



Southwark Safeguarding Adults

Annual Report 2008-2009



Authors: Safeguarding Adults Partnership
Date: 16 September 09
Version: 1.1



Contents

1. A Welcome from the Chair	<i>Page 4</i>
2. Executive Summary	<i>Page 5</i>
3. An overview of 2008 - 2009	<i>Page 8</i>
4. 2008 - 2009 Safeguarding Adults Goals	<i>Page 10</i>
5. Safeguarding Adults Action Plan Overview	<i>Page 11</i>
6. SAPB and SA Executive Action Plan	<i>Page 12</i>
7. Safeguarding Adults Partnership Board	<i>Page 13</i>
8. Safeguarding Adults Partnership Board Membership	<i>Page 15</i>
9. Safeguarding Adults Executive	<i>Page 16</i>

Sections 10 - 19 Safeguarding Adults Team, Sub and Working Groups

10. Audit	<i>Page 17</i>
11. Communications	<i>Page 18</i>
12. Financial Fraud	<i>Page 21</i>
13. Health Providers	<i>Page 22</i>
14. Human Resources	<i>Page 24</i>
15. Learning and Development	<i>Page 25</i>
16. Operational	<i>Page 30</i>
17. Advocacy and Independent Mental Capacity Advocates	<i>Page 31</i>
18. Safeguarding Adults Partnership Team	<i>Page 32</i>
19. Stakeholders Conference	<i>Page 35</i>

Sections 20 - 22. Safeguarding Adults Statistics

20. Safeguarding Adults Statistics: Overview	<i>Page 37</i>
21. Safeguarding Adults Statistics: Detail	<i>Page 39</i>
22. Safeguarding Adults Performance Data Set	<i>Page 54</i>



Contents: *Tables and Charts*

Charts

1. Safeguarding Adult (SA) Partnership Board Membership (Section 5)	<i>Page 15</i>
2. Actual and Potential SA Alert Groups	<i>Page 37</i>
3. SA Alert Sources	<i>Page 41</i>
4. SA Investigations by Capacity	<i>Page 44</i>
5. SA Investigations by Gender	<i>Page 45</i>
6. SA Investigations by Ethnicity	<i>Page 46</i>
7. SA Investigations by Abuse Type	<i>Page 47</i>
8. SA Investigations by Perpetrator Relationship and Abuse Location	<i>Page 49</i>

Tables

1. Summary of 2008-2009 Achievements	<i>Page 9</i>
2. Southwark Health and Social Care SA Training Courses	<i>Page 25</i>
3. SA Investigators Training by Attendee Group	<i>Page 26</i>
4. KCHFT Deprivation of Liberty Safeguards and SA Training	<i>Page 28</i>

Section 17. Safeguarding Adults Performance Data Set

5. SA Alert and Investigation Totals	<i>Page 54</i>
6. SA Alert Sources	<i>Page 54</i>
7. SA Investigations by Vulnerable Adult Category	<i>Page 54</i>
8. SA Investigations by Vulnerable Adult Age Group	<i>Page 54</i>
9. SA Investigations by Vulnerable Adult Gender	<i>Page 55</i>
10. SA Investigations by Vulnerable Adult Ethnicity	<i>Page 55</i>
11. SA Investigations by Abuse Type	<i>Page 55</i>
12. SA Investigations by Abuse Location	<i>Page 55</i>
13. SA Investigations by Vulnerable Adult Category and Abuse Type	<i>Page 56</i>
14. SA Case Closures	<i>Page 56</i>



1. Welcome from the Chair

This is the third annual report by the Southwark Safeguarding Adults Partnership (SAP). It describes the development of the partnership from April 2008 to March 2009, including the continuing progress made by the partnership to ensure that robust procedures are in place to protect all vulnerable adults in Southwark.

The past year has seen a positive commitment from all key partner agencies to the work of the Safeguarding Partnership. We have also received extra funding from Southwark Council to support the work of the Board. This will allow for additional resources to meet our targets for 2009-10.

The Annual Report highlights both what has been achieved and outlines our plan for the year ahead. A great deal of progress has been made to safeguard vulnerable people from abuse and harm. Much more has to be done however to ensure that standards continue to improve across all care sectors.

Please take time to read the report to gain a better understanding of the work of the Safeguarding Adults Partnership Board.

Finally, I would like to thank staff across all agencies for their commitment to safeguarding vulnerable adults in Southwark.

Susanna White, Strategic Director of Health & Community Services and Chief Executive of NHS Southwark



2. Executive Summary

This is the third annual report of the Southwark Safeguarding Adults Partnership Board. The Partnership was formally launched in November 2006 with membership from the Local Authority, Health, Voluntary, and Service User groups. This report should be seen in the context of a number of national developments.

- The final outcome of the review of **No Secrets (DH, 2000)**, the statutory guidance governing safeguarding adults work, is pending. Questions asked during the consultation included whether safeguarding adults should be a wider Local Authority responsibility than at present and whether this should be a statutory inclusion as a public health /community safety issue. Southwark SAPB contributed to the development of the consultative document via the SA Co-ordinator's membership of the DH reference group for this work.
 - The **Safeguarding Vulnerable Groups Act 2006** was introduced to respond to the Bichard inquiry and creates a new body, the **Independent Safeguarding Authority (ISA)** which will register all those who work with vulnerable adults or children and manage a vetting and barring system including a register of people banned from work with these groups.
 - The **Mental Capacity Act (2005)** provides protection for those vulnerable people who cannot make decisions for themselves, and includes the **Deprivation of Liberty Safeguards** which protect people from unlawful detention in health and care settings.
 - **Personalisation** or self directed support will offer more individuals more choice and control for vulnerable people to organise their own personal care and personal budgets. However there is the recognition that some people will need support to prevent the risk of abuse, particularly financial abuse.
2. During 2008/09 the data shows that there was an 18% increase in the number of safeguarding alerts from 244 in 2007-2008 to 288. This increase can be seen to reflect an increase in recognising abuse and who to report to. This was supported by the findings of Southwark's step checked Winter Campaign, Don't Turn Your Back on Abuse.
 3. 86% or 248 alerts led to a full safeguarding investigation. This is a slight increase compared with 2008/09 and demonstrates that people are raising alerts appropriately. 34% of alerts were raised by family or friends, 30% were raised by people providing social care including the voluntary sector and 18% were reported from people working within the NHS.



4. 138 or 56% of referrals concerned older people with referrals for people with learning disabilities and physical disabilities accounting for 19% and 14 % of referrals respectively. This is broadly similar to the distribution in 2007/08.
5. 2008/09 also saw a 40% reduction in the average length of a Safeguarding Adult investigation from 7 to 4 months, falling within the Partnership's expected timeframe for concluding investigations.
6. Just over half of the referrals concerned people who were considered to have fluctuating or no capacity to make informed decisions. This reflects the importance of undertaking a capacity assessment when vulnerable adults are reported as potential victims of abuse and to ensure these people are supported through advocacy and representation throughout the safeguarding process.
7. Abuse relating to finance (38%), physical (31%) and neglect (15%) together accounted for 84% of all abuse types and again this is broadly similar to 2007/08. A significant increase was seen in the number of sexual abuse alerts totalling 25 for 2008/09.
8. The most frequent location of abuse was reported to be within the family home reflecting over 50% of all abuse. 29% of abuse was reported to be within sheltered housing or supported accommodation.
9. Outcomes of investigations are increasingly important as they form the foundation for review that the person abused is safe. Although 51% of outcomes were determined to require no further action to make the person safe and increasing number did have clear actions relating to criminal prosecution, management action or assessment or closer monitoring.
10. During 2008/09 the following headline priorities were achieved:
 - The Safeguarding Adult web pages on the Council website were upgrade in response to feedback from the partnership and public. The site now provides greater information on abuse, prevention, training and external sources of information.
 - The Safeguarding Adults Winter Campaign was regarded as being successful at raising public awareness on the types of abuse and where to report abuse if suspected. This campaign also gave pointers as to where people would want to find information on safeguarding adults and has directed closer working with our NHS colleagues working in Acute Trusts and Primary care (GP Practices).
 - Safeguarding Adult Competencies has been agreed with the Partnership to support people's training needs, roles and



responsibilities.

- Guidance for Commissioners has been developed to support the expectations of providers to ensure people in receipt of care are performing their roles within defined contract standards.
- The Annual Conference (Nov 2008) had as its theme safeguarding and human rights with a focus on how abuse was an infringement of people's human rights and how providers and commissioners need to work together to ensure people were protected.
- The work of investigating and protecting people falls to our social workers and a programme to improve the quality of safeguarding has been implemented to support them in this crucial role.

11. The SAPB Action Plan 2009/10 is contained within the annual report and includes:

- Provision of quarterly statistics to the SAPB
- Commissioning of and learning from Serious Care Reviews across the Partnership
- Responding to new statutory requirements and government guidance
- Ensuring that safeguarding vulnerable adults is integral to the community safety planning or the Local Strategic Partnership and Southwark Alliance.
- Ensuring that key staff groups internal and external to health and social care including the voluntary sector have access to training.
- Implementing the recommendations on the Care Quality Commissioning Health, Wellbeing and Choice Inspection



3. An overview of 2008-2009

Purpose

The purpose of this document is to report the achievements of Southwark's Safeguarding Adults Partnership (SAP) during 2008-2009 and the plans for 2009–2010.

Mission

The mission of the Safeguarding Adults Partnership is to work together to protect vulnerable adults and to develop strategies to prevent the abuse of vulnerable adults in Southwark.

Partnership Organisations

This document outlines SAP achievements (summarised in the Table below) during 2008 - 2009 with regard to the goals that were established to guide SAP work during that period, and the contributions of the organisations that conducted the work.

Analysis and Statistics

- The report also includes an analysis of both the alleged and the substantiated alerts and investigations of vulnerable adult abuse in Southwark during 2008 – 2009.
- The analysis is compliant with the requirements of No Secrets (DH 2000), Safeguarding Adults (ADSS 2005) and Action on Elder Abuse Adult Protection Data Collection Reporting Requirements (2006).
- The analysis includes comparisons with the previous twelve month reporting period.
- The report also provides an overview of the Partnership goals for 2009-2010, which are described in the work plan on page 6.



Table 1. Summary of 2008-2009 Achievements

Item	Description
1	November 2008 Stakeholders' Conference, which addressed the importance of human rights within safeguarding and featured contributions from major partners including the Police, Southwark HR, Southwark Equalities and Human Rights Section, and service users.
2	Commissioning Guidance document, which puts safeguarding issues at the centre of commissioning activity, and set safeguarding compliance standards for commissioned services.
3	Re-launch of Policy and Procedure documents, which brought the Policy and Procedure up to date and included more detailed guidance on the provisions of the Mental Capacity Act 2005.
4	'Don't turn your back on abuse' Winter campaign to raise awareness of adult abuse. Twenty-four Adshel bus shelter spaces were rented and every household in the borough received information about adult abuse in the December edition of Southwark Life. Survey results showed the awareness amongst the general public of adult abuse and how to respond to incidents rose significantly.
5	Continuing development of training and of competencies attained by attendance on training courses. The levels of competence are appropriate to the various roles within the safeguarding process such as alerter, investigator, or safeguarding manager.
6	Development of the SA website to include more information for vulnerable adults and those who work with and care for them particularly in relation to the recognition and reporting of abuse.
7	Development of an audit framework to improve safeguarding activities through the identification and sharing of best practice.



