



West of Berkshire Safeguarding Adults Board

Annual Report 2017-18

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I am very pleased to introduce the Annual Report for the West of Berkshire Safeguarding Adults Board 2017/18. As the Independent Chair of the Board, I continue to be very grateful to all partners for their support and contributions to the Board. The Annual Report reflects the partner's commitment and enthusiasm for taking forward shared vision and actions over the past year. There is a lot that we need to do and want to do to reduce the risks of abuse and neglect in our communities and support people who are most vulnerable to these risks. In these increasingly challenging times of resource constraints and growing demand on services, the work of our partnership demonstrates a real willingness to work together to make the West of Berkshire a safe place for everyone.

This Report shows what the Board aimed to achieve on behalf of the residents of Reading, West Berkshire and Wokingham during 2017/18, together as a partnership as well as through the work of individual partners. The Report provides a picture of who is safeguarded across the area, in what circumstance and why. The Report helps us to know what we should be focussing on for the future. It includes the Business Plan for the next three years, which will be reviewed and updated as we continue to identify new priorities for improvement, as well as ensuring that we maintain good performance and quality across the area.

During the year we looked at cases where people have died and Safeguarding Adults Reviews (SARs) were done to understand what happened and what needs to change. We want to make sure that the lessons learned are making a difference and the recommendations from the SARs have directly informed our Business Plan. We are keen to ensure that the work of the Board is accountable to local people and we need to find better ways of hearing from and engaging with local individuals and community groups, so that our work is directly informed by learning from people's experience of local services.

I am very aware of the pressures on partners in terms of resources and capacity so would like to thank all those who have engaged in the work of the Board, for their time and effort. I would also like to thank Lynne Mason, the Safeguarding Board's new Business Manager, who joined us in June 2018. Lynne has quickly and efficiently moved into her pivotal role, bringing the excellent organisational direction and support which is so essential in helping this large partnership deliver its aims and objectives. I am confident that the Board's partners have the vision and dedication to continue to strive for our shared aims and I look forward to continuing to chair the partnership in the next year to progress our work.

Teresa Bell
Independent Chair, West of Berkshire Safeguarding Adults Board

Concerned about an adult?

If you are concerned about yourself or another adult who may be being abused or neglected, in an emergency situation call the Police on 999.

If you think there has been a crime but it is not an emergency, call the Police on 101 or contact Adult Social Care in the area in which the person lives:

Reading 0118 937 3747

West Berkshire 01635 519056 Wokingham 0118 974 6800

Out of normal working hours, contact the Emergency Duty Team 01344 786 543

For more information visit the Board's website: <http://www.sabberkshirewest.co.uk/>

Introduction

Our vision

People are able to live independently and are able to manage risks and protect themselves; they are treated with dignity and respect and are properly supported when they need protection.

What is safeguarding adults?

Safeguarding adults means protecting others in our community who at risk of harm and unable to protect themselves because they have care and support needs. There are many different forms of abuse, including but not exclusively: Physical, Domestic, Sexual, Psychological or Emotional, Financial or Material, Modern Slavery, Discriminatory, Organisational or Institutional, Neglect or Acts of Omission, Self-neglect.

What is the Safeguarding Adults Board?

The West of Berkshire Safeguarding Adults Board covers the Local Authority areas of Reading, West Berkshire and Wokingham. The Board is made up of local organisations which work together to protect adults with care and support needs at risk of abuse or neglect. From April 2015 mandatory partners on the Board are the Local Authority, Clinical Commissioning Groups and Police. Other organisations are represented on the Board such as health services, fire and rescue service, ambulance service, HealthWatch, probation and the voluntary sector. **A full list of partners is given in Appendix A.**

We work together to ensure there are systems in place to keep adults at risk in the West of Berkshire safe. We hold partner agencies to account to ensure they are safeguarding adults at risk and promoting their well-being. We work to ensure local organisations focus on outcomes, performance, learning and engagement.

