



West of Berkshire Safeguarding Adults Board

Annual Report 2015-16

If you would like this document in a different format or require any of the appendices as a word document, contact natalie.madden@reading.gov.uk

West of Berkshire Safeguarding Adults Board Annual Report 2015-16

1. Message from the Independent Chair

I have welcomed the opportunity to take over as interim Independent Chair for the Board and have enjoyed working across three Councils and partner organisations to ensure that safeguarding adults is embedded across the West of Berkshire. I have been impressed by the excellent attendance of Partners and the full participation at Board meetings. The agenda items have been varied and challenging, including learning from Safeguarding Adults Reviews and ensuring that such learning is embedded into practice and not "one off events," as well as taking a more thematic approach to Board agendas to reflect the four strategic priorities that underpin the work of the Board.

The Board is very mindful that all efforts going into making adults safe need to reflect on the experience of adults who may be subject of a safeguarding enquiry. Making Safeguarding Personal, an initiative led by the Directors of Adults Social Services, has proven to be a helpful reminder to us all to take stock of all documents, literature and services available to the public to highlight the importance of adult safeguarding and where to go to seek further information.

Closer links with the Local Safeguarding Children's Boards remain a priority, recognising that adult safeguarding will often involve working with families and we need to ensure that, given the challenges all organisations face in respect of finance, we learn from each other, share good practice and avoid duplication.

The Board is working well but we are not complacent and know there is much more to do. We have streamlined the Annual Report in an attempt to explain more simply what the Board has been set up to achieve as well as progress made over the last year. I would welcome your views as to whether we have managed to achieve this aim. The Partner organisations will be seeking to appoint a permanent Chair over the forthcoming year and I welcome the opportunity to work with the new Chair to ensure that a smooth and effective handover of responsibilities takes place.

I would like to extend my thanks to all Partners who have attended Board meetings and have invested time, energy, and professional commitment to adult safeguarding across the West of Berkshire and look forward to a continued excellent working relationship.

Brian M Walsh

Interim Independent Chair West of Berkshire Safeguarding Adults Board

1. Our vision for safeguarding adults

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.

2. Who we are

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 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, fire and rescue, ambulance service, HealthWatch, probation and the voluntary sector.

A full list of Partners is given in Appendix A.

3. Who we help

Any person 18 or over at risk of abuse or neglect because of their needs for care and support and as a result of those care and support needs is unable to protect themselves.

4. What we do

Safeguarding means looking out for and trying to protect others in our community who are vulnerable, or may be at risk of harm. We work together to ensure there are systems in place to keep vulnerable people in the West of Berkshire safe; we hold partner agencies to account to ensure they are safeguarding vulnerable people; we work to ensure agencies and organisations are focused on outcomes, performance, learning and engagement. There are many different forms of abuse:

Physical
Domestic
Sexual
Psychological
Financial / material
Modern slavery
Discriminatory
Organisational
Neglect or acts of omission
Self-neglect

For more information, go to the Board's website: <http://www.sabberkshirewest.co.uk/>
or click on the links: [What is abuse?](#) [Signs of abuse](#) [Concerned about an adult?](#)

How to get help and advice:

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.

If you are concerned about yourself or another adult who may be being abused or neglected, contact Adult Social Care in the area in which the person lives, on the numbers below:

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

5. Trends across the area

The number of safeguarding concerns continues to increase year on year.

Over half the concerns are raised by social care and health staff.

As in previous years, the majority of enquiries relate to older people over 65 years.

More women were the subject of a safeguarding enquiry than males, as in previous years,

Individuals with a White ethnicity are more likely to be referred to safeguarding and the proportion is higher than for the whole population.

The most common types of abuse were for Neglect and Acts of Omission followed by Physical Abuse and Psychological Abuse.

For the majority of cases the primary support reason was physical support.

The most common locations where the alleged abuse took place were a person's own home and a care home.

The majority of concluded enquiries involved a source of risk known to the individual in Reading and West Berkshire but the source of risk in Wokingham was social care support.

Further details are presented in the Safeguarding Performance Annual Reports by partner agencies, [Appendix E](#).

6. How we have made a difference by working together

The *Berkshire Multi-Agency Safeguarding Adults Policy and Procedures 2016* were launched and support staff to respond appropriately to all concerns of abuse or neglect they may encounter, providing a consistent response across the county.

The annual joint conference was held on 9 October 2015, based on the theme of *Challenging Cultural Assumptions in Safeguarding*. Topics included: cultural sensitivity in safeguarding, radicalisation, forced marriage, working with interpreters, witchcraft and possession, supporting traveller communities, anti-trafficking, and providing culturally sensitive care.

Stronger links between health, adult safeguarding teams and local authority Care Governance teams has enabled the timely access to information and expertise, such as the Berkshire West Federation of CCGs pharmacy and infection control involvement in section 42 enquires.

Partnership working through the Integrated Care Home Project Board promotes integration in the commissioning of care homes, best practice and the recognition of patients' rights, choices, needs and safety.

A joint health and social care conference, *Embedding the MCA in Practice*, was held in September 2015; positive feedback included carers' perspectives and evidenced direct impact on front line practice.

A joint Training in Practice (TIPS) event for primary care included LA and voluntary sector representatives as speakers or stall holders.