4. 2008 - 2009 Safeguarding Adults Goals

Safeguarding Adults (SA) Partnership

The SAP promotes the prevention and the investigation of vulnerable adult abuse through the co-ordination and the integration of SA activities in Southwark. The SAP includes agencies across the Health and Social Care spectrum, other Southwark Council Departments and the Metropolitan Police. The partnership governance structure consists of the SA Partnership Board (SAPB), the SA Executive and the SA Sub and Work Groups.

Safeguarding Adults Partnership Goals

The goals outlined below were the core objectives for the SA Partnership during 2008-09. The goals contained specific objectives, as detailed below:

Awareness and Promotion

- The Safeguarding Adults Partnership Board will ensure that Safeguarding Adults is a priority concern for all relevant groups, including: carers, public, service users and all Southwark employees.
- The Safeguarding Adults Partnership Board will continue to advance the awareness of safeguarding and safeguarding systems - with particular regard for Older People.
- The Safeguarding Adults Partnership Board to promote an awareness of Human Rights with regard to Safeguarding Adults in Southwark.

Monitoring, Reviews, Safeguarding Practice and Statistical Identification

- The partnership will review complaints and referral processes.
- The Safeguarding Adults Team will monitor and review referrals from all groups on a quarterly basis.
- The Safeguarding Adults Partnership Board will continue to ensure that all vulnerable adults are identified and that all alleged incidents of abuse are investigated.
- The Safeguarding Adults Team will promote improved ethnicity recording and develop mechanisms for engaging all community groups via the Safeguarding Adults Partnership Board.
- The Safeguarding Adults Team will identify referral trends concerning alleged abuse and gender.

The achievement of these goals is detailed within the report.



5. SAPB: Action Plan Overview - April 2009 - March 2010

The Partnership Board will continue to provide leadership and strategic direction to partners in order to effectively safeguard vulnerable adults, and ensure zero tolerance of adult abuse in Southwark.

The Board will do this by:

1. Overseeing the implementation of the Action Plan following the Independence, Wellbeing and Choice CQC inspection.
2. Ensuring the response of partner agencies is robust and appropriate via quarterly monitoring of statistical information about allegations of abuse of vulnerable adults.
3. Ensuring that all Health and Social Care agencies train staff to respond appropriately to allegations of abuse.
4. Commissioning and implementing lessons learned from Serious Case Reviews across the Partnership.
5. Responding to new statutory requirements and government guidance in a thorough and timely manner.
6. Ensuring safeguarding vulnerable adults is integral to the community safety planning of the Southwark Alliance and that key staff groups receive safeguarding training.
7. Commissioning effective publicity campaigns to inform residents of Southwark about adult abuse and how to safeguard themselves and others from abuse and exploitation.
8. Holding an annual stakeholders conference.
9. Publication of an annual report to ensure transparency and accountability in its work.

To achieve these aims the Board will:

1. Meet quarterly to oversee and provide leadership and direction to the Partnership.
2. Require the Executive Group to meet every six weeks and act as the business management group for the Board
3. Commission sub-groups to develop plans and work streams to progress the effectiveness of safeguarding vulnerable adults in Southwark



6. SAPB and SA Executive: Action Plan - April 2009 - March 2010

SAPB

Item	Tasks	Targets
a.	Review work of Safeguarding Team and its role in supporting Adult Safeguarding and Governance	Clear workplan and forward planning cycle to support safeguarding processes
b.	Ensure that Partnership Board regularly considers safeguarding allegation and outcome trends	Develop enhanced statistical reporting and analysis of activity. Report quarterly to SAPB to inform strategic direction
c.	Increase advocacy involvement in safeguarding cases	Increased advocacy involvement with vulnerable adults in safeguarding cases
d.	Respond to recommendations of CQC Inspection	Develop workplan to reflect recommendations in CQC report

SA Executive

Item	Tasks	Targets
a.	Review and develop revised safeguarding adults guidance to reflect the development of personalised services	Amend SA Policy and Procedures to reflect personalisation and user control
b.	Review serious incidents and reports of Serious Case Reviews to improve safeguarding policies and practice across the Partnership	Evidence of recommendations from SCR's and incident reports embedded in policy and practice
c.	Develop audit strategy with timescales for quarterly reporting to SAPB	Reports on quarterly basis to SAPB
d.	Embed SA Audit Policy in Operational Teams	Regular audits evidenced by operational teams
e.	Scope joint training with Police	Joint training programme agreed and developed
f.	Develop interagency case review protocol	Protocol developed and adopted by operational teams
g.	Develop clear protocol link between NHS Sui investigations and safeguarding processes via memorandum of understanding	Link protocol developed and adopted operationally
h.	Review HR guidance in response to Safeguarding Vulnerable groups Act	Revised guidance produced and in use by operational managers
i.	Produce info for SAPB members on Safeguarding Vulnerable Groups Act	Presentation to SAPB
j.	Provide SA PI Scorecard	Production of score card quarterly
k.	Review SA training programme annually	Revision of training programme to meet developing
l.	Develop regional knowledge base of financial abuse	Information available to SAPB and operational services
m.	Develop practice guidance for dealing with financial fraud/abuse	Guidance published and available to operational service



7. Safeguarding Adult Partnership Board

The Safeguarding Adults Partnership Board (SAPB) is made up of representatives from all the health and social care agencies in Southwark. In addition representatives from the Metropolitan Police, Southwark Safeguarding Children's Services and Southwark Strategic Partnership sit on the Board to ensure that there is an integrated approach to safeguarding and community safety strategies in Southwark.

The Safeguarding Adults Partnership Board (SAPB) determines the strategic direction of SA work in Southwark. It ensures that vulnerable adults in Southwark can live free from abuse.

To do this, it promotes effective inter-agency working, for example, supporting providers and commissioners of services to implement good practice and through a programme of campaigns to raise public awareness of abuse.

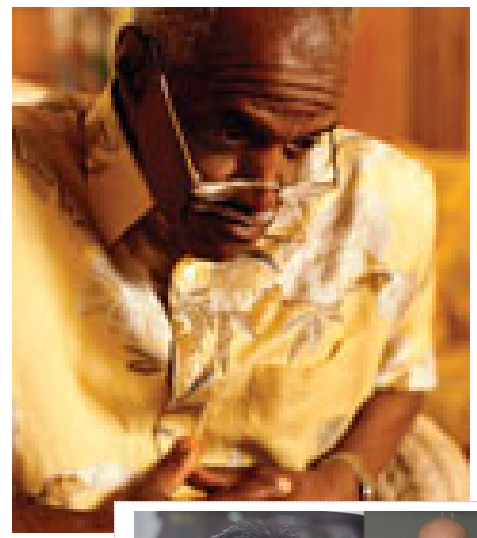
With regard to the SAP goals, during 2008 – 2009 the SAPB prioritised:

Awareness and Promotion

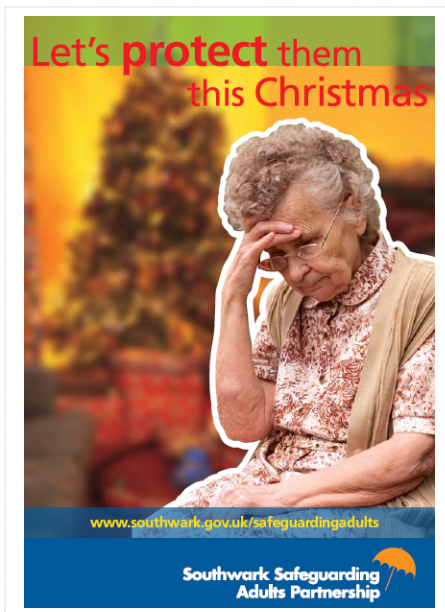
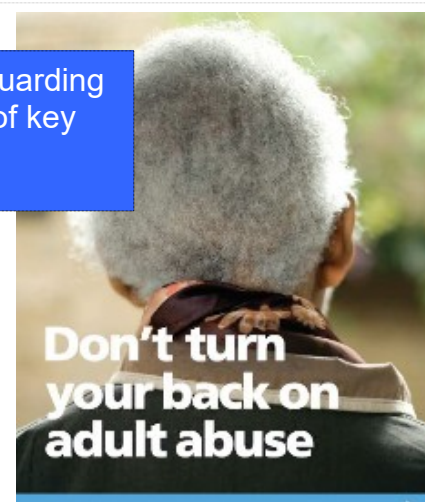
- Safeguarding Adults representation at the Local Strategic Partnership.
- Progress towards the development of a Safer Recruitment and Joint Safer Recruitment Panel.
- The further development of links to other partnership boards.
- The facilitation of Community Warden SA awareness and SA involvement.

Monitoring, Reviews, Safeguarding Practice and Statistical Identification

- Participation in the creation of the Pan-London SA Policy and Procedures document.
- The development of the SA Commissioning Protocol. A summary of the contents of the Commissioning Protocol is presented overleaf.
- The re-launch of the Southwark SA Policy and Procedures document.
- The development of operational SA Leaflets, facilitating both staff knowledge and staff alerting.

