was not possible to reach a conclusion in 49 cases.

71% of alerts raised involved people from a white UK background, however, as 53% of alerts involved people aged 65 and over this reflects the demographic of older people in the borough. 50% of alerts concerned allegations of abuse in the person's own home whilst 23% of alerts concerned care homes.

(For a fuller breakdown of statistics please see Appendix Three)


## SAPB Priorities 2012 - 2013

➢ To more effectively combat the prevalence of financial abuse of adults at risk in Southwark the SAPB will create a Multi-Agency Financial Fraud Panel to advise operational teams on the investigation of financial abuse and develop proactive strategies for reducing the level of this type of abuse in the borough.

➢ The SAPB will continue to improve the quality of residential nursing care provision in the borough through the implementation of high quality standards framework monitored by commissioning services and individual service user reviews together with rigorous investigation of safeguarding allegations.

➢ To further improve safeguarding practice in the borough the SAPB will develop a Comprehensive Multi-Agency Safeguarding Adults Training Strategy including at levels 4-6 which may involve work with national agencies and other boroughs.

➢ To reassure the SAPB that safeguarding practice in the borough is meeting the needs of service users a service user survey will be

undertaken to determine customer satisfaction with the safeguarding process

➢ To reassure the SAPB that safeguarding practice is following policy and procedures the Practice, Audit, Quality and Performance sub-group will further develop the existing audit tool for use on a multi-agency basis.

➢ To ensure that the safeguarding system for protecting adults at risk from abuse does not become bogged down in the investigation of inappropriate cases the Safeguarding Adults Partnership Board will develop thresholds to clarify what constitutes a safeguarding alert.

➢ To actively encourage higher quality staff recruitment by provider agencies the SAPB will through the Joint Safeguarding HR Sub-Group and Southwark Commissioning will distribute to providers the revised Safer Recruitment and Training Audit Tool.

➢ To provide improved data quality and analysis the Southwark Safeguarding Adults Team will develop with the Southwark CareFirst Team a comprehensive electronic data collection and monitoring system.

➢ To meet the increased level of demand and complexity of safeguarding adults at risk and Deprivation of Liberty Safeguards work in Southwark, the Safeguarding Adults Team will be expanded and restructured.

Detailed priorities are outlined in the attached business plan (Appendix One)

## ADASS Standards for Adult Safeguarding

The Standards are grouped into four main themes, which are further divided into sub themes:
It is important to consider them in the context of ALL of the partners in safeguarding, not just Adult Social Care, or even the council.

| Themes | Outcomes for and the experiences of people who use services | Leadership, Strategy and Commissioning | Service Delivery, Effective Practice and Performance and Resource Management | Working together |
|---|---|---|---|---|
| Elements | 1. Outcomes<br><br>2. People's experiences of safeguarding<br><br>This theme looks at what difference to outcomes for people there has been in relation to Adult Safeguarding and the quality of experience of people who have used the services provided | 3. Leadership<br><br>4.Strategy and<br><br>5. Commissioning<br><br><br>This theme looks at the overall vision for Adult Safeguarding, the strategy that is used to achieve that vision and how this is led and commissioned | 6. Service Delivery and effective practice<br><br> 7. Performance and resource management<br><br><br>This theme looks service delivery, the effectiveness of practice and how the performance and resources of the service, including its people, are managed | 8. Local Safeguarding Board<br><br><br>This theme looks at the role and performance of the Local Safeguarding Board and how all partners work together to ensure high quality services and outcomes |

## Southwark Safeguarding Adults Partnership

This Operational Action Plan is owned by the Southwark Safeguarding Adults Partnership Board (SAPB)
It will be implemented by The London Borough of Southwark working with local NHS and other key partners

### Safeguarding Adults Operational Action Plan
### 2012-2014

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and OUTCOME MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Performance and Resource Management (ADASS Standard 7)** | | John Emery/ Organisational Development | A strategic approach to Learning and Development for safeguarding adults is established. | |
| a)  Tender for the new L&D Programme | January – June 2012 | Organisational Development/Partners | | **ONGOING** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Delivery and Effective Practice (ADASS Standard 6)** | | | | |
| d) Improve our awareness and options for response to the issue of financial abuse | Sept 2012 | Practice/ Comissioning | | **ONGOING** |

![Southwark Safeguarding Adults Partnership]

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Delivery and Effective Practice (ADASS Standard 6)** | | John Emery | The new Policy and Procedures are used consistently and confidently by all Adult Social Care and partner agency staff. | |
| a) Carry out joint training with NHS staff across all locations to raise awareness of joint approach to safeguarding | Sept 2012 | John Emery/Mala Karusu | | **ONGOING** |
| b) Ensure local procedures are kept up to date by reviewing | By 31st March 2013 | John Emery | | **ONGOING** |
| c) Improve understanding and awareness of mental capacity and DoLS across partners | By April 2013 | John Emery | | **ONGOING** |
| d) We will actively arrange voluntary and independent sector participation | Ongoing | Terry Hutt/ John Emery | | **ONGOING** |
| e)Ensure the SAPB and partners discharge responsibilities under Section 11 of the Children Act 2004 | Ongoing | Terry Hutt/ John Emery | | **ONGOING** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Delivery and Effective Practice/ Local Safeguarding Board (ADASS Standards 6 & 8)** | | | | |
| 1. Redesign the Safeguarding, DoLS and MCA service by:<br><br>• Analysing staffing needs and available budget<br><br>• Developing and seeking agreement for the new staffing structure<br><br>• Recruiting to posts<br><br>• Setting some performance targets for the three parts of the team | Completion of tasks i. to iv. by 30th June 2012<br><br><br><br>Ongoing | John Emery | For a): The team is redesigned, and posts are fully staffed. The team is working to and achieving set targets to demonstrate maximum budget and operational efficiency.<br><br>Each of the three parts of the team are meeting performance targets. | ONGOING |

**Southwark Safeguarding Adults Partnership**

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Delivery and Effective Practice/ Local Safeguarding Board (ADASS Standards 6 & 8)** | | John Emery | *The five sub-groups are helping the SAPB to implement its strategic priorities. Each one:* | |
| a) Re-launch two sub-groups:<br><br>1. Learning and Development<br><br>2. NHS Partners<br><br>b) Set up three new sub-groups:<br><br>1. Stakeholders (service users, carers, 3rd sector staff and others)<br><br>2. Practice Quality Assurance<br><br>3. Financial/Fraud Panel | By 31st July 2012 | | 1. is fully operational by the target dates<br><br>2. holds regular multi-agency meetings<br><br>3. develops and work to SMART improvement plans, congruent with the SA Board's strategic plans<br><br>4. has its progress checked by the Board at regular intervals | **ONGOING** |
| b) Improve our awareness and options for response to the issue of physical abuse | Sept 2012 | Practice/ Comissioning | | **ONGOING** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and OUTCOME MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Performance and Resource Management**<br>**(ADASS Standard 7)** | | John Emery | A strategic approach to Learning and Development for safeguarding adults is established. | |
| a) Draft a SAPB Safeguarding Adults Learning and Development Strategy with competencies to guide operational action | Sep-11 | working with the Learning and Development sub-group | The 2011/13 L&D<br><br>Programme is based on desired competencies and on national and regional policy.  Experienced trainers are commissioned for each course well in advance. | **ONGOING** |
| b)  Revise the L&D Programme for 2011/13 to reflect desired competencies. | January – March 2011 | All Partners | | **ONGOING** |
| c) Senior Practitioners' Development Group (with members from all teams) to meet monthly | Ongoing | | | **ONGOING** |