Peer review of safeguarding services in local authorities, to which all partner agencies contributed.

Development of a Care Governance Framework to promote Care Act accountabilities and joint responses to organisational safeguarding concerns. Health agencies supported LAs and CCGs with the management of concerns in care homes.

Raising awareness of adult safeguarding by community groups and people who use services by means of *experts by experience* delivering talks and designing easy read literature.

Engagement in the development of female genital mutilation (FGM) multiagency protocol and pathway; raised awareness of FGM through a new RBH intranet webpage; an RBH midwife who had undergone FGM supports victims.

Through the Independent Trauma Adviser Steering Group, partners work with Rahab to support victims of modern day slavery, particularly in relation to Brothel warrants. This gives specialist support to the victims who are potentially trafficked, and support officers with addressing the welfare needs.

Partnership working between Police and Mental Health Nurse in response to mental health calls has led to a reduction in detentions and provision of more appropriate mental health support for the individual.

Multi-agency partnerships (Sex Workers Action Group and Street Population) identify health, housing and financial support to meet the needs of vulnerable people.

World Cafe Planning with partners to obtain community views and ideas in relation to vulnerable and exploited individuals.

Joined Up Front Line Action (JUFA) initiated in March 2016 and piloted in Whitley, is a partnership between Police, Fire Service, Health, Voluntary Sector agencies and others to make better use of visits by professionals. Other partners are informed of an individual's needs, for example a Police visit may identify the need for a smoke alarm.

Problems in Practice meetings are held monthly to discuss issues in relation to partnership working across health, mental health and the Police. Discussions enhance knowledge of other organisations' processes and procedures and allow a platform to improve practice.

How we have embedded Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded. Locally, steps have been taken to develop person centred, outcome-focused practice, including:

- Partners implemented a standard audit template reflective of MSP requirements, with an aim to provide consistent measures of safeguarding quality assurance reporting to the Board.
- Promotion of MSP in safeguarding training; training has been reviewed to ensure that obtaining consent and desired outcome is central to safeguarding practice; joint commissioning of specific MSP training for frontline workers and managers.
- Safeguarding newsletters promoted MSP and the importance of asking service users what their desired outcomes are.
- Computer systems, templates and practice guidance for staff and service users have been amended to reflect MSP; safeguarding forms have a requirement to include service users' desired outcomes and whether they were achieved.
- Quality Assurance measures incorporate MSP.
- MSP is promoted through coaching and conversations with the workforce and wider stakeholders.
- Incident reporting processes have been refocused to give prominence to the adult's voice.

Case study 1: The Involvement of the individual at a safeguarding meeting with her family and staff from the police, mental health, social care, her GP

and an external provider was a positive way of getting everyone to appreciate each other's involvement and identify a plan to support the individual. The meeting provided a forum for open discussion and prevented any miscommunication between both professionals and the services user. Early multi-agency planning and discussion between the safeguarding leads from both health and adult social care provided the leadership and direction to move the case forward.

Case study 2: Multi-agency approach to a significant safeguarding situation led to client being supported to continue leisure pursuits that had previously been a source of high risk.

Further achievements by partner agencies are presented in Appendix B.

7. 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. 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 two Safeguarding Adults Reviews both of which involved practitioners. We cannot publish information about one of the cases as there is a criminal investigation underway. An executive summary about the second case and the full report can be found on the Board's website at <http://www.sabberkshirewest.co.uk/board-members/safeguarding-adults-reviews/>

8. Key priorities for next year

Develop our oversight of the quality of safeguarding performance through the Board's Quality Assurance Framework and the annual self-assessment audit completed by partner agencies.

Develop a Performance and Quality Assurance framework to support and promote Making Safeguarding Personal.

Promote the new Berkshire Multi-agency Safeguarding Adults Policy and Procedures, ensuring agencies are compliant through case audits and multi-agency thematic reviews.

Continue to learn from Serious Adults reviews and embed lessons learnt across all organisations which can be monitored and reviewed at regular intervals.

Raise awareness of the Board's function and of local safeguarding processes.

Continue to ensure staff receive an appropriate level of safeguarding adults training.

Develop mechanisms to measure outcomes for individuals who have been through the safeguarding process and ensure service user feedback is collected and understood.

Ensure person centred responses are promoted through the involvement of advocates and Independent Mental Capacity Assessors.

Ensure successful recruitment to permanent Chair and effective handover of responsibilities.

Continue closer working with three Local Children's Safeguarding Boards to identify joint priorities, learning and effective communication.

Review the infrastructure that supports the Board, streamline subgroups where possible to avoid duplication and utilise more effectively the use of Partners' time.

Learn from other Safeguarding Adults Boards and share, more widely, examples of good practice from the West of Berkshire Board on a local, regional and national level.

Appendices

Appendix A [Board member organisations](#)

Appendix B [Achievements by partner agencies](#)

Appendix C [Completed Business Plan 2015-16](#)

Appendix D [Business Plan 2016-17.](#)

Appendix E Safeguarding Performance Annual Reports from partners agencies:

[Berkshire Healthcare Foundation Trust,](#)

[Reading Borough Council,](#)

[Royal Berkshire Foundation Trust,](#)

[West Berkshire Council,](#)

[Wokingham Borough Council](#)

Appendix F [Training activity](#)