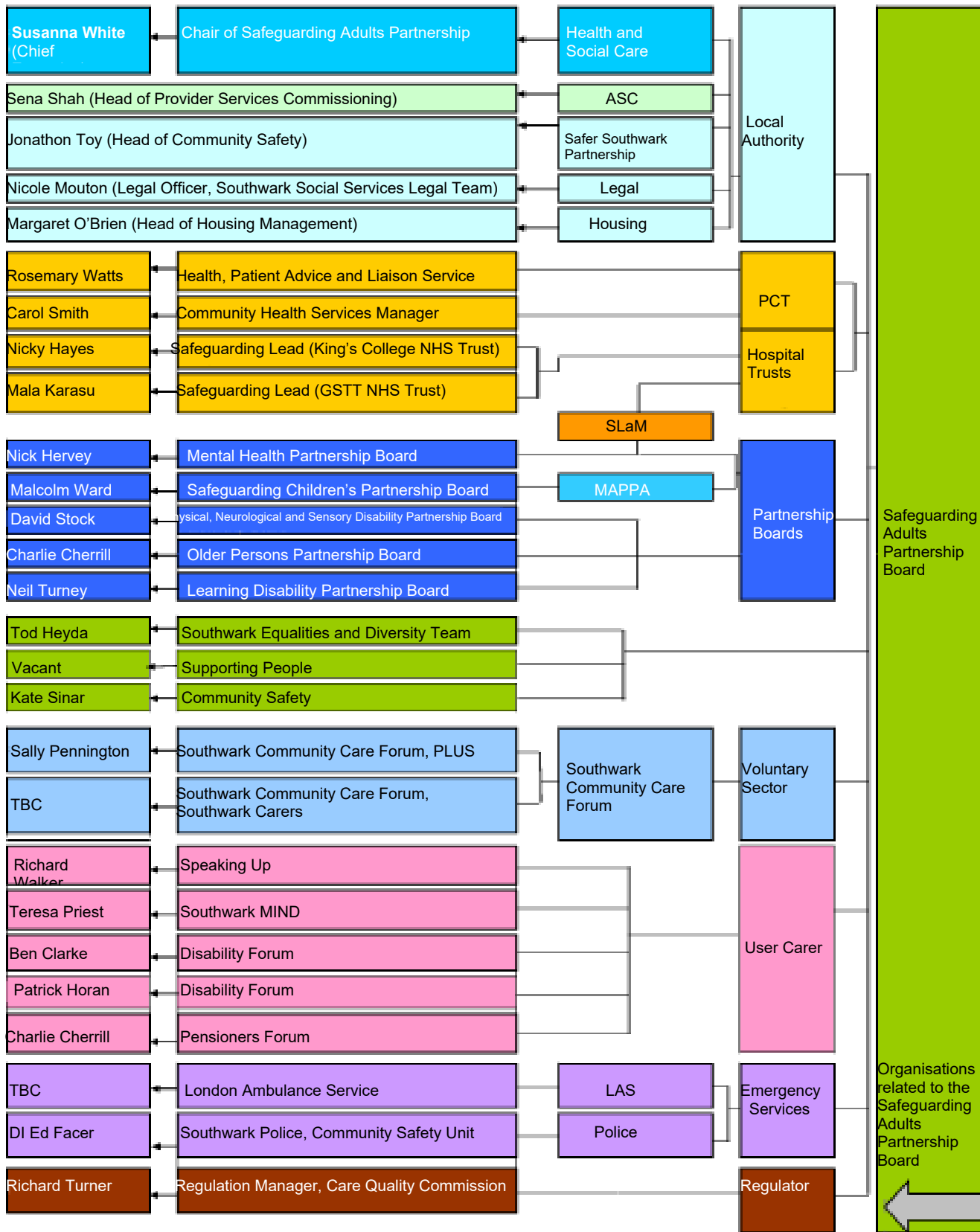


Images of recent Safeguarding Adults campaigns and of key Safeguarding Adults partnership members.





8. Safeguarding Adult Partnership Board Membership, 2008 – 2009





9. Safeguarding Adults Executive

The SA Executive manages the strategies, policies and procedures of SA work identified by the SAPB. The Chair of the SA Executive throughout 2008 – 2009 was Rod Craig, Director of Client Group Commissioning, Southwark Health and Social Care. For 2009 – 2010 the Chair is Edwina Morris – Interim Assistant Director, Adult Social Care.

The SA Executive makes key operational decisions about the implementation of strategic plans. The SA Executive develops and ratifies processes for the implementation and monitoring of safeguarding adults work. The SA Executive also establishes and defines the tasks of sub groups, manages resources, and leads an annual review of the strategic plan. With regard to the SAP goals, during 2008 - 2009 the SA Executive.

Awareness and Promotion

- The promotion of the SAP mission, through strategic cross-partnership representation.
- The development of the cross-partnership component of the SA Winter Campaign.

Monitoring, Reviews, Safeguarding Practice and Statistical Identification

- The development and management of both the ongoing and the quarterly SA Audit process.
- The development of strategic cross-partnership responses with regard to the DH No Secrets Re-Fresh.



10. Safeguarding Adults Sub & Working Groups: *Audit*

Framework

The SAPB and the SA Policy and Procedures were launched in November 2006.

The Policy and Procedures were developed from 'Safeguarding Adults' (ADSS 2005) and the standards within that document have been used to audit safeguarding progress in Southwark.

Outcomes and Audit Tools

The audit provides assurance of compliance with the policy and procedures and identifies areas for improvement across the partnership. The outcomes from the audit have been used to form an SA Executive Action Plan for continuing improvement. The audits have several specific elements, including Case File, Commissioning and Provider Capacity and Training Audits.

Case File Audit

A Case File Audit has been developed in conjunction with the operational social work teams. The audit tool was tested with the aim of identifying key areas for service development and improvements to the audit tool. As a result of the initial audit, work streams have been developed for the following areas:

- Management oversight (management direction and advice given for specific cases and the recording of this)
- The process of self audit within the operational teams
- Processes of supervision with regard to staff support and management oversight
- Structure and recording of case files (electronic and paper)
- Staff learning and development

Independent Audit

Two external audits were commissioned during 2008 - 2009 to facilitate improved operational standards.



11. Safeguarding Adults Sub & Working Groups: *Communications*

This working group developed the Communications Strategy for publicising safeguarding adults work in Southwark

This working group is jointly chaired by Wendy Foreman (Senior Marketing Officer, Southwark Council) and John Emery (Safeguarding Adults Lead) and co-opts key representation as required.

Awareness and Promotion

This working group was responsible for developing (from existing SA Alert and Investigation frequency statistics) the SA Communications Plan 2008 - 2009. The plan encompassed the SA Winter Campaign, along with the development of ongoing communications and news articles, and material for Southwark's A-Z Older People Services Directory.

This working group was responsible for developing and over-seeing the disseminating of the SA Winter Campaign, and for initiating and coordinating a survey pre and post the SA Winter campaign to ascertain general public knowledge of SA procedures. This work is summarised in the following two pages.

Monitoring, Reviews, Safeguarding Practice and Statistical Identification

The Winter Campaign was part of the Strategic Partnership Reassurance Agenda (see below). Research undertaken before and after the campaign will inform future campaigning and publicity activities by the SAPB.



Safeguarding Adults Winter Campaign

Reassurance

The SA Winter Campaign was one of the seven key campaign strategies undertaken by the Southwark Corporate Communication Team within the overarching Strategic Partnership 'Reassurance' agenda.

By publicising the achievements of the services offered by a range of council departments, 'Reassurance' sought to highlight the positive reality of community and individual safety in Southwark.



'Don't turn your back on abuse'

The theme of the SA Winter Campaign was '[Don't turn your back on abuse](#)'. The purpose of the campaign was to raise awareness of adult abuse amongst members of the public and council staff.

The campaign addressed concerns about community and individual safety by advertising an alert phone number for those suspecting that abuse was occurring.

Advertising and Leaflets

Two "Don't turn your back on abuse" leaflet designs were produced, highlighting financial and physical abuse. 5,000 of them were distributed across almost 300 GP practices, care homes, day centres, pharmacies and tenants halls in Southwark. Adverts based on the leaflets were also placed in the *December 2008* issue of Southwark Life, and 24 prominent and well-received Ad-shells were commissioned.



Press-releases and Syndicated Articles

A further element of the SA Winter Campaign concerned the co-development of informative articles for the following publications: Southwark Life, Southwark News and Together. These publications have an approximate combined circulation of 200,000.

In collaboration with the Acute Trusts Sub-Group and the Safeguarding Adults Partnership Team (SAPT), a syndicated article about the campaign, with engaging SA case studies, was circulated to the communications and publicity teams of relevant SAP organisations.

Subsequently, the syndicated articles were published in a range of SAP relevant publications, including the Guy's and St. Thomas' NHS Foundation Trust staff magazine and Southwark Carers magazine.

Step-Check Survey

The SA Communications and Publicity Working Group monitored the effectiveness of the campaign. This was undertaken by a market-awareness company, Step-Check.

In a doorstep survey Step-Check employees interviewed Southwark householders, using a pre-agreed script to determine awareness of adult abuse.

The evaluation was undertaken both before and after the Winter Campaign.

The results indicated:

- Interviewees demonstrated greater awareness of vulnerable adult abuse after the campaign.
- Interviewees demonstrated a greater awareness of the key types of abuse after the campaign.
- Interviewees demonstrated a greater awareness of how to make SA Alerts and where to make SA Alerts to.

In summary, the survey demonstrated that the winter campaign had been very effective in raising general awareness of adult abuse and improving public knowledge about how to report incidents and allegations of abuse.



12. Safeguarding Adults Sub & Working Groups: *Financial Fraud*

This sub-group is developing the strategy to respond more effectively to financial abuse of vulnerable adults in Southwark.

This sub-group is chaired by Jenny Millgate (Corporate Fraud Manager, Southwark Council).

Awareness and Promotion

There has been a marked increase in the number of instances where the council has been appointed by the Pension Service (as part of the Department for Work and Pensions) to receive the state pension &/or benefits for people lacking the mental capacity to manage their own finances. The Client Affairs Team has improved the procedures for the management of the service user's benefits to ensure that all such monies are used in the person's best interests and that these funds are correctly accounted for.

There has also been an increase in the number of instances where the council has been appointed by the Court of Protection to manage the property & affairs of people lacking the mental capacity to manage their own finances. The Client Affairs Team has developed a best interest decision-making approach which takes account of the service user's own wishes, and all decisions are in accordance with the Mental Capacity Act principles.

The Client affairs Team has provided information and support to locality offices, specialist teams and hospital teams through a mixture of casework for individual service users and road shows on the work of the Pension Service / Court of Protection / Office of the Public Guardian and the Client Affairs Team.

Monitoring, Reviews, Safeguarding Practice and Statistical Identification

Practice Developments

Updated policies & procedures for the council as an appointee or court-appointed property & affairs Deputy have been drafted and will be publicised via the intranet during 2009-10.



13. Safeguarding Adults Sub & Working Groups: *Health Providers*

The SA Acute Trusts (Guys and St Thomas's and Kings College Hospital Foundation Trusts) sub-group began as a group working to improve the interface between secondary care and social services with regard to SA work.

However, it became increasingly evident that this could not be done in isolation. Much of the SA work was complex and involved a variety of health providers. The membership of this group was therefore extended to include local PCT's and SLAM (South London and Maudsley Mental Health Foundation Trust) to improve interagency working to achieve a seamless service for vulnerable people who move between agencies as their care needs change. Following consultation the group will now be called the Health Providers Sub-Group.

This subgroup works to align the SA work between acute hospital trusts and four South East London boroughs, including Southwark. The group is chaired by Mala Karasu (SA Lead, Guys and St Thomas's NHS Foundation Trust).

This sub-group's membership is comprised of key strategic, cross partnership representatives. This sub-group meets quarterly to develop and promote SA work within the acute hospital trusts, and between those trusts and the wider SA Partnership.

Awareness and Promotion

The Safeguarding Adults Leads for both Guy's and St. Thomas's NHS Foundation Trust and King's College Hospital NHS Foundation Trust provide significant levels of training for NHS staff at all levels.