| Outcomes/ People's Experiences of Safeguarding (ADASS Standards 1 & 2) | | | The Safeguarding Adults quality measures in the Southwark Quality Assurance Framework are fully implemented to ensure systems and processes are leading to safer outcomes for adults at risk. | |
|---|---|---|---|---|
| **a) Learning from adults at risk**<br><br>Develop and conduct a user-experience survey to assist in:<br><br>• ensuring service users are put at the heart of our processes<br><br>• learning from their feedback<br><br>Also see Stakeholders' sub-group at Task 3. b) i. above | Matrch 2013 | | Case audits and user-experience surveys take place by the target date. Results from these are reported to the SAPB and any necessary improvement action is added to this plan. | **ONGOING** |
| **b) Routine assurance of case practice and recording**<br><br>Ensure local practice matches local procedure and that there is SA case practice discussion and quality monitoring within:<br>• every individual supervision session, with discussion and decisions noted on each case record;<br>• Monthly group supervision sessions, to be minuted on the template provided. | Ongoing | SA Team | | **ONGOING** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and OUTCOME MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Performance and Resource Management (ADASS Standard 7)** | | | The Safeguarding Adults quality measures in the Southwark Quality Assurance Framework are fully implemented to ensure systems and processes are leading to safer outcomes for adults at risk. | |
| c) Audit of case practice and recording The following three audit methods will examine the quality of practice and adherence to the SA Policy and Procedures: i) Senior Practitioners to audit two safeguarding cases monthly, and then forwarded to the Safeguarding Adults Team for scrutiny and data capture. ii) The Safeguarding Adults Team to audit two cases (practice and recording) per team quarterly iii) Deputy Director to audit two targeted cases every six month iv) Heads of service to audit 1 'non-target' audit per month from alternate team v) Commission and implement annual quality assurance audit. vi) All audits to be forwarded to the safeguarding team for scrutiny. vii) Safeguarding team to report findings to Practice Quality Assurance sub group and Safeguarding Adults Partnership Board | Every month Every quarter Ongoing Ongoing Ongoing Annual Ongoing Ongoing | Alex Laidler/Ray Boyce Senior Management Senior Management John Emery John Emery | | **ONGOING** |
| viii) Use audit findings to develop practice improvement plan | Ongoing | John Emery | | **ONGOING** |

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| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and OUTCOME MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Publicity and communications (ADASS Standard 3)** | | John Emery/ Comms Team/ James McConnell | Southwark's residents and professionals are kept informed about current safeguarding issues and how to prevent the abuse of vulnerable adults. | |
| a) update the SA Website ensuring it is easy for people to report abuse | 2012 ongoing | | Spot checks in person re distribution of publicity materials are held every six months. | **ONGOING** |
| b) Update communications materials to reflect the new Pan-London policy and procedures | 2012 ongoing | | | **ONGOING** |
| c) Ensure updated publicity material is distributed across Southwark | 2012 ongoing | | The Stakeholders Events are held and it can be demonstrated that any key points of feedback are changing service delivery. | **ONGOING** |
| d) Target publicity towards under represented community group - meet with Community Action Southwark | 2012 Ongoing | | | **ONGOING** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Enabling positive and safer risk-enablement** *when increasing service user choice and control* **(ADASS Standards 1, 2 & 5)** | | | Measures are in place to minimise the potential for greater risk of harm to vulnerable adults posed by increased user choice and control. | |
| a) Ensure safeguarding adults arrangements are integrated into the Personalisation and Customer Journey processes by:<br><br>Safeguarding Adults Team contributing to colleagues' work- stream meetings<br><br>Safeguarding Adults statements and advice being added to all Personalisation plans and publicity literature<br><br><br>Further integration through discussion and dissemination at:<br><br>SSMG<br>SPDG | Ongoing<br><br>Ongoing<br><br>Ongoing | | Case record audits show that staff know how to promote user choice, control and risk-enablement. | **ONGOING** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Review Safeguarding Adults data management systems** | 31st October 2012 | | Data systems are rationalised and new ones implemented. Safeguarding adults data is captured effectively. | |
| a) Map and transfer all Safeguarding Adults data from all systems in use across ASC on to CareFirst version 6.9 | Janury 2013 | | | **ONGOING** |
| b) Amend AP/SA electronic forms to ensure compliance with Pan-London policy and procedures and DH dataset requirements | 2012 and ongoing | | The data presented quarterly to the SAPB is accurate and comprehensive. | **ONGOING** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Commissioning (ADASS Standard 5)** | | | | |
| a) check that all contracts and specifications have strong safeguarding adults and preventative elements, and monitor for compliance | Ongoing | Jonathan Lillistone | Contract specifications have been revised with providers, and give commissioners' clear expectations as regards safeguarding adults. | **ONGOING** |
| b) monitor uptake of learning and development by provider agencies | Six monthly | Jonathan Lillistone | | **ONGOING** |
| c) Effective monitoring of provider services | Ongoing | Jonathan Lillistone | | **ONGOING** |
| d) Personalisation: Monitoring the impact of personalisation regarding safeguarding and develop comissioning strategy | 2012 and ongoing | Jonathan Lillistone/ John Emery | | **ONGOING** |

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| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Delivery and effective practice/ Local Safeguarding Board (ADASS Standards 6 & 8)** | | John Emery | The new Policy and Procedures are used consistently and confidently by all Adult Social Care and partner agency staff. | |
| a) Brief operational staff in all agencies and ensure procedures are being consistently used. | April – June 2011 | John Emery | | **COMPLETED** |
| b) Contribute to the development of the Pan-London policy and procedures/attend regional and national networks | During 2010 | John Emery | Monthly, quarterly and annual case audits show full compliance from alert to closure. | **COMPLETED** |
| c) Modify the policy and procedures to meet Southwark's specific needs. | 31st January 2011 | John Emery | | **COMPLETED** |
| d) Launch the (locally modified) policy and procedures across Southwark's agencies | April – June 2011 | John Emery | | **COMPLETED** |
| e) Quantify and secure budget for printing and publicity re Pan-London procedures | 31st December 2010 | John Emery | | **COMPLETED** |
| 6) Provide administrative support to the SAPB and its sub-groups (agendas, minutes, documents, venue booking) | | | For b): The SA Partnership Board (SAPB) and its sub-groups are helped to operate efficiently at all meetings.<br><br>A set of administrative documents can be shown for each meeting. | **COMPLETED** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and OUTCOME MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Performance and Resource Management (ADASS Standard 7)** | | John Emery | A strategic approach to Learning and Development for safeguarding adults is established. | |
| a) Within the SA L&D Strategy, agree levels of safeguarding competencies across the Southwark Safeguarding Adults Partnership | January – March 2011 | All Partners | | **COMPLETED** |
| b) Training for newer elected Members | January – March 2011 | John Emery | | **COMPLETED** |
| c) Establish the Practice Quality Assurance sub-group of the SAPB | By March 31$^{st}$ 2011 | | | **COMPLETED** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and OUTCOME MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Publicity and communications** | | John Emery | Southwark's residents and professionals are kept informed about current safeguarding issues and how to prevent the abuse of vulnerable adults. | |
| d) Organise one stakeholders events (theme: Personalisation and Safeguarding Adults) to widen awareness and ensure inclusion | Event to be held in November 2010 | | | **COMPLETED** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Enabling positive and safer risk-enablement** *when increasing service user choice and control* | | | | |
| a) Provide specific briefings and /or training for first-line staff and managers about how to balance risk-taking with prevention from harm. | June 2011 | | | **COMPLETED** |
| b) Hold two Stakeholder events with a Personalisation and Safeguarding Adults theme as at 6. d) above | In November 2010 and March 2011 | John Emery | | **COMPLETED** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Review Safeguarding Adults data management systems** | Jun-11 | | Data systems are rationalised and new ones implemented. Safeguarding adults data is captured effectively. | |
| c) Performance indicators built into Carefirst workflow to ensure good data capture | | Completed | | **COMPLETED** |

| TASKS and ACTIONS REQUIRED | COMPLETION TARGET DATE | OWNER | DESIRED OUTCOMES and MEASURES | ACHIEVED? |
|---|---|---|---|---|
| **Commissioning (ADASS Standard 5)** | | | | |
| a) Implement the Joint Adults and Children HR Safer Recruitment protocol | Completed & ongoing | John Emery/Susan Shah | Protocols for Safer Recruitment are launched | **COMPLETED** |

# Performance framework for Safeguarding Adults

## *Transforming Southwark for a fairer future for all*

## Introduction

This framework has been designed to provide a baseline for standards of competence that individuals can expect to receive from those professionals and organisations that are tasked with Safeguarding Adults. It also provides employees and their managers with a benchmark for the minimum standard of competence required of those who work to Safeguard Adults across a range of sectors.

