

Gloucestershire Safeguarding Adults Board

Annual Report 2015/16 & Strategic Plan 2015/18

Summary



Safeguarding is Everyone's Business

Foreword: Introduction from Chair

Welcome to this year's Gloucestershire Safeguarding Adults Board (GSAB) Annual Report 2015/16 which is my second annual report, having taken up the role of Independent Chair in June 2014.

The GSAB brings together a number of agencies from across the County to ensure that there is a joined up approach to adult safeguarding. Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It's also about working together to support people to make decisions about the risks that they face in their own lives, and protecting those who lack mental capacity to make these decisions.

It is my responsibility to support and encourage agencies to work collaboratively for the benefit of adults with care and support needs and bring about continual improvement. It's also part of my role to hold agencies to account, ensuring that individually, they do what they say they are going to do, and that collectively agencies are working together to address issues surrounding abuse and neglect.

The past 12 months has been a very significant period of development for the Board as we have evolved and adapted to meet the requirements set out in the Care Act 2014, which placed us on a statutory footing in April 2015.

I am pleased to report that the Board and its partners have strengthened their ability to safeguard adults with care and support needs, which reflects the continued commitment and quality across the partnership.

The GSAB Annual Report 2015-16 outlines the work of the Board over the last twelve months and shows how partner agencies have worked together to improve the safety of adults at risk of abuse and neglect, and deliver against our three year strategic plan. The report contains details of how safeguarding has been promoted and developed through the work of the Board, its sub groups and its statutory partners.

In the past 12 months we have undertaken and completed two Safeguarding Adults Reviews, and a third will be completed this year, whilst a number of others are in various stages of completion. In the light of the Care Act we have reviewed all our policies and developed a quality assurance framework in order to help challenge ourselves and each partner agency in assessing our real effectiveness in safeguarding people and ensuring we deliver their desired outcomes

This year has seen a number of key developments and improvements being put in place in order to enhance safeguarding or minimise the risk of harm to adults with care and support needs.

These include:

- Implementing the revised Gloucestershire Multi Agency Safeguarding Adults Policy and Procedures

- Development of the Board's Information Sharing Guidance, its Adult Self Neglect Best Practice Guidance and the Quality Assurance Framework
- A joint protocol with the Gloucestershire Safeguarding Children Board and Gloucestershire Health and Well-Being Board
- Production of our new Quarterly Mental Capacity Act and Safeguarding Newsletters
- Expansion of our Fire Safety Development Sub Group

As outlined in this report, the Board and its partners have seen improvements which have made a significant contribution to adult safeguarding but as always, there are some challenges and opportunities ahead.

We still need to get better at understanding the wishes and needs of the wider community to inform our strategic plan and the voice of our service users, in line with the central theme of Making Safeguarding Personal. We need to evidence what difference we are making to the lives of individuals who are safeguarded, by maximising the use of our quality assurance framework. Also, we must ensure we are able to respond, as a partnership, to the increasing number of Safeguarding Adults Reviews and that lessons are learnt.

As an Independent Chair I am confident that the GSAB is in a good place going forward. Finally I would like to acknowledge the commitment of all our partners who have helped us achieve a great deal in the past 12 months and who continue to contribute to improving the way we all work together, to protect some of our most vulnerable people in society, our adults with care and support needs.



Paul Yeatman
Independent Chair
Gloucestershire Safeguarding Adults Board

Strategic Plan 2015-18

Empowerment -

We will aim to give individuals relevant and clear information about recognising abuse, how to report it and the choices available. This will be achieved by:

- ❖ Raising awareness of adult safeguarding, particularly via awareness days and a poster campaign with media releases to support this.
- ❖ Ensuring that the GSAB Website is kept up to date with documents and links. Hero and Flash panels are now being used to increase awareness
- ❖ Delivering revised workforce development sessions, in line with the required competencies in the National Competency Framework for Safeguarding Adults

We will consult with and listen to the voice of people who have experienced the safeguarding process as a way of learning how to improve our safeguarding services. We will achieve this by:

- ❖ Establishing a group to ensure full implementation of the Making Safeguarding Personal programme so the individual suffering abuse or neglect is always at the centre and where possible leads the safeguarding process with choice and control.
- ❖ Identifying and establishing relationships with service user/carer groups/forums.

Protection and Prevention

We will support people to report signs of abuse and we will respond and take actions to reduce risk and prevent further abuse occurring. We will achieve this by:

- ❖ Refreshing the Multi Agency Safeguarding Policy and Procedures to incorporate the new edition of the Care and Support statutory guidance
- ❖ Finalising an Easy Read version of the Gloucestershire Multi Agency Safeguarding Adults Policy and Procedures.
- ❖ Assuring the Board that effective structures are in place to improve the outcomes and experience of safeguarding for adults with care and support needs.
- ❖ Providing the Board with information from multi agency audits and give assurance that actions are being taken to mitigate any identified risks and improve services.