Mala Karasu is also a member of the Metropolitan Police development group for the Safeguarding Adults at Risk Standard Operating Policy and is also a member of the Pan London Safeguarding Adults Policy and Procedures editorial group.



Monitoring, Reviews, Safeguarding Practice and Statistical Identification

The sub-group monitors hospital and community discharge pathways to ensure both best practice and service user safety.

The sub-group has developed a risk-assessment tool for use across the Partnership, which will be trialled and introduced in 2009 - 2010.

It is also currently engaged in work to develop improved practice in relation to tissue viability and pressure sores, and is developing a unified protocol for providing transfer of care information through the use of standardised documentation across all agencies in Southwark.

The sub-group continues to develop best practice (derived from the outcomes from the above monitoring processes), with regard to inter agency, acute SA practice. The group also developed a Best Practice presentation, for use across the partnership.



14. Safeguarding Adults Sub & Working Groups: *Human Resources*

The Human Resources Sub-Group is jointly managed by Safeguarding Children's Services, Southwark Human Resources, and the SA Executive and is chaired by Bernard Nawrat Head of Southwark Human Resources. It develops safer recruitment strategies to ensure that abusers are not appointed to work with vulnerable groups in Southwark.

Awareness and Promotion

This group undertook the production of safer recruitment guidance for employers across the partnerships and commissioners of Health and Social Care Services.

Trudy Hindmarsh and David Bray, from Southwark Human Resources, outlined their vision for Safer Recruitment and its key role in the prevention of abuse of vulnerable adults at the SA Stakeholders' Conference 2008.

John Emery and Trudy Hindmarsh delivered two training sessions on Safer Disciplinary processes during 2008-2009.



15. Safeguarding Adults Sub & Working Groups: *Learning and Development*

This sub-group has developed a training framework for the whole of the SAP and all people who work in health and social care across Southwark.

The sub-group is chaired by Harlene Dandy (Learning and Development Manager). The membership of the group includes representatives from Southwark Council, Kings College Hospital NHS Foundation Trust, Guy's and St Thomas' NHS Foundation Trust, South London and Maudsley Mental Health NHS Foundation Trust, Southwark College and In Touch Supported Housing.

Awareness and Promotion

Health and Social Care provides the following SA training courses:

Table 2. Southwark Health and Social Care Safeguarding Adults Training Courses	
Item	Course Name
1	Alerters
2	Chairing Safeguarding Adults Meetings
3	Investigators
4	Investigatory Process for Provider Managers
5	Investigatory Process for Senior Managers
6	Minute Taking for Confidential / Safeguarding Adults meetings.

The group has developed competencies relating to safeguarding work, which are attained by attending the various courses. The group aims to ensure that all staff, both internal and external have access to the courses and is committed to working with higher education institutions to ensure that safeguarding is a core element of professional qualification training. Full details of the competencies, e-learning and the SA Training Programme are available from the SA website.

The group has also commissioned an online e-learning Safeguarding course, which provides basic information about adult abuse.

In addition, this sub-group provides advice on learning and development in safeguarding for external agencies working with vulnerable adults within Southwark.



1. SA Alerter

- i. During 2008-2009 Southwark Health and Social Care organised **24** face-to-face SA Alerter' courses.
- ii. There were **360** prospective attendees, with a **98%** attendance rate.
- iii. Attendees were drawn from over 80 organisations in Southwark.

2. SA Investigators

- i. During 2008-2009 Southwark Health and Social Care organised **13** face-to-face SA Investigators courses.
- ii. There were **157** prospective attendees, with a **90%** attendance rate.
- iii. Attendees were drawn from 11 organisations, with analysis identifying increased attendance of mental health staff.
- iv. Implications: During 2009 – 2010, the Training sub-group will be ensuring that safeguarding alerter training is organised not just for staff working within Health and Social Care organisations but also for other staff groups that have a role in safeguarding adults such as Community Wardens and Liaising Officers.
- v. The sub-groups will also further improve data collection in relation to staff groups that need to and have received safeguarding training.

Table 3. Safeguarding Adults Investigators Training by Attendee Group

Group	Total
Commissioning	2
HDT	23
LD	11
MH	59
OPN	14
OPS	3
Out of Hours	5
Provider	9
Provider - Day Service	2
S&PD	29
Total	157



Monitoring, Reviews, Safeguarding Practice and Statistical Identification

The group plans to commission in 2009 -10 a programme of keeping safe training for service users in day centre settings, following the positive feedback from the recently commissioned pilot programme for The Camden Society.

The sub-group carries out reviews of all SA training courses through ongoing training audits, training evaluations and audits of private, voluntary and independent services that are not commissioned.

The group will continue to monitor the attendance and effectiveness of SA training courses, and respond by making improvements, so that all courses are of a high quality. Workers are being trained to recognise situations where adults may be at risk and know how to respond to these concerns.

The sub-group ensures that required information is accurately recorded and maintained on a database to inform the SA Executive and the SAPB quarterly on the uptake of training.

The group provides attendance figures to the Commissioning department, who use safeguarding training uptake as one of their performance indicators for commissioned services



Other Partnership Training Initiatives:

Guy's and St Thomas's Foundation Trust

The GSTFT SA Lead delivered SA training via the GSTFT corporate induction programme to 1020 GSTFT staff at all levels. In addition, Level 1 SA training was delivered to 1200 nursing, midwifery and therapy staff.

South London and Maudsley Mental Health Foundation Trust

500 staff members in SLaM work with vulnerable adults. 311 of these have done the online SA e-learning training, 40 have done the SA Investigators training and 4 have done the SA Chairs training.

SLaM also provides a range of training for vulnerable adults with mental health diagnoses which is not strictly related to their vulnerability, but enhances their ability to speak out about abuse. An advocacy training course in 2008 was attended by 12 participants and a course training service users to take part in interviews for new staff had 10 participants. SLaM has recently secured funding to run a self-advocacy course for mental health service users in partnership with a service user group and a third sector agency. This will provide them with skills to protect their own interests more effectively.

Kings College Hospital Foundation Trust (KCHFT)

Table 4: KCHFT Deprivation of Liberty Safeguards and Safeguarding Adults Training				
KCHFT Staff Group	Course Type			Training Totals
	Level 1	Level 2	Deprivation of Liberty Safeguards (DOLS) Awareness	
a. Add Prof Scientific and Tech'	61	1	1	63
b. Additional Clinical Services	207	5	0	212
c. Administrative and Clerical	256	0	1	257
d. Allied Health Professionals	83	21	1	105
e. Estates and Ancillary	17	0	0	17
f. Healthcare Scientists	57	0	0	57
g. Medical and Dental	5	24	1	30
h. Nursing and Midwifery Registered	301	64	7	372
i. Students	2	0	0	2
j. Unknown	2	1	0	3
Total	991	116	11	1118



Third Sector Initiatives

Southwark Disablement Association supports 160 vulnerable adults. It has 48 care assistants, 10 office-based staff and 12 volunteers who work with vulnerable adults. SDA staff are given SA training as part of their induction. During 2009 -10, all newly-recruited staff will access the e-learning SA training, as a minimum, as part of their induction.

PLUS supports 128 vulnerable adults in residential services, of which 17 are in Southwark and 80 vulnerable adults who access community services, of which 30 are in Southwark. It has 118 staff who work with vulnerable adults. Of these, the 35 who work in Southwark have all taken mandatory in-house training in safeguarding. They run both basic and update training throughout the year. It is anticipated that their entire workforce will attend at least one training session per year.



16. Safeguarding Adults Sub & Working Groups: *Operational*

This sub-group is comprised of social work managers and operational staff and ensures that the policy and procedures are effectively implemented, that all safeguarding alerts are appropriately investigated and that robust protection plans are put in place and monitored. The group is chaired by Sam Mayne (Transforming Social Care Lead)

Awareness and Promotion

The SA Operational sub-group develops guidance to embed SA Policy and Procedures into practice.

Monitoring, Reviews, Safeguarding Practice and Statistical Identification

This sub-group developed the SA audit process and reviewed the outcomes from both internal and external SA Audits, and supports the SA Executive to determine the focus of further external SA Audit cycles.

The group developed a Supervision Protocol to assist management oversight of operational practice in Safeguarding Adults cases.

The group delivered training on the receipt and management of high risk referrals - in order to ensure effective risk assessment.

This sub-group directs the development (with input from Commissioning and the SAPT) of SA Investigation Status reports.



17. Advocacy and Independent Mental Capacity Advocates

Advocacy

- Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain the services they need. Advocates work in partnership with the people they support and take their side, Advocacy Charter.
- Advocates provide an essential service, with regard to Safeguarding Adults alerts of vulnerable adults abuse, and they are key members of the SA Partnership.

Independent Mental Capacity Advocates

- The Mental Capacity Act 2005 (which came into force April 2007), introduced a new statutory role of Independent Mental Capacity Advocate (IMCA), whose role was designed to support people who lack capacity to make certain decisions.

An IMCA must be instructed where:

- There is a decision to be made regarding either serious medical treatment (SMT) or change of accommodation.
 - The person has no close family or friends to represent their views
 - The person has been deemed by the Decision Maker not to have capacity to make that decision in accordance with the assessment of capacity as defined in the Act
- **IMCA involvement is essential to the SA Partnership. In Southwark, IMCAs have provided invaluable input to a significant number of Safeguarding Adults investigations.**

Independent Mental Capacity Advocates in Southwark

- During 2008/09, there were **23 people** who received support from an **IMCA**.
- A further 22 were referred, but not eligible. Making a total of 45 for the year to have been referred to the IMCA service.



18. Safeguarding Adults Partnership Team

The Safeguarding Adults Partnership Team (SAPT) supports the work of the SAP, particularly the SAPB and the SA Executive. The SAPT maintains the SA database, which provides statistical information to the SA Partnership and operational teams. The Team also provides advice, support and guidance on safeguarding cases to operational teams. The Team is managed by John Emery (Safeguarding Adults Coordinator). The team budget for 2008-9 was £167 000.

Awareness and Promotion

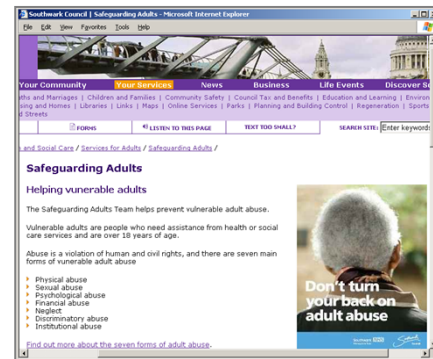
SA Coordinator

- The SA Coordinator provided **40** SA briefings to a range to cross-partnership organisations and staffing-groups, including the Aylesbury Day Centre, Southwark Pensioners' Forum and Southwark's Councillors.
- The SA Coordinator provided ongoing support (in conjunction with both Social Work managers and supervisors) to Social Work and allied staff undertaking SA Investigations.
- The SA Coordinator presented an Introduction to SA at the monthly Southwark induction for new staff.
- The SA Co-ordinator sits on the SA committees for GSTFT and SLAM.
- The SA Co-ordinator is a member of the Southwark Multi Agency Risk Assessment Committee (MARAC) which manages the co-ordinated approach to domestic violence in Southwark
- The SA Co-ordinator is a member of the Metropolitan Police Adults at Risk Standard Operating Procedure Development Group.
- The SA Co-ordinator is a member of the Pan London SA Policy and Procedures editorial group.



