



## West of Berkshire Safeguarding Adults Board

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Annual Report 2016-17

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I am very pleased to introduce the Annual Report for the West of Berkshire Safeguarding Adults Board 2016-17. I am in my first year as the Independent Chair and I am very grateful to all partners for their welcome to me in this role, and for their ongoing support. The Annual Report reflects the partners' commitment and enthusiasm for taking forward shared vision and actions over the past year, to develop the work of the Board and to respond to the relatively new demands of statutory status.

This Report shows what the Board aimed to achieve on behalf of the residents of Reading, West Berkshire and Wokingham during 2016-17, both as a partnership and through the work of its participating partners. It illustrates an increasingly ambitious agenda and what the Board has been able to achieve, as well as those areas for action that we still need to address. The Report provides a picture of who is safeguarded across the area, in what circumstance and why. This helps us to know what we should be focussing on for the future.

We are keen to ensure that the work of the Board is accountable to local people and I am looking forward to working with partners to find new 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. In particular, I would like to thank Natalie Madden, the Safeguarding Adults Board's Business Manager, for her organisational support, which makes an enormous contribution towards helping the Board deliver its aims and objectives. There is a great deal that we need and want to do to reduce the risks of abuse and neglect in our community and to support people who are most vulnerable to these risks. I am confident that the Board's partners have the vision and dedication to achieve 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.

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### 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:

Physical	Domestic	Sexual	Psychological
Financial	Modern slavery	Discriminatory	Organisational
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: <http://www.sabberkshirewest.co.uk/practitioners/berkshire-safeguarding-adults-policy-and-procedures/>

## Trends across the area in 2016-17

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Safeguarding trends across the area are largely the same as last year. The Board is alert to the need to consider the implications of these recurring trends and will address them in the Strategic Plan 2018-21 which will be ready for publication in April 2018.

- The number of safeguarding concerns continues to increase year on year.
- 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.
- In all three local authority areas, the most common types of abuse were for Neglect and Acts of Omission. This was followed by Psychological Abuse and Physical Abuse in West Berkshire and Reading, but in Wokingham there were more cases of Physical Abuse than 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.

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 challenges that the Board has addressed:

- Management of allegations against people in positions of trust - a multi-agency guidance document is in under development to ensure robust and consistent processes are applied by partner agencies.
- Deprivation of Liberty Safeguards (DOLS) remains an area of high demand and impact for both strategic safeguarding teams and operational services.
- Restructures within agencies and new ways of working has meant that there have been some wider operational challenges, including staff turnover and waiting lists for non-urgent case work.
- Use of advocacy and the availability of appropriate adults to support people, (for example at police interviews) are areas requiring partnership working to understand the issues and raise awareness.

Further safeguarding information is presented in the annual reports by partner agencies in [Appendix E](#).

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## Achievements through working together

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Partners have worked together to deliver the agreed priorities and outcomes of the Business Plan 2016-17:

Priority 1 - Establish effective governance structures, improve accountability and ensure the safeguarding adults agenda is embedded within relevant organisations, forums and boards.

*Develop oversight of the quality of safeguarding performance:* The Board's Quality Assurance Framework (QAF) was revised and published. Its aim is to develop the Board's oversight of the quality of safeguarding performance and to promote openness and transparency across partners. Under the umbrella of the QAF:

- Partners completed a self-assessment audit of their strategic and operational arrangements to safeguard, producing an action plan to address areas for development. Themes arising from these audits were shared at the Business Planning day on 6 February 2017 and informed the development of the Business Plan for 2017-18.
- A peer review of case file audits on Section 42 safeguarding enquiries took place in August and February. This multi-agency approach encourages transparency and consistency and allows the panel to explore practice decisions and alternatives, and compare and contrast decision making. The auditing process helped identify gaps in practice knowledge, skill and application and an action plan was developed to address areas for development which will continue to be monitored in the coming year.
- Making Safeguarding Personal (MSP) principles are included in the peer review of the case file audit of Section 42 enquiries. The audits revealed that a shift in practice is still required to fully embed MSP across the partnership and this remains a focus for the coming year.
- A programme of multi-agency thematic reviews for 2017-18 has been agreed based on learning from Safeguarding Adults Reviews and other significant incidents. The themes will be dementia, pressure care and risks within own home.