This framework provides a guide to establish consistency in approach to Safeguarding Adults. The framework includes a combination of the skills, knowledge and experience that individuals should have to carry out their appropriate role within a safeguarding context.

Staff should be assessed as competent against the competencies that are relevant to their role. Whatever their role, all staff should know when, and how to report any concern about abuse of an adult.

## A quick guide to using the framework

| **(1) Plan** | Plan performance against the competency framework |
|---|---|

| **(2) Do** | Carry out responsibilities as detailed in the framework. |
|---|---|

| **(3) Review** | As part of on-going supervision review performance against the standards in the framework. |
|---|---|

| **(4) Reflect** | Reflect on performance during one to one supervision and identify any development opportunities which will enhance skills and performance. |
|---|---|

**SAFEGUARDING ADULTS: COMPETENCIES IN WORKING WITH PEOPLE AND DELIVERING SAFEGUARDING SERVICE**

| **Level 1** Employees, workers, volunteers and Councillors who have contact with vulnerable adults  **Included but not limited to:** <br><br> • **HR staff** <br> • **Clerical and admin staff** <br> • **Domestic and ancillary staff** <br> • **Elected members** <br> • **Volunteer Befrienders** <br> • **Charity trustees** | **Level 2** Employees, workers and volunteers who work regularly with vulnerable adults  **Included but not limited to:** <br><br> • **All support staff in health and social care settings** <br> • **Drivers, other transport staff** <br> • **Day service staff** |
|---|---|
| **Level 3** Employees and workers involved in the assessment and protection of vulnerable adults.  **Included but not limited to:** <br><br> • **Social workers** <br> • **NHS clinical and professional staff** <br> • **Senior Practitioners** <br> • **Team Managers** <br> • **Service Managers** <br> • **Health and Social Care Provider Managers** <br> • **CPA Care Co-ordinators** | **Level 4** Managers of staff working with vulnerable adults.  **Included but not limited to:** <br><br> • **Heads of service** <br> • **Head of provider service** <br> • **NHS managerial and supervisory staff** |

**Level 5**
Those with strategic responsibility – senior managers, Safeguarding Board Members, lead Councillor for Adult Services, Non- Executive Director.

**Included but not limited to:**

• **Safeguarding Leads, MCA Leads, Safeguarding team members, Director Adult Social Care, Lead Councillors responsible for safeguarding adults and Independent Chairs of Safeguarding adults**

## LEVEL 1

<table>
<tr><td colspan="2"><strong>Employees, workers, volunteers and Councillors who have contact with vulnerable adults</strong></td></tr>
<tr><td colspan="2">

**Who this level is for:**

All staff who have direct or indirect contact with adults at risk including but not limited to:

- **HR staff**
- **Clerical and admin staff**
- **Domestic and ancillary staff**
- **Elected members**
- **Volunteer Befrienders**
- **Charity trustees**

</td></tr>
<tr><td><strong>Competency</strong></td><td><strong>Critical Performance</strong></td></tr>
<tr><td>

Understand what Safeguarding is and their role in Safeguarding Adults

</td><td>

- Show clear understanding of their role in identifying and reporting concerns regarding adult abuse
- Show understanding of their organisations policy and procedures
- Show understanding of local authority role: duty to protect
- Treat reports seriously
- Understand limits to confidentiality

</td></tr>
</table>

## LEVEL 2

<table>
<tr><td colspan="2"><strong>Employees, workers and volunteers who work regularly with vulnerable adults</strong></td></tr>
<tr><td colspan="2">

**Who this level is for:**

All staff who have direct or indirect contact with adults at risk including but not limited to:

- **All support staff in health and social care settings**
- **Drivers, other transport staff**
- **Day service staff**

</td></tr>
<tr><td><strong>Competency</strong></td><td><strong>Critical Performance</strong></td></tr>
</table>

| | |
|---|---|
| Recognise an adult potentially in need of Safeguarding and take action as appropriate to role: | • Shows clear understanding of the meaning of 'vulnerable adult' or 'adult at risk' as defined in relevant policy guidance e.g. 'No Secrets' (2000) Pan London Protecting Adults at Risk Policy (2011)<br>• Shows understanding of what constitutes 'abuse'<br>• Know the different forms of abuse and how to recognise their signs/indicators<br>• Demonstrate an understanding of the factors that might increase risk of abuse<br>• Report concerns appropriately<br>• Contact emergency services to summon assistance if the individual is in immediate danger |
| Understanding the procedures for making a 'Safeguarding Alert' | • Show understanding of the Local Authority/ own agency's Safeguarding Adults policy and procedures<br>• Know how to ensure the individual is safe when the risk of abuse is high<br>• Know who they should contact<br>• Know how to make a referral<br>• Know what to do if adult at risk is in immediate danger |
| Understand dignity and respect when working with individuals | • Value individuality and be non-judgemental<br>• Recognise the individuals rights to exercise freedom of choice<br>• Recognise the individuals right to live in an abuse free environment<br>• Be aware of how your values and attitude influence your understanding of the situation<br>• Listen to individuals and allow individuals time to communicate any preferences and wishes |
| Have knowledge of policy, procedures and legislation that supports Safeguarding Adults activity | • Demonstrates awareness of national and local policies/legislation that support Safeguarding activity e.g. Mental Capacity Act; Deprivation of Liberty Safeguards; No Secrets; Human Rights Act;<br>• Understand how to 'whistle blow' using related polices and procedures |

## LEVEL 3

**Employees and workers involved in the assessment and protection of vulnerable adults**

**Who this level is for:**

- **Social workers**
- **NHS clinical and professional staff**
- **Senior Practitioners**
- **Team Managers**

| Competency | Critical Performance |
|---|---|
| Demonstrates skills and knowledge to contribute effectively to the Safeguarding process | • Practices in line with local authority and Pan London guidance in Safeguarding<br>• Responds to alerts/referrals in a timely manner<br>• Identify and reduce potential and actual risks after disclosure or an allegation has been made<br>• Practice effective multi-agency partnership working<br>• Adhere to timescales<br>• Attend and contribute to investigations/meetings/information sharing<br>• Develop protective strategies for those that decline services<br>• Has awareness of and confidence to use 'whistle blowing' policy and procedures when required |
| Awareness and application of a range of local and national policy and procedural frameworks when undertaking Safeguarding activity | • Demonstrate understanding on the levels, thresholds or pathways of investigating in response to a 'safeguarding referral' and the requirements of gathering initial information<br>• Describe the purpose of a strategy meeting/discussion and how to contribute to this and any subsequent investigation plan<br>• Describe the purpose of a Safeguarding case conference, and how to contribute to this and any subsequent protection plan<br>• Know how to make a safeguarding referral to the Southwark Adult Social Work Service<br>• Know what legislation / policy informed a specific piece of work and why<br>• Use of alternative policy and legislation to support preventative strategies e.g. carer support, pathway for dementia care etc<br>• Be aware and challenge if necessary organisational cultures that may lead to poor practice in Safeguarding |
| Ensure service users / carers are supported appropriately to understand Safeguarding issues to maximise their decision making | • Work with service users to ensure they are fully aware of all options available to them and also of the preventative measures that they may be able to put in place to protect themselves from abuse i.e. lasting powers of attorney (Mental Capacity Act) and/or police involvement<br>• Recognise service users' rights to freedom of choice<br>• Show understanding of how abuse may affect individuals' decision making processes e.g. domestic violence<br>• Provide information on local and national groups that may be able to provide support e.g. victim support, IMCA service and/or local carers group/advocacy service<br>• Provide written and verbal information on local |