SA Web Site

- In response to cross-partnership feedback, including feedback from both council staff and service users, the SAPT (with support from the SA Communications and Publicity Working Group) successfully redeveloped the Southwark SA web site. The site now encompasses a wide range of SAP information, encompassing information downloads, a service user member page, and detailed information about training.



SA Winter Campaign

- The SAPT supported the work of the SA Communications and Publicity Working Group with regard to the development of the SA Winter Campaign.
- The SAPT developed an extensive and a reusable contact database for the dissemination of the SA Winter Campaign. The SAPT also organised the dissemination of the campaign literature and information.
- The SA Winter Campaign was launched at the SA Stakeholders' Conference 2008, which was organised by the SAPT.



Monitoring, Reviews, Safeguarding Practice and Statistical Identification

The SAPT developed status reports of SA Investigations, which are disseminated monthly to the social work and commissioning teams.

The SAPT produced quarterly SA Alert and SA Investigatory frequency statistics.

The SAPT and the SA Operational Sub-Group have developed an updated series of notification forms, reflecting the needs and the views of Social Work practitioners, to improve data collection and analysis.



Commissioning Guidance

The Commissioning guidance document has been prepared to support health and social care commissioners working within Southwark to implement the Commission for Social Care Inspection (CSCI) and Association of Directors of Adult Social Services (ADASS) 2005 guidance regarding the commissioning of services and safeguarding of adults.

The multi agency policy stipulates the role and responsibilities of service commissioners in supporting the safeguarding of adults. Commissioners need to work proactively with service providers to promote and operate the Safeguarding Adults Policy and Procedures within Provider organisations and to maintain the safety and well being of adults with respect to services provided under contract by Southwark Health and Social Care.

The guidance aims to support the work of commissioners to be world class and provides guidance that will enable commissioners to meet competencies with regard to safeguarding of adults.

This guidance sets out strategic statements and specific contract clauses that can be incorporated into contracts to clarify for providers their responsibilities to promote the safety of adults who receive services commissioned by Southwark Health and Social Care.

As more service users take more control of the services they purchase through personal budgets, it will be necessary to further develop guidance and procedures to ensure that the risks of abuse occurring are identified and addressed. Further guidance on this will be incorporated as the Personalisation of Services progresses within Southwark.

We linked the best practice standards from ADASS and CSCI Inspection themes/descriptors to develop the contract clauses contained in the guidance. Commissioners have a choice as to where to insert the clauses within existing contracts (as contract schedules) or within the body of new contracts. Commissioners may need to make slight amendments to adapt contract clauses to their commissioning field.

The London Borough of Southwark Legal Team has reviewed and approved the contractual clauses contained within the guidance document.



19. Safeguarding Adults Stakeholders' Conference

The annual Stakeholders' Conference took place on 6 November 2008 at the Millwall Football Club Conference Suite and was attended by over ninety delegates. Susanna White (*Strategic Director of Health and Community Services, Southwark*) opened the conference by outlining the importance of safeguarding. She then presented the 2007 - 2008 Annual Report and provided an overview of SA work in Southwark.

The theme of the conference was SA and Human Rights. The following speakers gave presentations and speeches:

- Harjinder Bahra (*Southwark Equalities and Human Rights*) and Sena Shah (*Head of Provider Services Commissioning*) gave a presentation on safeguarding, commissioning and human rights
- Trudy Hindmarsh (*Divisional HR Manager*) and David Bray (*Adults Social Care HR Consultant*) spoke about the HR Documents Safer Recruitment and Safer Disciplinary Procedures
- Harlene Dandy, Yvette Evans (*Manager and Executive Officer, Learning and Development*), Pippa Quinn and Linda Cobb (*Independent Training Consultants*) discussed the re-launch of Safeguarding Adults training
- Mark Johnson, a Key ring service user, presented a DVD that he, and other service users had made about personal safety and keeping safe
- Maria Gray (*Detective Constable, Territorial Police Headquarters*) spoke about Human Rights, Safeguarding Adults and the Police
- Patrick Horan (Chair, Southwark Disablement Association) spoke about the need for a zero tolerance approach to safeguarding work



At the end of the conference, Councillor David Noakes launched the SA Winter Campaign.

Councillor David Noakes described the campaign:

'The message is that if you're suffering abuse of any kind, you're not alone. We want to encourage all Southwark residents to take a stand against abuse. Whether you work with older people or have friends or neighbours who might be vulnerable, help us by looking out for them and reporting signs of abuse.'

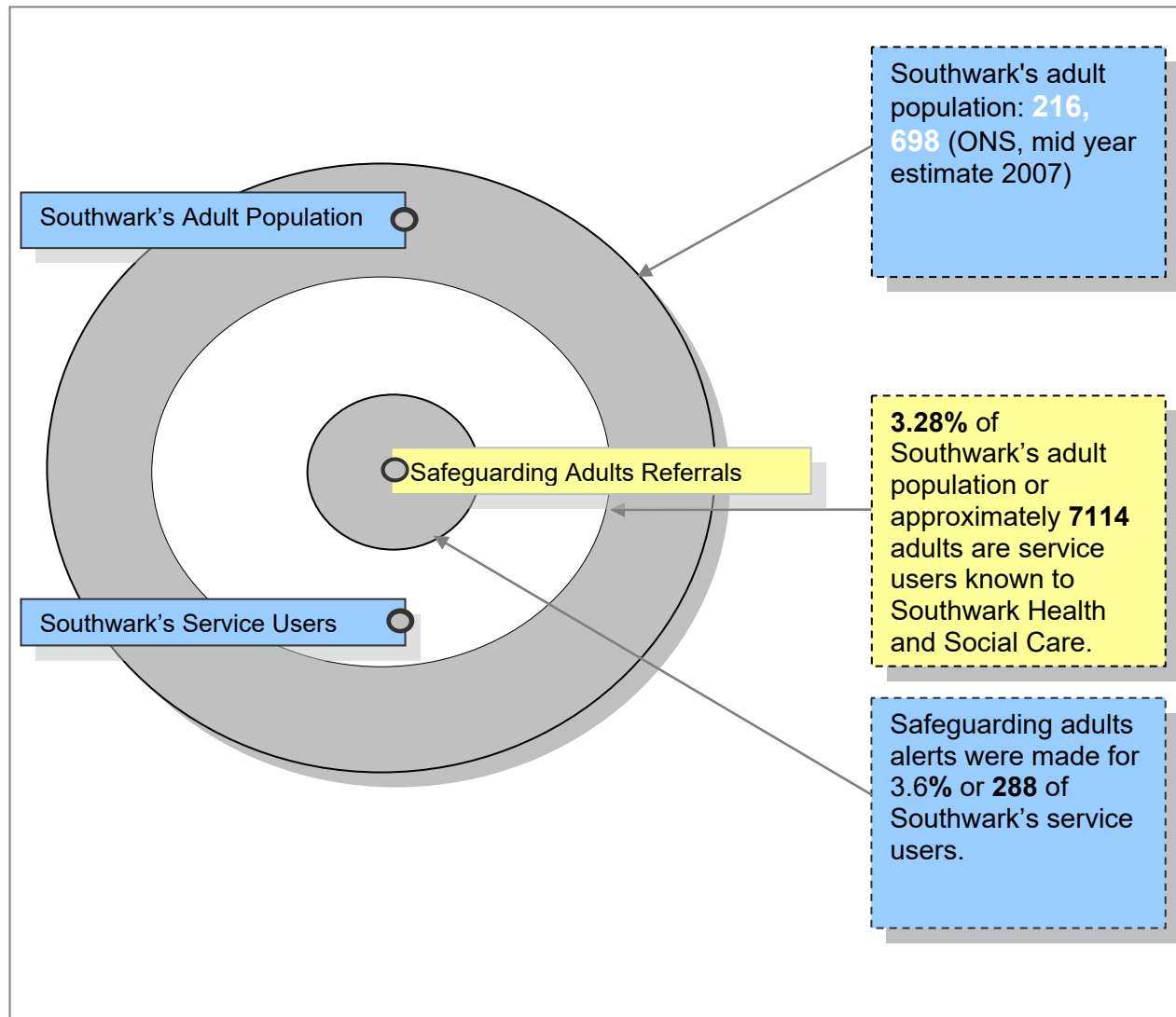
Feedback from the conference was extremely positive, with attendees rating satisfaction with the conference as an average of 4 out of a possible 5. The conference also elicited such comments as:

'I feel that this year's conference has been very effective in emphasising the need to be aware of safeguarding adults issues for different services, including the involvement of commissioning and other support services, and not just providers of assessors or service users needs'.



20. Safeguarding Adults Statistics: *Overview*

Chart 2. Actual and Potential Safeguarding Adults Alert Groups





Statistical Overview

- There was an **18%** increase in the number of SA Alerts from **244 in 2007 - 2008** to **288 in 2008 – 2009**, which exceeds the **10%** target set in the last SA Communications Plan (2008-2009). This is an average of approximately 5.5 SA Alerts per week, demonstrating increased awareness and recognition of SA in Southwark, together with increased understanding of how and where to report suspected abuse.
- There was also a **40%** reduction in the average length of SA Investigations from **7** to **4** months, which is within the expected investigatory time frame, and which demonstrates higher prioritisation of SA work across the Partnership.
- As a consequence of the SA Winter Campaign, “Don’t turn your back on abuse”, and other awareness raising events, there was an increase of **13%** in the number of self alerts from vulnerable adults

Key Trends

Key Trends: *Vulnerable Adult Category*

- SA Alerts for Older People increased by **33%** to **138**.
- SA Alerts for Sensory and Physical Disabilities (Younger Adults) increased by **21%** to **34**.

Key Trends: *Demographic*

- Increase of 39% for people described as *Black - All Origins*
- A year-on-year increase in referrals of male vulnerable adults.

Key Trends: *Abuse Types*

- Most prevalent abuse type: Financial Abuse
- Largest year-on-year increase in prevalence: Sexual Abuse
- Abuse location: increase of 54% for allegations of abuse in the vulnerable adults’ home or the family home.



21. Safeguarding Adults Statistics: *Detail*

a. Safeguarding Adults Alert and Investigation Statistics

1. Safeguarding Adults Concerns

- i. During 2008-2009, the Safeguarding Adults Partnership Team (SAPT) handled approximately **2000** SA Concerns received by email, fax, letter and telephone.