*Have in place an effective framework of policies, procedures and processes for safeguarding adults:* Under the remit of the Berkshire Policy and Procedures Subgroup, the [Berkshire Multi-Agency Safeguarding Adults Policy and Procedures](#) were launched and consulted on, with a reviewed version published in October 2016. This year the group met quarterly to share good practice and identify

opportunities for joint working, making recommendations to the Boards where additional policies and procedures were required, such as a process for managing allegations against people in positions of trust.

*Raise the profile of the Board:* Presentation of the Board's Annual Report 2015-16 to Health and Wellbeing Boards and other committees occurred via senior Board members within the three Local Authorities. The Board acknowledges that it needs to raise the profile of its work still further across partner organisations and this will be a focus for the new Independent Chair in the coming year.

## **Priority 2 - Raise awareness of safeguarding adults, the work of the board and improve engagement with a wider range of stakeholders**

*The Board is confident that professionals are accessing the online Berkshire Policy and Procedures:* The Communication Subgroup evaluated awareness of and use of the Berkshire Policy and Procedures through a survey of practitioners and website analytics. Website analytics evidence increased number of views on the relevant page but it is anticipated that the launch of a new interactive website for the Policy and Procedures in 2017 will increase usage still further.

*Communication Strategy:* The Board's [Communication Strategy](#) was agreed and promoted in December in order to ensure clear communication processes and joint working in the event of a significant safeguarding incident.

*All Board members understand their role:* A revised Induction Pack to support new members in their role was published. Attendance at Board meetings and subgroups is monitored on a quarterly basis and any issues of non-attendance escalated to senior board members. The Board has again benefitted from good attendance this year, although it remains a priority for the Independent Chair to broaden membership of the board and subgroups to reflect a wider range of stakeholders, in particular, provider services.

*Managers and staff are aware of the learning from SARs in order to keep people safe:* Final reports and briefing notes summarising the learning from SARs have been produced and published. The publication of the report on the [Case of Mrs H](#) was delayed as a result of criminal proceedings, although an action plan in response to the learning was produced and delivered within agreed timescales.

*Actions to raise awareness:* A survey of practitioners received a very positive response of over 330 returns. In response to the findings, an action plan was delivered to help the Board raise awareness of its function and local safeguarding processes.

Briefing notes are written by the Business Manager and published quarterly, summarising Board meetings and other key information arising from the work of the subgroups, case file audits, significant incidents and other local and national developments.

Representatives from CLASP (Caring, Listening and Supporting Partnership) in Wokingham wrote the script and featured in a video produced by Berkshire Healthcare Foundation Trust, in order to raise awareness of Making Safeguarding Personal: [link to be added](#)

## **Priority 3 - Ensure effective learning is shared**

*Workforce development activities to ensure staff receive the appropriate level of safeguarding adults training include:*

- The annual joint conference was held on 23 September 2016, based on the theme of Safeguarding Children and Adults with Disabilities. 130 practitioners attended and it was evaluated as good or excellent by 100% of delegates.
- Levels 2 and 3 safeguarding training standards were reviewed to ensure alignment with the Berkshire Policy and Procedures.
- The Safeguarding Adults Train the Trainer programme was delivered by Wokingham Borough Council and offered across the west of Berkshire.
- The [Workforce Development Strategy](#) was reviewed and updated to reflect the revised social care competence framework and intercollegiate document.
- Making Safeguarding Personal awareness training was delivered for the private, voluntary and independent sector.

*Improve mechanisms to share learning from good and bad practice more widely:* Workshops to share learning from a Safeguarding Adults Review (the Case of Ms F) took place. [Briefing notes](#) on Safeguarding Adults Reviews (SARs) were published and shared with trainers for inclusion in training sessions. The Board has planned a programme of multi-agency thematic audits for 2017-18 based on themes arising from SARs in order to seek assurance that learning from SARs has been embedded in practice.

#### **Priority 4 - Coordinate and ensure the effectiveness of what each agency does**

*Compliance with the new Berkshire Policy and Procedures:* 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. They are currently published on the West of Berkshire Safeguarding Adults Board's website but it is a priority for 2017-18 to launch a new, interactive and easy to use website specifically for the Policy and Procedures. Under the Board's Quality Assurance Framework, peer reviews of case file audits are undertaken to test compliance with the Policy and Procedures and Making Safeguarding Personal, with findings reported to managers and the Board.