| | Safeguarding Adult processes and how they can be accessed by service users and carers |
| | • Have knowledge of resilience factors and how these might interact with Safeguarding |
| | • Understand how policy / legislation can have the potential to be used oppressively e.g. Mental Capacity Act, Best Interest Decisions may conflict with Human Rights (Article 3/5) |
| | • Describe the potential impact of abuse on vulnerable adults, the staff or individuals who are alleged to have committed abuse and the informal carer who may have raised the alarm |
| | • Recognise perpetrators of abuse may be vulnerable themselves and require support |
| | • Actively engage with individuals who decline services and/or engage support of others to achieve this |
| Understand how best evidence is achieved | • Show a comprehensive and detailed knowledge of gathering, evaluating and preserving evidence<br>• Describe why it is important to preserve evidence |
| Understand when to use emergency systems to Safeguard adults | • Know how to contact out of hours service<br>• Use emergency services when necessary e.g. police or LAS intervention<br>• Describe when emergency protection plans may be required.<br>• Use legislation where immediate action may be required e.g. the Mental Health Act 1983 or urgent authorisation under DOLS |
| Maintain accurate, complete and up-to-date records | • Understand the issues of confidentiality and data protection when writing reports/email communication and sharing information with partner agencies<br>• Understand risk assessment in safeguarding and service user protection included as part of the overall care plan<br>• Ensure that all safeguarding alerts are properly documented<br>• Ensure that minutes of meetings and discussions are accurately documented in agency/service records<br>• Ensure that protection plans are properly documented and recorded |
| Demonstrate required level of skills and knowledge to participate in a Safeguarding Adults investigation | • Show thorough knowledge and application of purpose, duties, tasks involved in Safeguarding investigations<br>• Support and implement any agreed strategy to protect an adult from any further abuse during their stay in hospital<br>• Understand the different roles and responsibilities of the different agencies involved in investigating allegations of abuse |

**LEVEL 4**

| Managers of staff working with vulnerable adults | |
|---|---|
| **Who this level is for:** <br><br> Including but not limited to: <br><br> • **Heads of service** <br> • **Head of provider service** <br> • **NHS managerial and supervisory staff** | |
| **Competency** | **Critical Performance** |
| Actively engage in supporting a multi-agency approach to safeguarding adults | • Demonstrate an understanding of the different roles and responsibilities of all agencies involved in investigations and ensure these are met <br> • Have a good understanding of the Pan-London Protecting Adults at Risk Policy and Procedures and its local implementation process <br> • Demonstrate application of learning from CQC inspections and Serious Case Reviews in service development <br> • Demonstrate how multi-agency prevention strategies are being used in practice <br> • Challenge poor practice at an intra and inter-agency level |
| Support the development of robust internal systems to provide consistent, high quality safeguarding adults service | • Carry out effective monitoring and auditing <br> • Contribute to the commissioning of appropriate training to support on-going development of safeguarding services <br> • Ensure supervision is carried out regularly to support safeguarding activity <br> • Ensure supervisors are suitably trained to carry out the safeguarding role <br> • Support 'whistle blowing' policy and procedures <br> • Monitor safeguarding systems <br> • Ensure workforce has necessary skills and knowledge to work effectively <br> • Ensure effective, training, policy and procedures are in place to support effective risk and decision making in practice |
| Demonstrate required level of skills and knowledge to participate in a Safeguarding Adults investigation | • Show thorough knowledge and application of purpose, duties, tasks involved in Safeguarding investigations <br> • Support and implement any agreed strategy to protect an adult from any further abuse during their stay in hospital <br> • Understand the different roles and responsibilities of the different agencies involved in investigating allegations of abuse |

**LEVEL 5**

| Those with strategic responsibility – senior managers, Safeguarding Board Members, lead Councillor for Adult Services, Non- Executive Director |
| --- |
| **Who this level is for:**<br><br>• **Safeguarding Leads**<br>• **MCA Leads**<br>• **Safeguarding team members**<br>• **Director Adult Social Care**<br>• **Lead Councillors responsible for safeguarding adults**<br>• **Independent Chairs of Safeguarding adults** |

| Competency | Critical Performance |
| --- | --- |
| Lead the development of effective policy and procedures for Safeguarding Adult services in your organisation | • Work with partner agencies to develop a consistent intra and inter agency approach to<br>• Safeguarding Adults<br>• Have strategic understanding of the scope of Safeguarding services across the whole<br>• organisation<br>• Work in partnership with a range of agencies to promote Safeguarding adult services<br>• Provide leadership for the workforce stating clear aims and objectives in Safeguarding Adults<br>• Ensure contractual arrangements with service providers adhere to Safeguarding Adults policy<br>• and procedures<br>• Can effectively communicate a proactive approach to Safeguarding Adults within your<br>• organisation<br>• Be able to account for your organisations practice<br>• Ensure 'whistleblowing' systems are in place |
| Ensure plans and targets for 'Safeguarding Adults' are embedded at a strategic level across your organisation | • Ensure internal audit systems are robust<br>• Actively engage in and have comprehensive knowledge of CQC inspections and findings and how these will be implemented to support service development in your organisation<br>• Be aware of the findings from Serious Case Reviews and any implication for service delivery in respect of Safeguarding adults within the organisation |
| Promote awareness of Safeguarding adults systems within your organisation and outside of your | • Publicise and promote Safeguarding policy and procedures<br>• Can identify systems and structures in place used to raise awareness of Safeguarding Adults at a local and national level |

| organisation | |
|---|---|
| Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your Safeguarding Adults services | • Ensure service users, patients, carers and customers are supported and involved in all aspects of activity, and that their feedback impacts upon service plans, locality action plans and the delivery of Safeguarding<br>• Provide evidence of how patients, service users, carers and customers are involved in Safeguarding activity |
| Chair Safeguarding Adults Meetings or Discussions | • In line with the Pan London Protecting Adults at Risk Policy and Procedures chair strategy meetings |
| Ensure record systems are robust and fit for purpose | • Implement audit regimes<br>• Ensure records (including electronic systems) are maintained to a high standard<br>• Ensure appropriate record keeping of safeguarding adults meetings e.g. minutes, reports, attendance records |

## Safeguarding Adults Annual Statistics

## Safeguarding Alerts

**Southwark referrals over 4 Quarters -11-12**
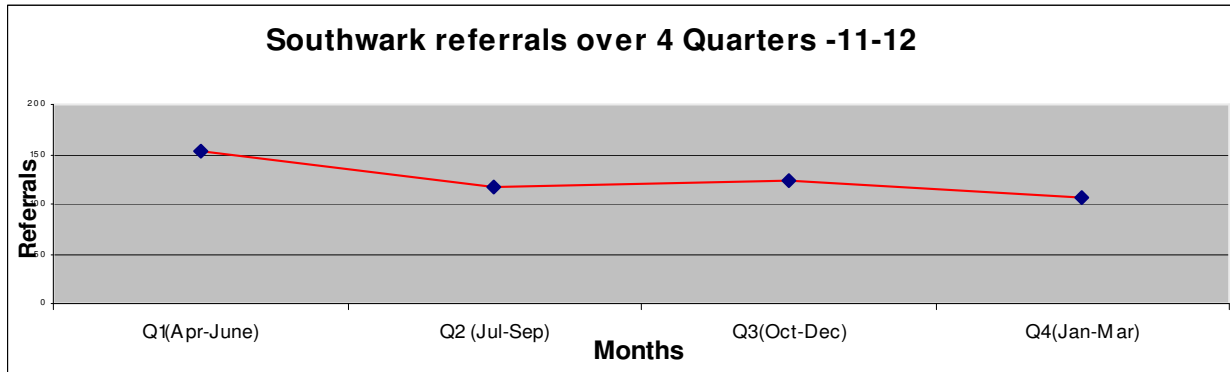


**Quarterly Alerts**

| Q1(Apr-June) | Q2 (Jul-Sep) | Q3(Oct-Dec) | Q4(Jan-Mar) | Total |
|---|---|---|---|---|
| 153 | 118 | 123 | 106 | 500 |