2. Safeguarding Adults Alerts

- i. During 2008-2009, **288** SA Alerts were received by the SA Partnership Team.
- ii. During 2007-2008, **244** SA Alerts were received by the SAPT.
- iii. The year-on-year increase in the number of SA Alerts received by the SAPT was **44** or 18%.

3. Safeguarding Adults Alert Sources

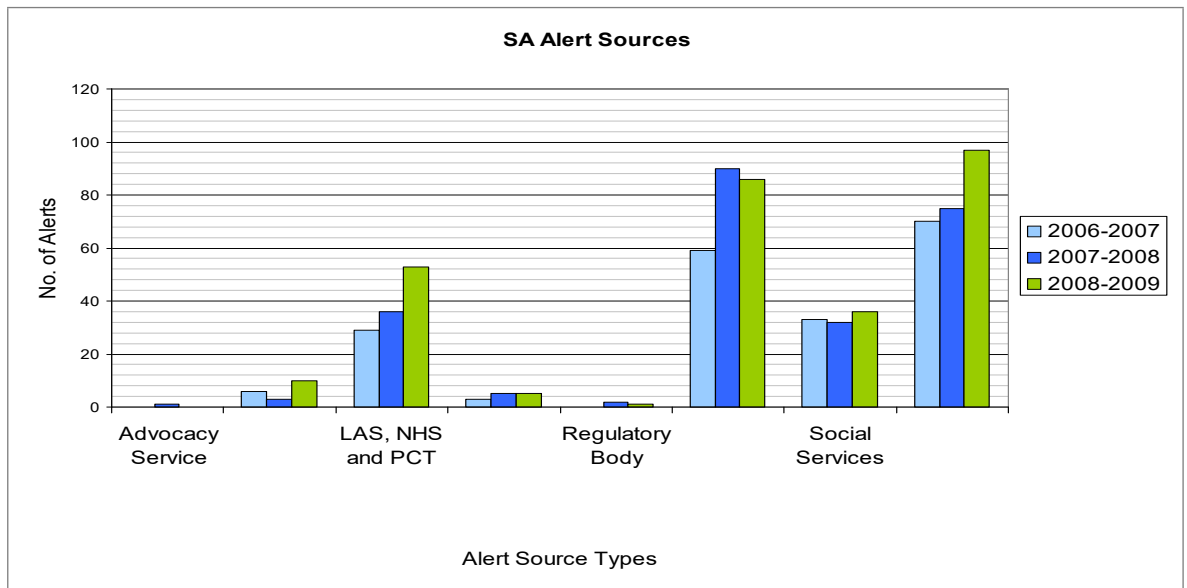
- i. Summary: during 2008-2009, 82% of the SA Alerts were accounted for by three Alert Sources. Firstly, *Vulnerable Adults, or their Family or their Friends* accounted for **97** SA Alerts or 34% of the total. Secondly, SA Alerts from *Social Care Workers or Service Providers, including Voluntary Organisations*, accounted for **86** SA Alerts or 30% of the total. There were **53** SA Alerts from the *London Ambulance Service, the NHS and Southwark PCT*, accounting for 18% of the total.
- ii. Trends: there were year-on-year increases for the following Alert Sources: *Vulnerable Adults, or their Family or their Friends*, and *London Ambulance Service, the NHS and Southwark PCT* had increases of **22** and **17** respectively. These increases could be due to the publicity campaign during winter 2008 (for self and family referrals) and the extensive SA training delivered within NHS organisations.
- iii. Implications: Although not atypical for a London borough, reasons for the continuing low level of referrals from the police and regulatory body need to be determined and, if appropriate awareness issues addressed through



training. The small reduction in referrals from 'social care worker or service provider' is of concern and the training sub-group will ensure that the planned training programme for 2009 – 2010 addresses this issue.



Chart 3. SA Alert Sources



4. Safeguarding Adults Investigations

- i. During 2008-2009, **248** or 86% of the SA Alerts led to a full SA Investigation.
- ii. During 2007-2008, **208** or 85% of the SA Alerts led to a full SA Investigation.
- iii. Year-on-year, the rate of conversion from SA Alerts to SA Investigations is stable.

5. Safeguarding Adults Total Investigatory Activity

- i. As noted above, during 2008-2009, 248 full SA Investigations were initiated. A further **72** SA Investigations were active during this period. These SA Investigations were initiated (as SA Alerts) during 2007-2008. Consequently, during 2008-2009 there were **320** active SA Investigations.

6. Safeguarding Adults Total Investigatory Timescales

- i. Year-on-year, there has been an improvement in SA Investigatory practice. During 2008-2009, the average length of a SA Investigation was **4** months.



- ii. This is within the expected investigatory timescale. During 2007-2008, the average length of an SA Investigation was **7** months.



b. Safeguarding Adults Investigation: *Vulnerable Adult Statistics*

1. Vulnerable Adult Category

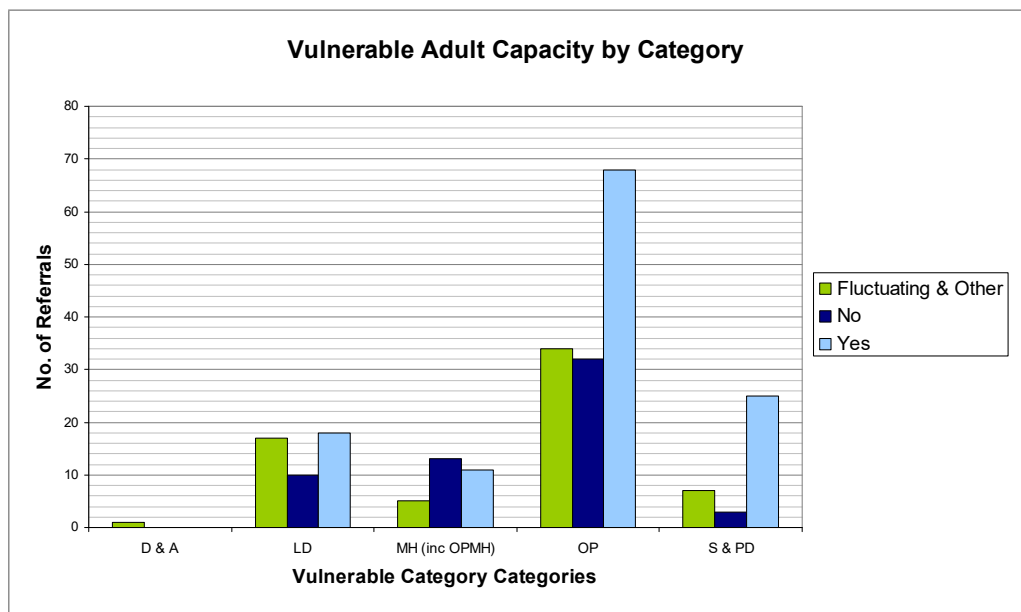
- i. Summary: during 2008-2009, the largest number of SA Investigations per Vulnerable Adult (VA) Category (VAC) concerned *Older People (OP)* VAs, with **138** SA Investigations or 55% of the total.
- ii. VAs with either a *Learning Disability (LD)* or a *Sensory and Physical Disability (S&PD)* accounted for **47** and **34** SA Investigations or 19% and 14% of the total, respectively.
- iii. *Mental Health (MH)* and *Drugs and Alcohol (D&A)* VAs accounted for the remaining SA Investigations, with **28** and **1** or 11% and approximately 1% of the total, respectively.
- iv. Trends: there was an increase in the number of SA Investigation for OP VAs by **33** or 31% from 105 during 2007-2008. A secondary trend concerned the number of SA Investigations for S&PD VAs, which increased by 21% from **28** during 2007-2008.
- v. There was increased reporting of abuse in the 75 to 84 age category. The increase was from **38** in 2007 – 2008 to **68** in 2008 – 2009 referrals.
- vi. With regard to gender, most abuse was against women: **145** women as against **103** men. The year-on-year increase for female vulnerable adults was 15%. However, the increase for male vulnerable adults was 27%.
- vii. Implications: The operational sub-group will need to review the impact on social work teams of the increase in investigations and, in particular, the input that the 31% increase in investigations of older people is having on the overall workload of these teams.



2. Vulnerable Adult Capacity

- i. Summary: A total of 131 investigations involved VA's with fluctuating (73) or no (58) capacity to make informed decisions. This statistic demonstrates the importance of undertaking a capacity assessment when vulnerable adults are victims of abuse, and the importance of ensuring that alleged victims without capacity have proper advocacy and representation throughout the investigatory process.

Chart 4. SA Investigations by Capacity

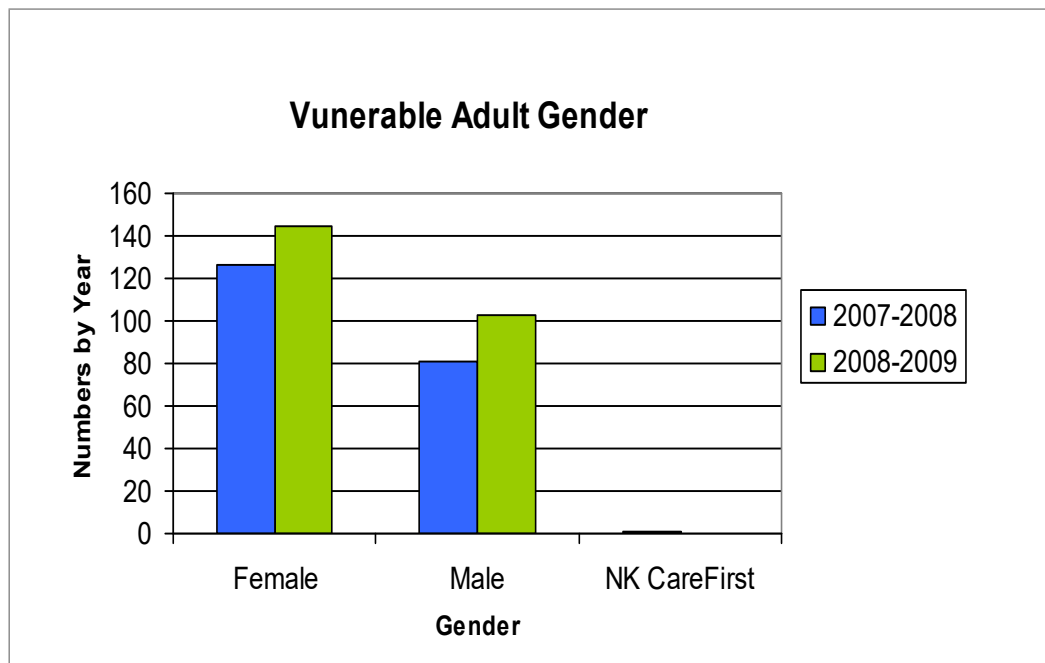




3. Vulnerable Adult Gender

- i. Summary: during 2008-2009, there were **145** (58%) SA Investigations for female VAs and **103** (41%), for male VAs.
- ii. Trends: as in all previous years, female VAs accounted for a greater percentage of the total number of SA Investigations, than their male counterparts. However, there has been a steady change in the female-to-male, SA Investigation ratio, with SA Investigations for male VAs increasing year-on-year by **22** or 27% from **81** (2007-2008). SA Investigations for female VAs increased by **19** or 15% from 126 (2007-2008).
- iii. Key trend: SA Investigations for male VAs are increasing at a greater rate than SA Investigations for female VAs. For male service users, this finding may indicate greater levels of awareness of abuse issues led to a greater readiness to report abuse.