Who do we support?

Under the Care Act, safeguarding duties apply to an adult who:

- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of their care and support needs, is unable to protect themselves.

Safeguarding Adults Policy and Procedures

Berkshire Safeguarding Adults Policy and Procedures are used in the West of Berkshire and their purpose is to support staff to respond appropriately to all concerns of abuse or neglect they may encounter:

<https://www.berkshiresafeguardingadults.co.uk/>

Trends across the area in 2017-18

There has been a shift in trends from last year. The Board is aware of these changes and will consider the implications and address within the Board's Business Plan.

- There has been a 22% reduction in the number of safeguarding concerns from last year. This is the first time there has been a decrease in the number of safeguarding concerns. This shift in trend has been added to the Board's Risk and Mitigation Log, Local Authority Safeguarding Leads have been tasked to work together to understand the reasons for the drop in referrals and report back to the Board. The Board will decide if any further work is required in this area and add to the 2018/21 Business Plan.
- As in previous years, 62% of cases concerns relate to older people over 65 years.
- More women were the subject of a safeguarding enquiry than males as in previous years; however the difference has reduced by 2%.

- 81% of referrals were for individuals whose ethnicity is White. There has been a slight increase in referrals for individuals whose ethnicity is Mixed, Asian, Black or Other.
- For 11% of referrals made, the individual's ethnicity was not known. This has increased by 3%.
- As in previous years the most common type of abuse for concluded enquires were for Neglect and Acts of Omission. This was followed by Physical, Psychological or Emotional abuse and Financial abuse.
- For the majority of cases, the primary support reason was physical support.
- As in previous years, the most common locations where the alleged abuse took place were a person's own home and a care home.

Challenges or areas of risk that have arisen during the year are recorded on the Board's risk register, along with actions to mitigate the risks. These are some of the potential risks that the Board has addressed:

- We want to make sure that people who experience the Safeguarding Adults Process as Adults with care and support needs, as well as their carers, have appropriate opportunities for involvement or engagement with the Board. Local Authorities are required to collect feedback on individual experience of the Safeguarding Process. In addition an action has been set in the 2018/21 Business Plan, to increase the public's voice in at the Board.
- We want to ensure that people who make safeguarding referrals receive feedback. This has been incorporated within the 2018/21 Business Plan.
- We want to make sure that there is consistent use of advocacy services to support adults through their safeguarding experience. A key performance indicator is in place to monitor performance across the local authorities. Performance in has improved by 5% compared with previous years (84% - 89%).
- We want to ensure that responsibilities under the Mental Capacity Act 2005 are fully understood and applied in practice as a safeguard for people who may lack capacity. Partners' were required within their self-assessment audits to assure the SAB that partner agencies are compliant with Mental Capacity Act.
- The Board was made aware of capacity issues within the supervisory bodies to obtain timely Deprivation of Liberty Safeguards (DoLs) assessments and provide appropriate authorisations. This situation and numbers of DoLs applications continue to be monitored by the board.
- To ensure that arrangements to support people who have Mental Health issues were fully understood, a report detailing governance arrangements has been presented to the Board and updates will be provided on a six monthly basis.
- We want to make sure that local priorities and arrangements to support and minimise risks for people who experience Domestic Abuse are fully understood. Understanding and working together to prevent and address Domestic Abuse is a priority within the 2018-21 Business Plan.
- We want to ensure that effective measures are in place across the locality to support people who self-neglect. An independent audit was commissioned and due to be presented to the board in December 2018, Understanding and addressing Self Neglect is also a priority within the, 2018-21 Business Plan.

Further safeguarding information is presented in the annual reports by partner agencies in **Appendix E**.

Achievements through working together

Partners have worked together to deliver the agreed priorities and outcomes of the Business Plan 2017-18:

Priority 1 – We have oversight of the quality of safeguarding performance

- A core set of questions has been agreed to collect feedback to ascertain the extent to which service users felt that they had been involved, supported, consulted and empowered during the safeguarding process, to ensure it is in line with Making Safeguarding Personal and the well-being principle.