**Southwark referrals over last 12 months**
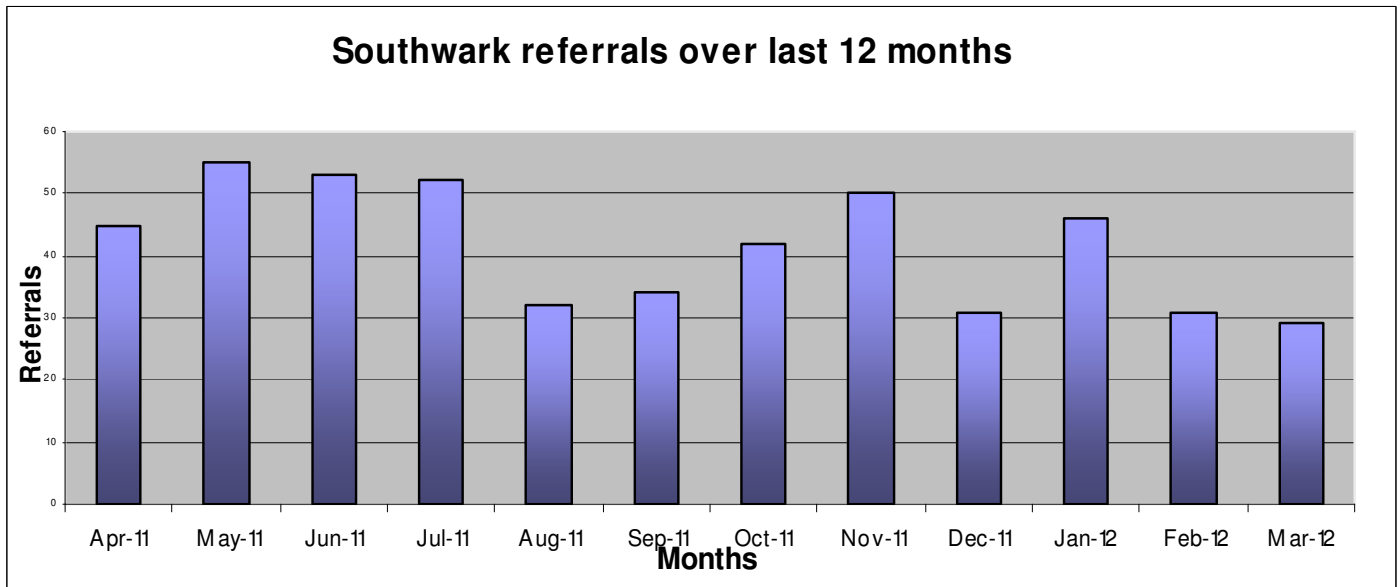


**Referrals April 2011 -March 2012**

| Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 45 | 55 | 53 | 52 | 32 | 34 | 42 | 50 | 31 | 46 | 31 | 29 | 500 |

# Safeguarding Alerts and Investigations by Year

**Safeguarding Adults Alerts and Investigations**
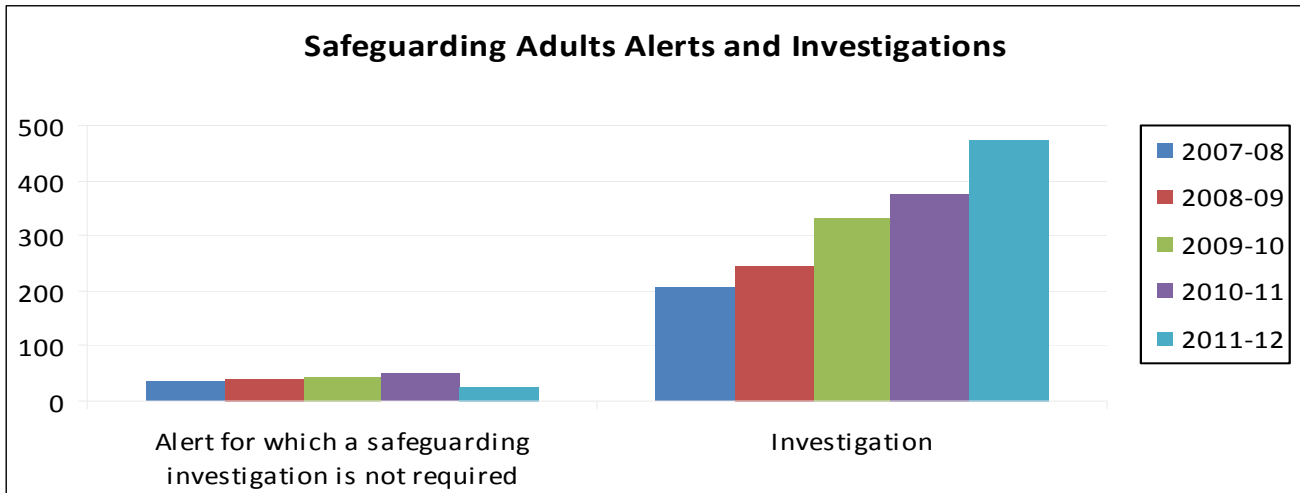


| Safeguarding Alert and Investigation Totals | | | | | |
|---|---|---|---|---|---|
| | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 |
| Alert for which a safeguarding investigation is not required | 36 | 40 | 45 | 51 | 26 |
| Investigation | 208 | 248 | 332 | 378 | 474 |

# Safeguarding Alerts by Vulnerable Adult Category
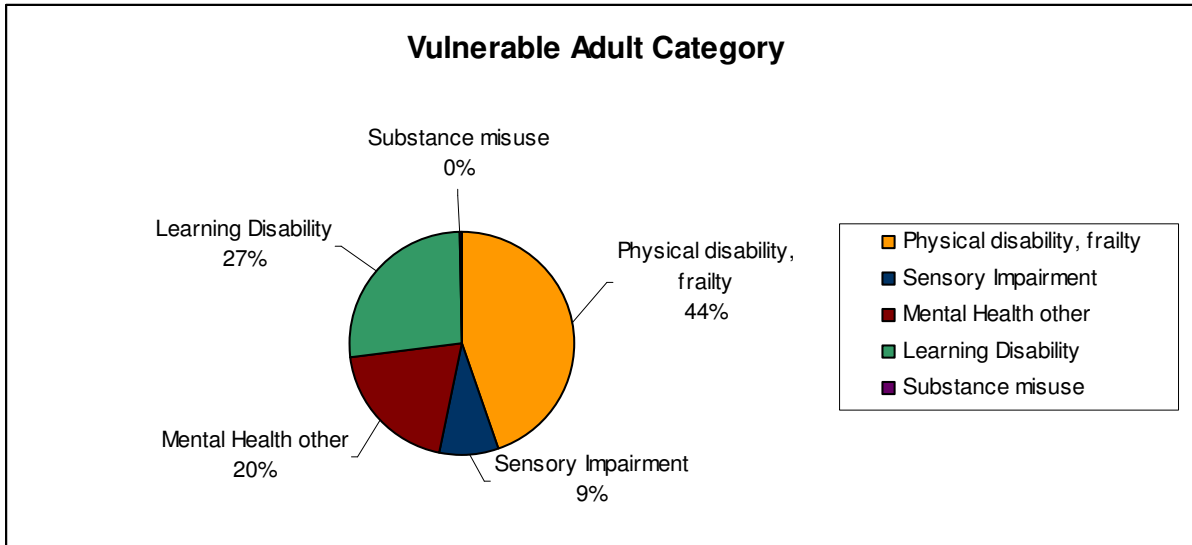


| Vulnerable Adult Category | Total | % |
|---|---|---|
| Physical disability, frailty | 224 | 8% |
| Sensory Impairment | 43 | 9% |
| Mental Health other | 98 | 20% |
| Learning Disability | 133 | 27% |
| Substance misuse | 2 | 0% |
| Grand Total | **500** | |