Chart 5. SA Investigations by Gender

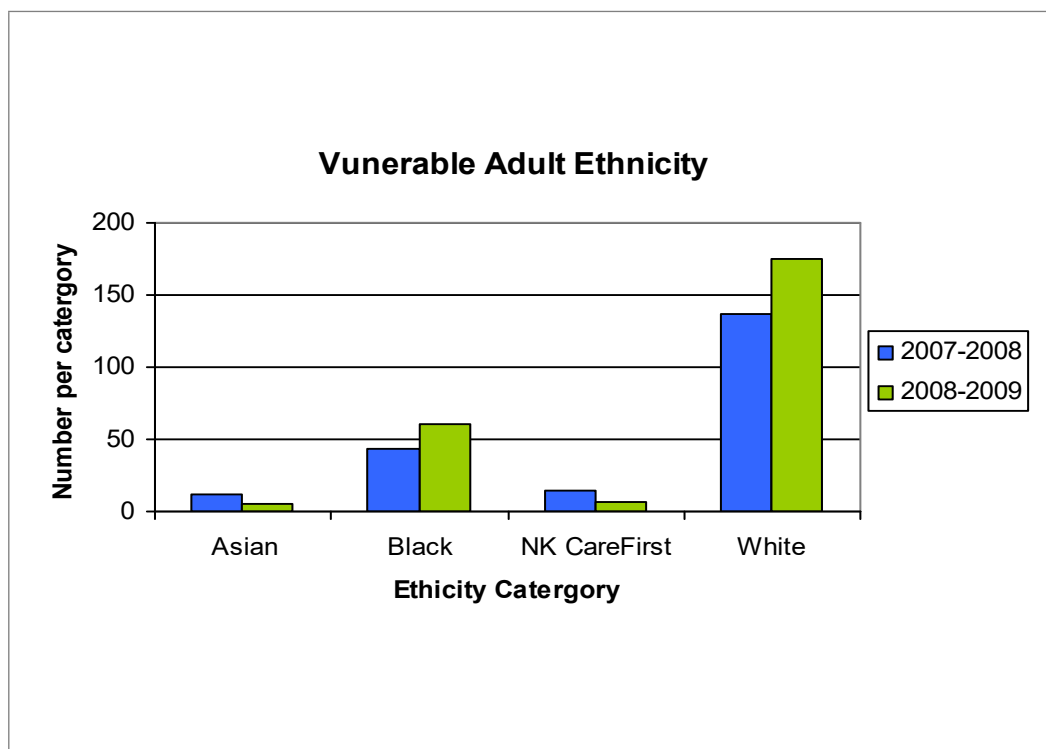




4. Vulnerable Adult Ethnicity Categories

- i. Summary: during 2008-2009, 95% of the SA Investigations were accounted for by two Ethnicity Categories: *Black – All Origins* and *White – All Origins*. White – All origins accounted for **175** or 70%, whilst Black – All origins accounted for **61** or 25% of the SA Investigations.
- ii. The remaining 5% was accounted for by Asian – All (**5**, 2%) and Not Known (**7**, 2%) VAs.
- iii. Trends: there was a year-on-year increase of 39% from **44** for SA Investigations concerning Black - All origins. There was also a year-on-year increase of 28% from **137** for SA Investigations concerning White - All origins.
- iv. Implications: during 2009 – 2010 the Communication and Publicity sub-group will need to examine why referrals of alleged abuse of Asian adults has declined and what action needs to be taken to ensure that all communities in Southwark recognises adult abuse and are able to alert the partner organisations about suspected abuses.

Chart 6. SA Investigations by Ethnicity



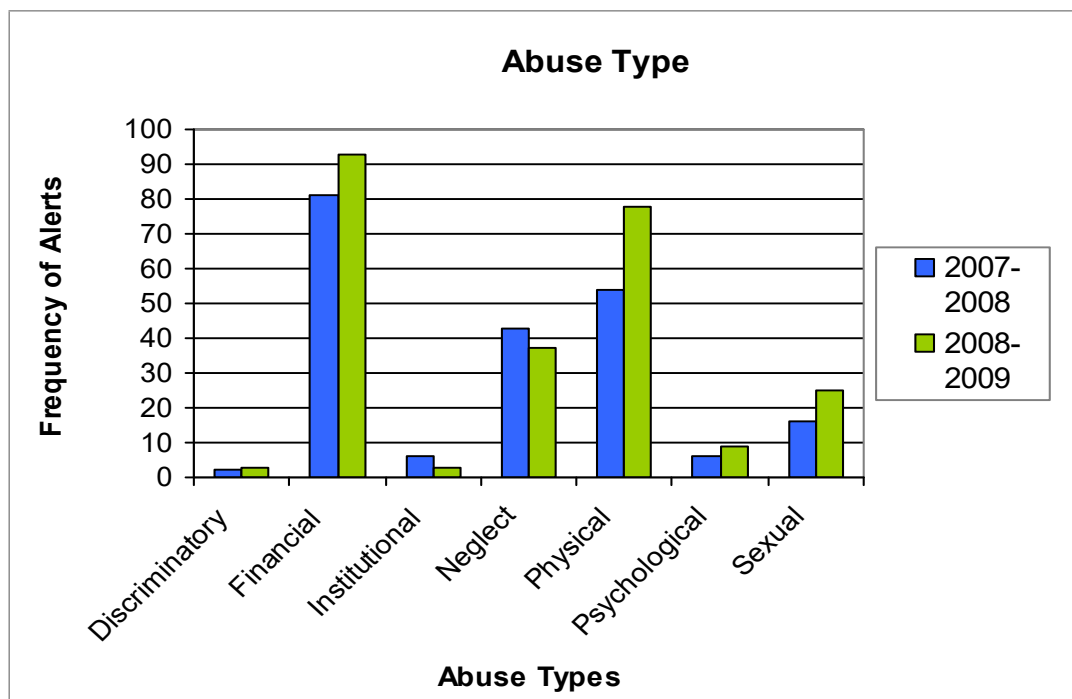


b. Safeguarding Adults Investigation: Abuse Statistics

1. Abuse Type

- a. Summary: during 2008-2009, 84% of the total number of SA Investigations was accounted for by three Abuse Types - Financial Abuse accounts for **93** or 38% of the total number of SA Investigations. Physical Abuse and Neglect then accounted for **78** and **37** SA Investigations, or 31% and 15% of the total, respectively.
- b. Trends: Financial Abuse continues to account for the largest number of SA Investigations and the Financial Abuse year-on-year increase was 12 or 15% from 81. The largest year-on-year percentage increase in the number of SA Investigations concerned Sexual Abuse: year-on-year increase by 9 SA Investigations or 56% from **16** to **25**.
- c. Implications: The Financial Fraud sub-group needs to examine the types of financial abuse that were substantiated during 2008 – 2009 and develop proposals that will increase the safeguard available locally to protect vulnerable adults.

Chart 7. SA Investigations by Abuse Type





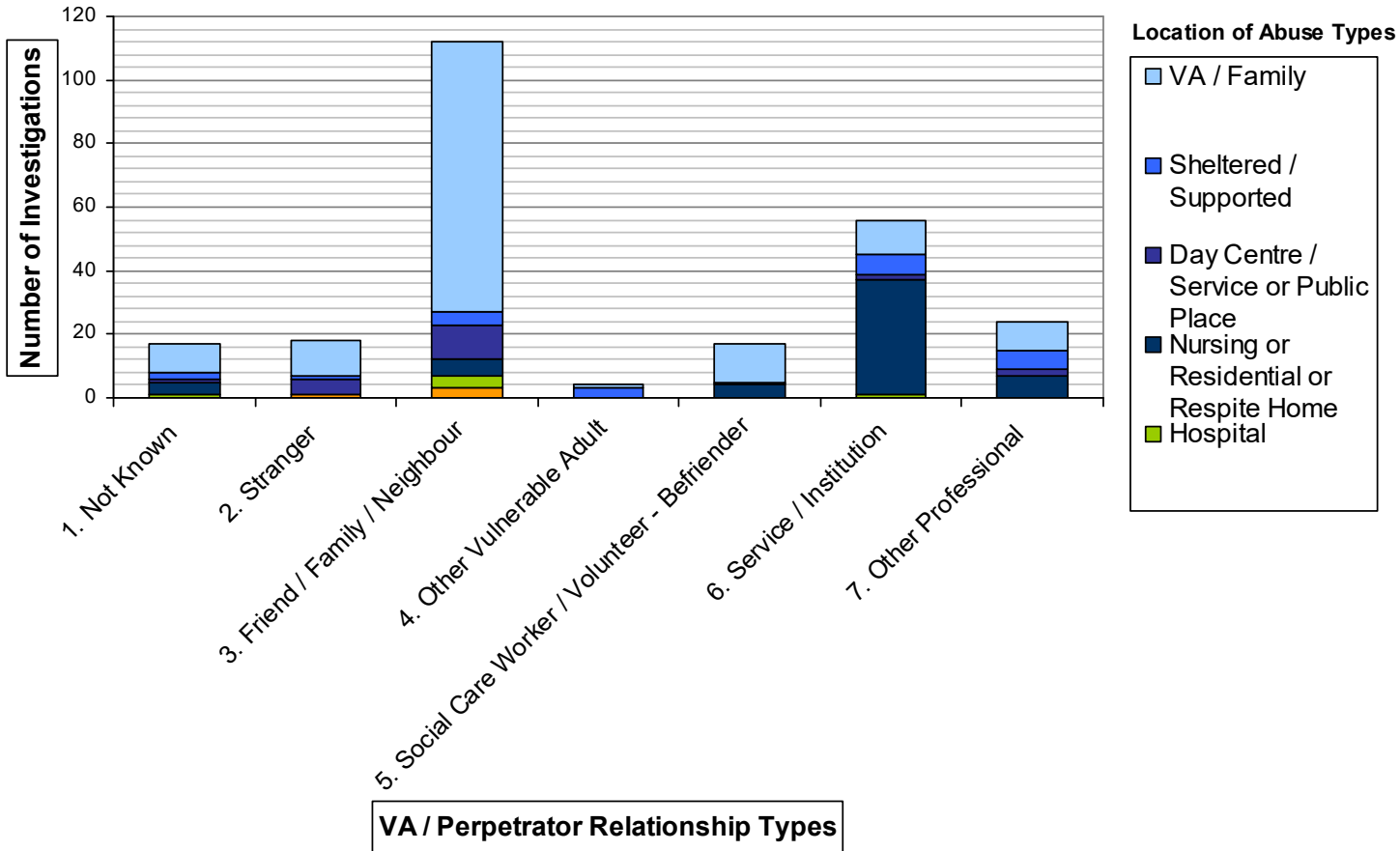
2. Abuse Location

- i. Summary: during 2008-2009, 86% of the total number of SA Investigations was accounted for by three Abuse Locations. The Abuse Location that accounts for the largest number of SA Investigations is VA or VA Family Home, with 140 SA Investigations or 56% of the total. Following that, Nursing or Residential or Respite Home and Hostel or Sheltered or Supported Accommodation account for **52** and **22** SA Investigations, or 21% and 9% of the total, respectively.
- ii. Trends: the key year-on-year change was the increase by **49** (or 54%) SA Investigations from 91 (2007-2008) to 140 with VA or VA Family Home as the Abuse Location.
- iii. The second largest increase concerned the number of SA Investigations with Hostel or Sheltered or Supported Accommodation as the Abuse Location. The number of SA Investigations for this Abuse Location category increased by **5** or 29% from 17 (2007-2008).
- iv. Implications: The Safeguarding Partnership Team needs to analyse the types of abuse occurring in the person's home and the user groups in order to identify possible actions that could be taken to reduce the incidence of such abuse.
- v. In relation to the reported abuse in institutional setting, the Team will undertake further analysis to identify any patterns or trends and identify possible actions to safeguard other users in these settings.