- Principles of Making Safeguarding Personal are well embedded in the peer review case file audit.
- The Board understand what data tells them about where the risks are and who are most vulnerable; a Dashboard has been created and presented at Board meetings.

Priority 2 – We listen to service users, raise awareness of safeguarding adults and help people engage

- There is a housing representative for each local authority on the Board.
- The Board have raised awareness for safeguarding adults and the work of the board across the communities and partner organisations.

Priority 3 – We learn from experience and have a skilled and knowledgeable workforce

- Ensured consistency raising awareness of Domestic Abuse in training.
- Promoted good record keeping by ensuring the message is embedded across all training standards.
- Promote tools and training resources via Board's website and Briefing.
- Delivered Safeguarding Adults Train the Trainer programme
- Held a joint Children's and Adults Safeguarding Conference on theme of Mental Health. There were 140 attendees with at least 80% of delegates rating the event as good or excellent
- Established programme of Safeguarding Bite Size Workshops for multi-agency professionals – attended by a wide range of professionals
- Seek assurance of the quality of training across the partnerships, by ensuring agreed standards are met and measuring the impact of training.
- Workforce Development Strategy has been reviewed and published.
- Evaluation template for training to include question to evaluate how practitioners have taken on and embedded learning.

Priority 4 – We work together effectively to support people at risk

- Raised awareness of the importance of involving advocates and Independent Mental Capacity Advocate's (IMCA's) to ensure person centred responses are promoted within Safeguarding.
- Assurances provided by Commissioners that robust safeguarding processes are adhered to by commissioned services in line with Care Act requirements.
- A workshop was delivered at the joint conference to raise awareness of the issues and improve practice for working with those who self-neglect.
- Information on self neglect added to the Boards Website.

There are a number of actions in this Business Plan that are Red and Amber. Progress has not been made as expected due to a significant number of staff changes in partner organisations in Quarter 4, and the absence of a Safeguarding Adults Board Business Manager from January 2018 until June 2018. Membership of the Board and Subgroups is under review and outstanding actions will be carried over to the 2018/21 Business Plan.

More information on how we have delivered these priorities:

- Additional achievements by partner agencies are presented in **Appendix B**.
- The completed Business Plan 2017-18 is provided in **Appendix C**.

Safeguarding Adults Reviews

The Board has a legal duty to carry out a Safeguarding Adults Review when there is reasonable cause for concern about how agencies worked together to safeguard an adult who has died, and abuse or neglect is suspected to be a factor in their death; or when an adult has not died but suffered serious abuse or neglect. The aim is for all agencies to learn lessons about the way they safeguard adults at risk and prevent such tragedies happening in the future. The West of Berkshire Safeguarding Adults Board has a Safeguarding Adults Review Panel that oversees this work.

During the reporting year, the Board commissioned 3 Safeguarding Adult Reviews. These reviews were not published during the reporting year but will be published in 2018/19. For one review the issues identified appeared to be similar to issues highlighted in previous review therefore the Board took a different approach to this review by asking is there evidence that practitioners are learning from messages in reviews? If not, what are the challenges in practice preventing application to safeguard? Valuable learning has emerged from the all reviews and has fed into the Boards Business Plan for 2018/21.

There is a dedicated page on the Board's website for case reviews:

<http://www.sabberkshirewest.co.uk/board-members/safeguarding-adults-reviews/>

Key priorities for 2018-19

A Safeguarding Adults Review, which is due to be published in 2018/19, focused on how learning from previous SARs had been embedded within the partnership. This highlighted to the Board that agreed actions set as a result of learning from SARS and/or commissioned audits need to be tested after completion to ensure that the desired outcome has been achieved and improvements are sustained. In order to do this and the Board have implemented a 3 year business plan, and have allowed the plan to be adapted throughout to ensure that learning is prioritised appropriately. The agreed priorities set for 2018/19 are listed below:

Priority 1 – We will strengthen our communication and engagement across groups and communities in the West of Berkshire to ensure that our plans and actions are informed by the experience of the widest range of local people

- Board membership and arrangements are fit for purpose and reflect a wide and varied group of stakeholders. The voluntary and community sector are engaged and inform the work of the Board.
- The Board has strong links with Local Safeguarding Childrens Board, Safer Communities and Health and Wellbeing boards.
- People who use services are able to influence the work of the Board.