# Safeguarding Investigations by Age Group
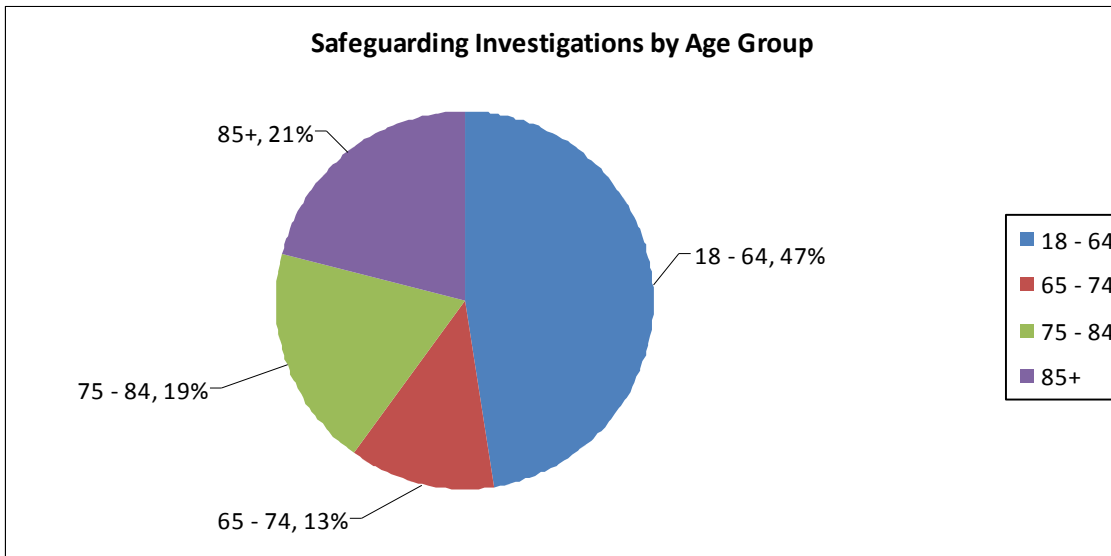


| Safeguarding Investigations by Age Groups | Total | % |
|---|---|---|
| 18 - 64 | 237 | 47% |
| 65 - 74 | 63 | 13% |
| 75 - 84 | 94 | 19% |
| 85+ | 106 | 21% |
| | **500** | |

# Safeguarding Investigations by Abuse Type

**Safeguarding Investigations - Abuse Types**
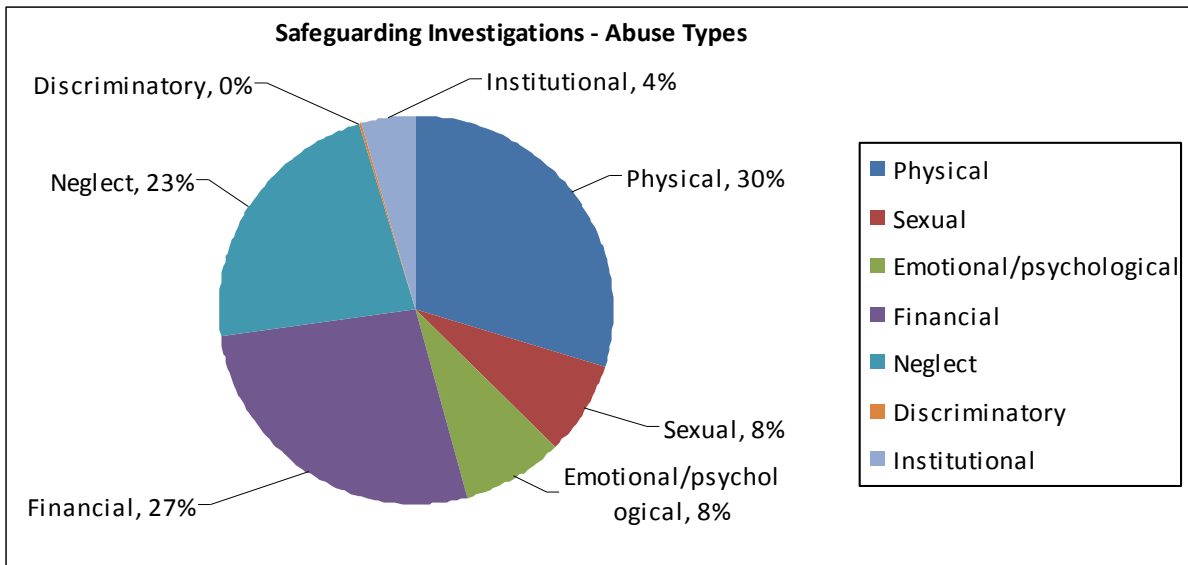


| Nature of alleged abuse: | Total | % |
|---|---|---|
| Physical | 148 | 30% |
| Sexual | 40 | 8% |
| Emotional/psychological | 41 | 8% |
| Financial | 135 | 27% |
| Neglect | 113 | 23% |
| Discriminatory | 1 | 0% |
| Institutional | 22 | 4% |
| Total | 500 | |

# Safeguarding Investigations by Ethnicity

**Safeguarding Investigations - Ethnicity**

Other Ethnic Groups, 0%

Not stated, 4%

Black or Black British, 21%

Asian or Asian British, 3%

Mixed, 1%

White, 71%

- White
- Mixed
- Asian or Asian British
- Black or Black British
- Other Ethnic Groups
- Not stated
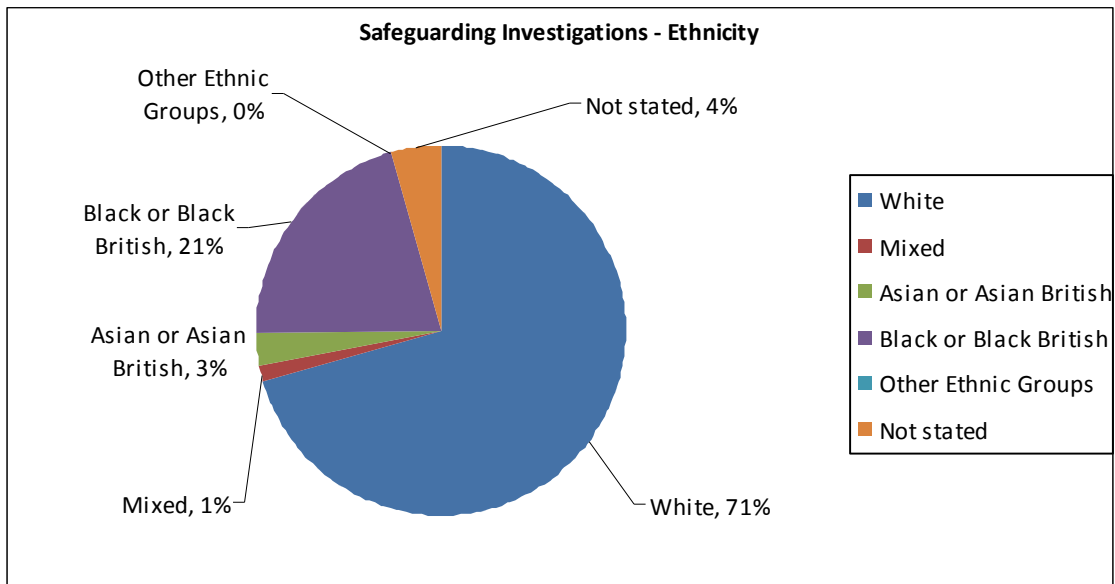
| Ethnicity | Total | % |
|---|---|---|
| White | 353 | 71% |
| Mixed | 7 | 1% |
| Asian or Asian British | 13 | 3% |
| Black or Black British | 105 | 21% |
| Other Ethnic Groups | 0 | 0% |
| Not stated | 22 | 4% |
| Total | 500 | |