c. Safeguarding Adults Investigation: Perpetrator Details

Chart 8. SA Investigations by Perpetrator Relationship and Abuse Location



1. VA / Perpetrator Relationship

- i. From the total of 248 investigations for 2008-2009, the greatest number of investigations, 112 (per perpetrator relationship type) concerned ‘Friend, Family member or Neighbour’ alleged perpetrators in the vulnerable adults (or vulnerable adult family) home.
- ii. The lowest number of investigations (per perpetrator relationship type) concerned ‘Other vulnerable adults’ with 4 allegations, primarily in correlation with those living in sheltered or supported accommodation.



- iii. There was a year-on-year increase in the number of investigations concerning 'Social Care Workers/ Volunteer / Befriender' within the vulnerable adults home or the vulnerable adult family home.

d. Safeguarding Adults Investigation: *Outcomes*

1. Case Conclusions

- i. A total of 200 SA Investigations were closed during 2008-2009.
- ii. When compared with the total number of SA Investigations (initiated as SA Alerts) during 2008-2009, the number of closed SA Investigations (as immediately above) leads to a closure rate of 81%.
- iii. Significantly, there was a decrease in the total number of SA Investigations that were closed with outcomes of either 'not determined/inconclusive' or 'not substantiated' between 2007-2008 and 2008-2009, from 158 to 102, respectively, which is a reduction of 35%.
- iv. In addition, there was an increase from 51 to 66 (29%) in the number of SA Investigations found to be either 'substantiated' or 'partly substantiated'.
- v. Implications: The operational sub-group will need to undertake work with investigating social workers and their managers to support further increases in the number of SA Investigations found to be either 'substantiated' or 'partly substantiated'.



2. Outcomes for Perpetrators

- i. During 2008-2009, a total of 200 SA Investigations were closed, and 74 of the closures (or 37%) were closed with ongoing work being undertaken with regard to the alleged perpetrator.

Closed Year	Outcome for Perp' / Organisation / Service	Total
2008-2009	Counselling / Support	1
	CQC / POVA / Other Regulatory Body	4
	Criminal Prosecution / Police Involvement	11
	Disciplinary / Management Action	18
	HSC Assessment / Monitoring / Review	28
	HSC Commissioning	5
	Management of Access / Removal	7
	NFA / Review if Situation Changes	126
2008-2009 Total		200



- ii. During 2008-2009, 82 (out of 200) SA Investigations were closed with a Case Conclusion of Partly Substantiated or Substantiated. Of the 82, the most frequent, active perpetrator outcome was HSC Assessment / Monitoring / Review: 17 investigations.

Closed Year	Case Conclusions	Outcome for Perp' / Organisation / Service	Total
2008-2009	Closed - Provisionally	NFA / Review if Situation Changes	16
		Criminal Prosecution / Police Involvement	2
	Not Determined / Inconclusive	Disciplinary / Management Action	4
		HSC Assessment / Monitoring / Review	2
		HSC Commissioning	2
		Management of Access / Removal	1
		NFA / Review if Situation Changes	39
		CQC / POVA / Other Regulatory Body	1
	Not Substantiated	Criminal Prosecution / Police Involvement	3
		Disciplinary / Management Action	4
		HSC Assessment / Monitoring / Review	9
		HSC Commissioning	1
		Management of Access / Removal	1
		NFA / Review if Situation Changes	33
		Counselling / Support	1
	Partly / Substantiated	CQC / POVA / Other Regulatory Body	3
		Criminal Prosecution / Police Involvement	6
		Disciplinary / Management Action	10
		HSC Assessment / Monitoring / Review	17
		HSC Commissioning	2
		Management of Access / Removal	5
NFA / Review if Situation Changes		38	
2008-2009 Total			200



- iii. During 2008-2009, 82 (out of 200) SA Investigations were closed with a Case Conclusion of Partly Substantiated or Substantiated. Of the 82, the most greatest number of perpetrator outcomes concerned perpetrators who were known to the vulnerable adult, as a friend, a family member or a neighbour.

Simple Relationship	Outcome for Perp' / Organisation / Service	Total
1. Not Known	NFA / Review if Situation Changes	5
2. Stranger	CQC / POVA / Other Regulatory Body	1
	NFA / Review if Situation Changes	3
3. Friend / Family / Neighbour	Counselling / Support	1
	CQC / POVA / Other Regulatory Body	1
	Criminal Prosecution / Police Involvement	6
	Disciplinary / Management Action	2
	HSC Assessment / Monitoring / Review	9
	Management of Access / Removal	3
	NFA / Review if Situation Changes	18
4. Other Vulnerable Adult	HSC Assessment / Monitoring / Review	2
5. Social Care Worker / Volunteer - Befriender	Disciplinary / Management Action	1
	HSC Assessment / Monitoring / Review	2
6. Service / Institution	CQC / POVA / Other Regulatory Body	1
	Disciplinary / Management Action	6
	HSC Assessment / Monitoring / Review	3
	HSC Commissioning	2
	NFA / Review if Situation Changes	10
7. Other Professional	Disciplinary / Management Action	1
	HSC Assessment / Monitoring / Review	1
	Management of Access / Removal	2
	NFA / Review if Situation Changes	2
Grand Total		82



22. Safeguarding Adults Performance Data Set

Table 5. SA Alert and Investigation Totals

Alert and Investigation Totals	2007-2008	2008-2009	Total
Alert	36	40	115
Investigation	208	248	617
Total	244	288	732

Table 6. SA Alert Sources 08-09

SA Alert Sources	2007-2008	2008-2009	2006-2007	Total
Advocacy Service	1	0	0	1
Anonymous	3	10	6	19
LAS, NHS and PCT	36	53	29	118
Police	5	5	3	13
Regulatory Body	2	1	0	3
Social Care Worker / Service Provider, inc' Voluntary Org	90	86	59	235
Social Services, including Out of Hours	32	36	33	101
VA, Family or Friend	75	97	70	242
Total	244	288	200	732

Table 7. SA Investigations by Vulnerable Adult Category

Vulnerable Adult Category	2007-2008	2008-2009	Total
D & A	0	1	1
LD	50	47	97
MH	17	18	35
OP	105	138	243
OPMH	8	10	18
S & PD	28	34	62
Total	208	248	456

Table 8. SA Investigations by Vulnerable Adult Age Group

Age Group	2007-2008	2008-2009	Total
1. 18 - 44	35	38	73
2. 45 - 54	29	27	56
3. 55 - 64	22	20	42
4. 65 - 74	19	35	54
5. 75 - 84	38	68	106
6. 85 - 94	51	48	99
7. 95 - 104	10	8	18
8. 105 +	1	0	1
9. NK			
CareFirst	3	4	7
Total	208	248	456



Table 9. SA Investigations by Vulnerable Adult Gender

Gender	2007-2008	2008-2009	Total
Female	126	145	271
Male	81	103	184
NK			
CareFirst	1	0	1
Total	208	248	456

Table 10. SA Investigations by Vulnerable Adult Ethnicity

Ethnicity	2007-2008	2008-2009	Total
Asian	12	5	17
Black	44	61	105
NK			
CareFirst	15	7	22
White	137	175	312
Total	208	248	456

Table 11. SA Investigations by Abuse Type

Abuse Type	2007-2008	2008-2009	Total
Discriminatory	2	3	7
Financial	81	93	219
Institutional	6	3	15
Neglect	43	37	113
Physical	54	78	190
Psychological	6	9	21
Sexual	16	25	52
Total	208	248	617

Table 12. SA Investigations by Abuse Locations

Abuse Location	2007-2008	2008-2009	Total
Alleged Perpetrators Home	4	4	8
Day Centre / Service	2	2	6
Health or Hospital Setting	7	8	20
Hostel / Sheltered / Supported Accommodation	17	22	47
Not Known	5	2	7
Nursing / Residential / Respite	68	52	186
Public or Work Place	14	18	38
Vulnerable Adults / VA Relative's Home	91	140	305
Totals	208	248	



Table 13. SA Investigations by Vulnerable Adult Category and Abuse Type

Vulnerable Adult Category and Abuse Type	Abuse Type	2007-2008	2008-2009	Difference	Total
D & A	Physical	0	1	1	1
LD	Financial	19	4	-15	23
	Physical	15	29	14	44
MH	Sexual	8	9	1	17
	Financial	6	3	-3	9
	Physical	5	4	-1	9
OP	Sexual	2	8	6	10
	Financial	46	66	20	112
	Physical	23	35	12	58
OPMH	Sexual	4	3	-1	7
	Financial	3	3	0	6
S & PD	Physical	3	2	-1	5
	Financial	7	17	0	24
	Physical	8	7	-1	15
	Sexual	2	5	3	7
Total		151	196		347

Table 14. SA Case Closures with Closure Type

Closure Year	Case Conclusions - Simple	Alert Year			Grand Total
		2006-2007	2007-2008	2008-2009	
2007-2008	Not Determined / Inconclusive	54	28		82
	Not Substantiated	20	56		76
	More Likely to Have Occurred Than Not	7	7		14
	Partly Substantiated	8	12		20
	Substantiated	10	21		31
	Extended Timescale	2	0		2
2008-2009	Not Determined / Inconclusive		18	32	50
	Not Substantiated		7	45	52
	More Likely to Have Occurred Than Not		4	10	14
	Partly Substantiated		20	16	36
	Substantiated		11	19	30
	Extended Timescale		11	31	18
Grand Total		105	198	153	456