*Service user feedback indicates that clients' desired outcomes are met, in line with MSP and the well-being principle:* The Board sought assurance that local authorities collected service user feedback and measured outcomes for individuals who have been through the safeguarding process. However, in the coming year the Board will seek further assurance from the local authorities that not only robust processes are in place but that feedback is responded to and used to inform service delivery.

*Involvement of advocates and independent mental capacity assessors ensure person centred responses are promoted:* Feedback from practitioners and providers and quarterly performance information helped the Board identify areas where the use of advocates needed to improve. Actions were taken to raise staff awareness as to how and when to involve advocates and HealthWatch Reading presented the advocate's perspective at the Board meeting in March to help partners understand what more could be done to increase the use of advocates and improve partnership working between advocates and social workers. Involvement of advocates to ensure a person centred approach to safeguarding will continue to be monitored in the coming year.

*The Board is assured that learning from SARs has been responded to appropriately by agencies:* a combined action plan to embed learning from the SARs on the case of Mrs H and Mr I was developed and monitored by the Effectiveness Subgroup and in June 2017 the Board was given assurance that all

actions have been delivered. The Board's self-assessment audit tool has been amended to reflect learning from these cases.

More information on how we have delivered these priorities:

- Additional achievements by partner agencies are presented in [Appendix B](#).
- The completed Business Plan 2016-17 is provided in [Appendix C](#).
- Training activity is provided in [Appendix F](#).

## Safeguarding Adults Reviews

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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 did not commission any new Safeguarding Adults Reviews. It did oversee the development of an action plan to ensure learning from two cases commissioned in the previous year (Mrs H and Mr I) was embedded. Themes arising from these two case reviews informed a programme of multi-agency thematic reviews and a review of the self-assessment audit tool.

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

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

Wokingham Borough Council undertook its second Domestic Homicide Review (DHR) during this period; the Independent report is currently with the Home Office awaiting publication. Valuable learning has emerged from the review and led to specific audit outcomes for the SAB in terms of pathways for people living with dementia and the application of the principles of the Mental Capacity Act 2005. Learning outcomes have been incorporated into the training strategy in addition to recommendations on the use of recording systems and information sharing.

## Key priorities for 2017-18

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

- Feedback indicates that customers' desired outcomes are met, in line with Making Safeguarding Personal and the well-being principle.

- We understand what the data tells us about where the risks are and who are the most vulnerable.

### Priority 2 - We listen to the service user, raise awareness of adult safeguarding and help people engage

- We work with communities to raise awareness of adult safeguarding.
- We raise awareness of the Board and the Berkshire Policy and Procedures.
- Board membership reflects a wide and varied group of stakeholders.

### Priority 3 - We learn from experience and have a skilled and competent workforce

- Learning is shared and used to improve practice.
- Areas for development in 2017-18:
 

Safe recruitment	Allegations management	Self-neglect
Domestic Abuse	Mental Capacity Act	Mental Health

### Priority 4 - We work together effectively to support people at risk

- People are supported by an advocate when they need it.
- We work within a framework of policies and procedures that keep people safe.
- Providers are supported to deliver safe, high quality services.
- We provide feedback to people who raise a safeguarding concern.
- We are assured that local arrangements to support and minimise risks for people who self-neglect are effective.
- Practitioners understand and can apply the MCA consistently in practice.
- We are assured that local arrangements to support people who have Mental Health issues are effective.
- We are assured that effective local arrangements are in place to support and minimise risks for people who experience Domestic Abuse.
- We have a modern slavery strategic pathway to help identify and support victims.

The Business Plan for 2017-18 is attached as [Appendix D](#).

## Strategic Plan 2018-21

The Board's Strategic Plan will be revised and published in April 2018. 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 will be invited to give their views on priority areas for development.

# Appendices

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- Appendix A [Board member organisations](#)
- Appendix B [Achievements by partner agencies](#)
- Appendix C [Completed Business Plan 2016-17](#)
- Appendix D [Business Plan 2017-18](#)
- Appendix E Partners' Safeguarding Performance Annual Reports:  
[Berkshire Healthcare Foundation Trust](#)  
[Reading Borough Council](#)  
[Royal Berkshire Foundation Trust](#)  
[West Berkshire Council](#)  
[Wokingham Borough Council](#)
- Appendix F [Safeguarding Adults Training Activity](#)