## Alleged Abuse by Client group
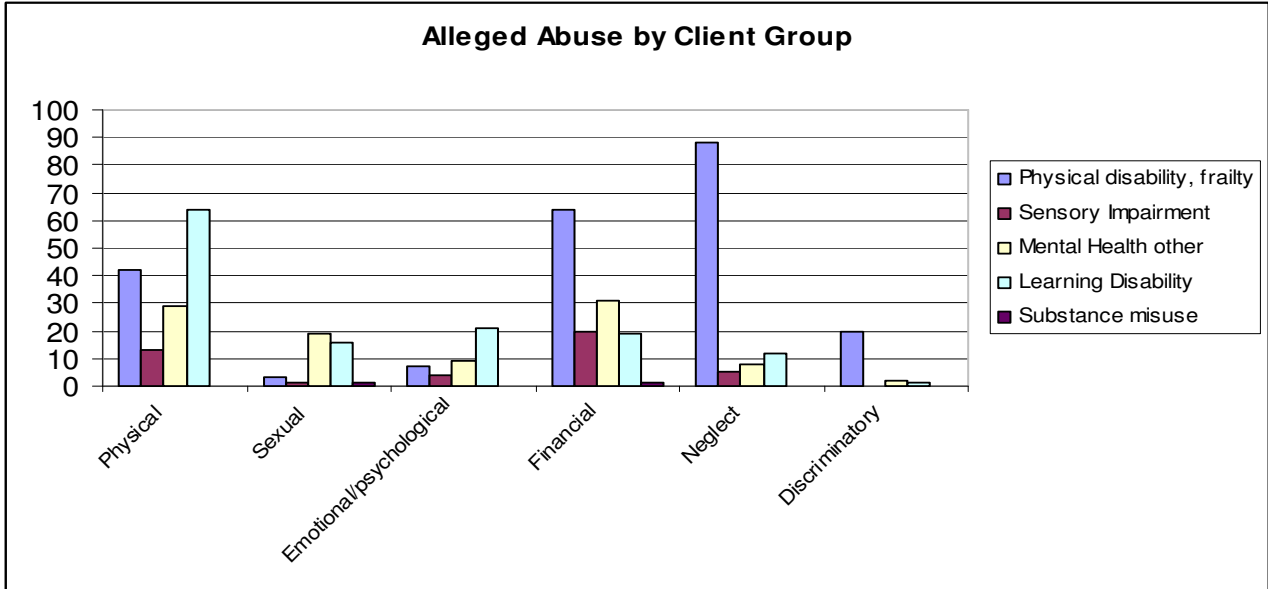


| AVA Abuse Type | Physical disability, frailty | Sensory Impairment | Mental Health other |
|---|---|---|---|
| Physical | 42 | 13 | 29 |
| Sexual | 3 | 1 | 19 |
| Emotional/psychological | 7 | 4 | 9 |
| Financial | 64 | 20 | 31 |
| Neglect | 88 | 5 | 8 |
| Discriminatory | 20 | 0 | 2 |
| Grand Total | 224 | 43 | 98 |

| AVA Abuse Type | Learning Disability | Substance misuse | Grand Total |
|---|---|---|---|
| Physical | 64 | 0 | 148 |
| Sexual | 16 | 1 | 40 |
| Emotional/psychological | 21 | 0 | 41 |
| Financial | 19 | 1 | 135 |
| Neglect | 12 | 0 | 113 |
| Discriminatory | 1 | 0 | 23 |
| Grand Total | 133 | 2 | 500 |

# Locations of Abuse by Age Group

## Locations of Abuse -18 - 64



Legend:
- Own Home
- Care Home - Permanent
- Care Home with Nursing - Permanent
- Care Home - Temporary
- Care Home with Nursing - Temporary
- Alleged Perpetrators Home
- Mental Health Inpatient Setting
- Acute Hospital
- Community Hospital
- Other Health Setting

Pie labels: Mental Health Inpatient Setting, Community Hospital, Acute Hospital, Other Health Setting, Alleged Perpetrators Home, Supported Accommodation, Care Home - Temporary, Day Centre/Service, Care Home with Nursing - Temporary, Public Place, Care Home with Nursing - Permanent, Education/Training/Workplace Establishment, Care Home - Permanent, Other, Own Home, Not Known

## Locations of Abuse - 65+



Pie labels: 0%, 1%, 1%, 1%, 7%, 3%, 2%, 1%, 0%, 0%, 0%, 0%, 0%, 8%, 27%, 50%

Legend:
- Own Home
- Care Home - Permanent
- Care Home with Nursing - Permanent
- Care Home - Temporary
- Care Home with Nursing - Temporary
- Alleged Perpetrators Home
- Mental Health Inpatient Setting
- Acute Hospital
- Community Hospital

| | 18 - 64 | 65 - 74 | 75 - 84 | 85 and over | Total |
|---|---|---|---|---|---|
| Own Home | 89 | 35 | 48 | 49 | 221 |
| Care Home - Permanent | 21 | 13 | 22 | 36 | 92 |
| Care Home with Nursing - Permanent | 4 | 1 | 7 | 12 | 24 |
| Care Home - Temporary | 0 | 0 | 0 | 0 | |
| Care Home with Nursing - Temporary | 0 | 0 | 0 | 0 | |
| Alleged Perpetrators Home | 12 | 0 | 1 | 0 | 12 |
| Mental Health Inpatient Setting | 0 | 0 | 0 | 0 | |
| Acute Hospital | 0 | 0 | 0 | 0 | |
| Community Hospital | 5 | 1 | 2 | 1 | 9 |
| Other Health Setting | 19 | 1 | 0 | 1 | |
| Supported Accommodation | 32 | 6 | 7 | 5 | 50 |
| Day Centre/Service | 6 | 0 | 1 | 1 | |
| Public Place | 25 | 3 | 5 | 1 | |
| Education/Training/Workplace Establishment | 0 | 0 | 0 | 0 | |
| Other | 11 | 2 | 0 | 0 | |
| Not Known | 13 | 1 | 1 | 0 | |
| Total | 237 | 63 | 94 | 106 | 500 |

# Safeguarding Investigation Conclusions



**Safeguarding Investigations Primary Categories by case Conclusionc**
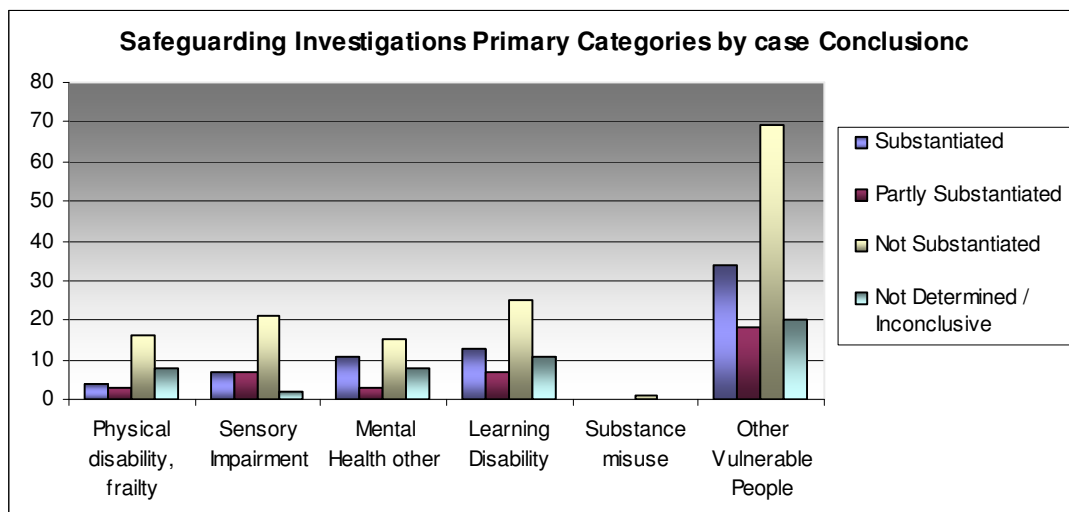
| By Category | Substantiated | Partly Substantiated | Not Substantiated | Not Determined / Inconclusive | Grand Total |
|---|---|---|---|---|---|
| Physical disability, frailty | 4 | 3 | 16 | 8 | **31** |
| Sensory Impairment | 7 | 7 | 21 | 2 | **37** |
| Mental Health other | 11 | 3 | 15 | 8 | **37** |
| Learning Disability | 13 | 7 | 25 | 11 | **56** |
| Substance misuse | 0 | 0 | 1 | 0 | **1** |
| Other Vulnerable People | 34 | 18 | 69 | 20 | **141** |
| | 69 | 38 | 147 | 49 | **303** |