Priority 2 – We will extend our links with other partnerships to work together to break down barriers across agencies and to promote approaches that safeguard people with those that care about them, in their family and community

- The Board are assured that partners work together to recognise and respond to Domestic Abuse, including in respect of coercive control.

- The Board are assured that relevant staff, across agencies, know how to identify risk of significant harm or escalation in Domestic Abuse and understand the relevance and application of Inherent Jurisdiction in this respect.
- All agencies recognise and respond appropriately where there are interdependencies in relationships that mean intervention with one person has implications for another, including recognition and response to carers and other complex relationships.
- There are local safeguarding arrangements for people who have Mental Health issues that are effective.
- Partners have in place policies and processes to manage allegations against persons in position of trust.
- There are arrangements to support and minimise risks for people who self-neglect are effective including; clear policies and procedures, recognition of risk, management of complex cases and outcomes for individuals.

Priority 3 We will share learning and develop innovative ways to support both paid and unpaid organisations across the partnership to continually build confidence and the effectiveness of everyone's practice

- Adult safeguarding services are person led and outcomes are focused because people are encouraged and supported to make their own decisions
- A range of options for undertaking SARs have been considered
- Learning from SARs is shared in a timely manner and agencies embed this in their practice
- Partners training plans reflect the priorities in the Business Plan
- The board is assured that effective supervision is taking place within agencies
- Staff and volunteers are supported to improve their skills and confidence
- Feedback is provided to those who raise a safeguarding concern
- Independent providers deliver safe, high quality services and the Board is assured that safeguarding processes are adhered to in line with Care Act requirements
- The board is assured that all stakeholders are following the *Berkshire Pressure Ulcer Pathway* to ensure effective delivery of care and robust consideration of safeguarding concerns in this context

Priority 4 - We will understand how effective adult safeguarding is across the West of Berkshire to ensure that we identify emerging risks and take action accordingly

- The board has verified that the workforce is accessing and using the Pan Berkshire policies and procedures following their launch.
- The Board understands what the data tells us about where the risks are and who are the most vulnerable groups.
- Feedback from people having experienced intervention via a Sec 42 Enquiry is used to inform practice development and the strategic aims of the Board.
- The Board is assured that local arrangements to support and minimise risks are effective
- The Board is assured that Adult Safeguarding interventions are compliant with the MCA 2005 and that the principles of MSP are adhered to, including; appropriate involvement of advocacy to ensure person-centred responses

The Business Plan for 2018-21 is attached as **Appendix D**.

Strategic Plan 2018-21

The Board's Strategic Plan has been revised and published. It will shape the work of the Board for the next three years and will be informed by need. Partners, service users, carers and local communities were invited to give their views on priority areas for development. A copy of the Strategic Plan can be found here:

<http://www.sabberkshirewest.co.uk/board-members/priorities-plans-and-reports/>

Appendices

Appendix A [Safeguarding Adults Board Member Organisations](#)

Appendix B [Achievements by partner agencies](#)

Appendix C [Completed 2017-18 Business Plan](#)

Appendix D [Business Plan 2018-21 as at 18.12.18](#)

Appendix E Partners' Safeguarding Performance Annual Reports:

- [Berkshire Healthcare Foundation Trust](#)
- [Reading Borough Council](#)
- [Royal Berkshire NHS Foundation Trust](#)
- [West Berkshire Council](#)
- [Wokingham Borough Council](#)