## Case Conclusions by Age Group
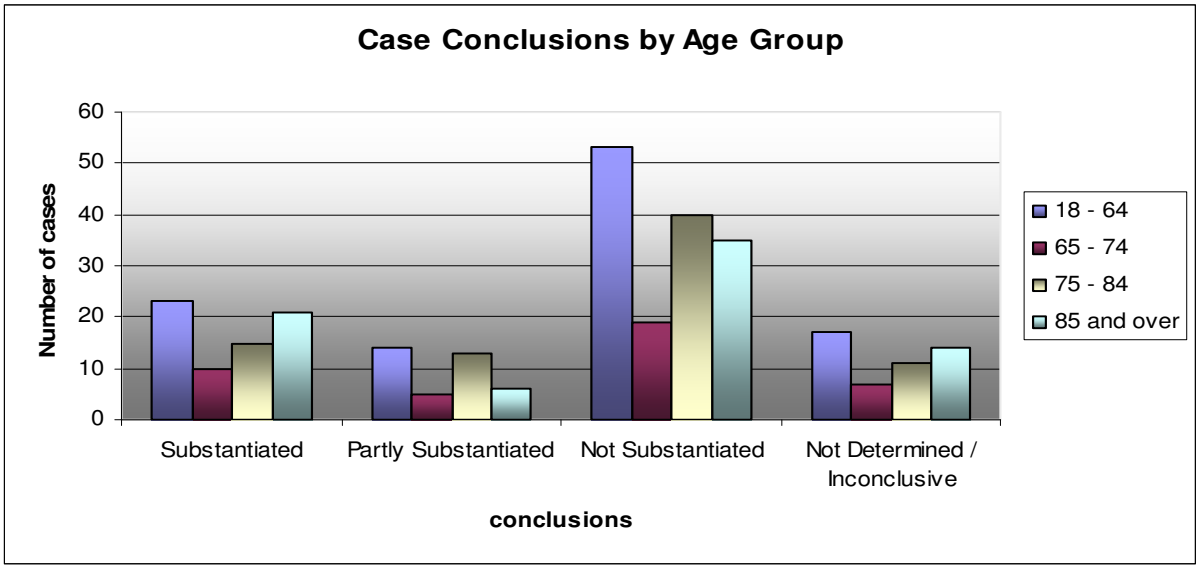


| Age Group | Substantiated | Partly Substantiated | Not Substantiated | Not Determined / Inconclusive | Grand Total |
|---|---|---|---|---|---|
| 18 - 64 | 23 | 14 | 53 | 17 | 107 |
| 65 - 74 | 10 | 5 | 19 | 7 | 41 |
| 75 - 84 | 15 | 13 | 40 | 11 | 79 |
| 85 and over | 21 | 6 | 35 | 14 | 76 |
| Grand Total | 69 | 38 | 147 | 49 | 303 |

# Outcomes of Investigations

**Outcomes for Vulnerable Adults**



Legend:
- Increased Monitoring
- Vulnerable Adult removed from property or service
- Community Care Assessment and Services
- Civil Action
- Application to Court of Protection
- Application to change appointee-ship
- Referral to advocacy scheme
- Referral to Counselling /Training
- Moved to increase / Different Care
- Management of access to finances
- Guardianship/Use of Mental Health act

| Outcome of Completed Referral:VA | | TOTAL |
|---|---|---|
| Increased Monitoring | | 73 |
| Vulnerable Adult removed from property or service | | 29 |
| Community Care Assessment and Services | | 17 |
| Civil Action | | 0 |
| Application to Court of Protection | | 1 |
| Application to change appointee-ship | | 3 |
| Referral to advocacy scheme | | 3 |
| Referral to Counselling /Training | | 19 |
| Moved to increase / Different Care | | 3 |
| Management of access to finances | | 17 |
| Guardianship/Use of Mental Health act | | 3 |
| Review of Self-Directed Support (IB) | | 0 |
| Restriction/management of access to alleged perpetrator | | 1 |
| Referral to MARAC | | 0 |
| Other | | 22 |
| No Further Action | | 112 |
| Total | | 303 |

## Outcomes for Alleged Perpetrator
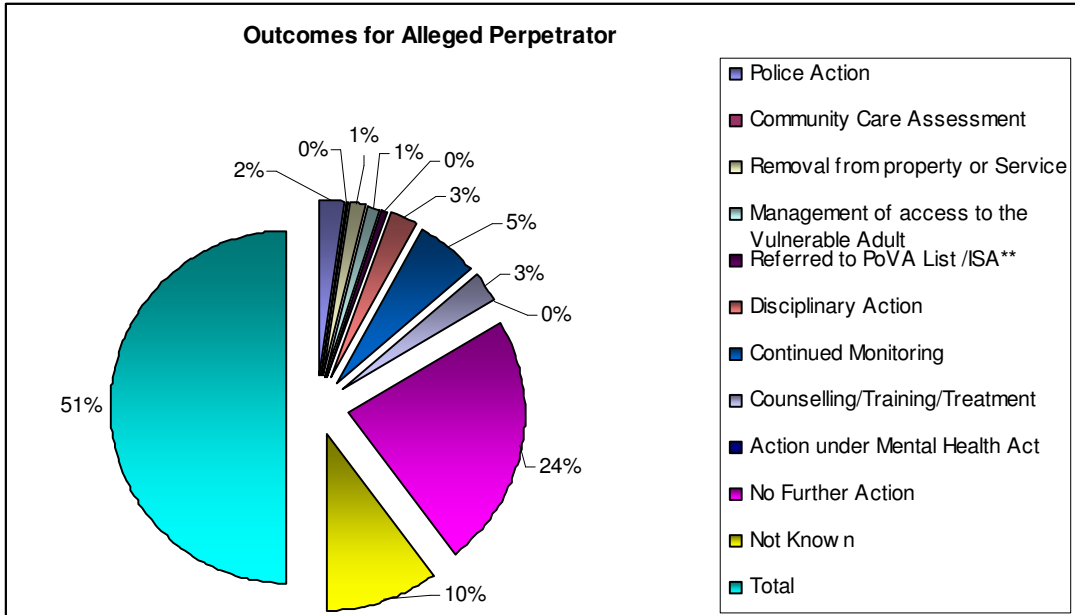


| | Legend |
|---|---|
| ■ | Police Action |
| ■ | Community Care Assessment |
| ■ | Removal from property or Service |
| ■ | Management of access to the Vulnerable Adult |
| ■ | Referred to PoVA List /ISA** |
| ■ | Disciplinary Action |
| ■ | Continued Monitoring |
| ■ | Counselling/Training/Treatment |
| ■ | Action under Mental Health Act |
| ■ | No Further Action |
| ■ | Not Known |
| ■ | Total |

| Outcome for Alleged Perpetrator / Organisation/Service: | TOTAL |
|---|---|
| Police Action | 13 |
| Community Care Assessment | 2 |
| Removal from property or Service | 9 |
| Management of access to the Vulnerable Adult | 7 |
| Referred to PoVA List /ISA** | 2 |
| Disciplinary Action | 16 |
| Continued Monitoring | 33 |
| Counselling/Training/Treatment | 17 |
| Action under Mental Health Act | 1 |
| No Further Action | 140 |
| Not Known | 63 |
| Total | 303 |