We will ensure our workforce and wider community have the appropriate knowledge, skills and confidence to protect adults at risk. We will achieve this by:

- ❖ Identifying fire safety risk and referral pathways.
- ❖ Developing a Hoarding Guidance for practitioners that will form part of the Self-Neglect Policy.
- ❖ Finalising the script for a generic public services staff induction E-learning module and source design/production for the module.

Proportionality

We will make sure professionals work in the best interests of adults at risk and only get involved as much as needed. We will achieve this by:

- ❖ Completing work on a GSAB Framework for Responding to Organisational Failure or Abuse to ensure there are coordinated proportionate multi agency efforts to address service failures and to hold providers to account where there have been systemic failures
- ❖ Being clear and explicit about the definitions and levels of intervention with respect to providers' and commissioners' responsibilities to ensure safe and high quality care is being provided and that of the core duties of the police to prevent and detect crime and protect life and property.

Partnership

We will have effective multi agency partnership arrangements and information sharing agreements. We will achieve this by:

- ❖ Strengthening the relationship with the Health & Well-being Board
- ❖ Engaging in the Anti Slavery Partnership Board and its agenda as it evolves in Gloucestershire
- ❖ Continuing to work and share two way information with Healthwatch Gloucestershire
- ❖ Identifying the lessons to be learnt from Safeguarding Adults Reviews and applying those lessons to future practice and cases.

Leadership, Accountability & Governance

We will ensure that the Board and all partners know what is expected of them and that lines of accountability are clear. We will achieve this by:

- ❖ Supporting the GSAB members to be able to carry out their role effectively. For example finalising an Induction Pack and coordinating annual GSAB member development sessions.
- ❖ Identifying methods to fully embed the GSAB Quality Assurance Framework
- ❖ Ensuring the Board's performance management information includes feedback
- ❖ Ensuring the Board has the capacity to plan and carry out its strategic objectives in line with the Care Act.

Partnership Achievements

There have been a number of achievements both individually by partners and collectively over the last year and here is a summary of them.

2gether NHS Foundation Trust (2getherNHSFT)

- Continued focus on improving the take up of training for safeguarding adults with a 'Think Family' approach involving Making Safeguarding Personal.
- An external Review of the Safeguarding Structures within 2getherNHSFT has confirmed the Trust's commitment to ensure good practice and future planning to make Safeguarding Personal.
- Shared learning from Safeguarding Adults Reviews (SARs).

Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT)

- An agreed annual programme of safeguarding communications and activities aimed at raising awareness for patients, public and staff.
- Trust Safeguarding Adults Team provides support for best practice application of the Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS).
- Updated Trust Clinical Staff Safeguarding Level 2 training package.

Gloucestershire Constabulary

- The pioneering of an electronic risk assessment called the Vulnerability Identification Screening Tool (VIST).
- Cases of a sexual nature within an adult at risk setting are peer reviewed by Supervisors to ensure opportunity is not missed and decisions are appropriate.
- The Police Central Referral Unit, which coordinates information with partner agencies, has been increased by three members of staff.

Gloucestershire Care Services NHS Trust (GCSNHST)

- Successful recruitment to the post of Named Nurse Safeguarding Adults.
- Safeguarding Foundation Day Training (level 2) has been updated to incorporate changes contained within The Care Act 2014.
- Training requirements are aligned to the countywide workforce development plan and national standards.

Gloucestershire Clinical Commissioning Group (GCCG)

- Development of Safeguarding Commissioning standards which are now routinely included in all provider contracts.
- Development of a Mental Capacity Act guidance document for GP and primary care.
- Production of a bi monthly newsletter for care homes in Gloucestershire, 'Care Homes Matter', which provides relevant safeguarding information.

Board Achievements

- Implementing the revised *Gloucestershire Multi Agency Safeguarding Adults Policy and Procedures* from April 2015.
- Developing the *Safeguarding Adults Board - Information Sharing Guidance*.
- Developing the *Adult Self-Neglect Best Practice Guidance*
- Finalising the *Safeguarding Adults Board - Quality Assurance Framework*.
- Welcoming Trading Standards to the Board
- Producing a quarterly Mental Capacity Act (MCA) and Safeguarding Newsletter
- Developing a *Working Protocol with Gloucestershire Health and Well-Being Board*.
- Raising awareness of and improving fire safety through the Safe and Well campaign.

What do the GSAB Sub-Groups Do?

- Workforce Development (training).
- Quality Assurance (checking standards).
- Communications (telling people about safeguarding).
- Safeguarding Adults Reviews (learning from practice).
- Policy and Procedures (guidance for staff).
- Fire Safety Development Group (safeguarding adults who are at significant risk of fires).

Key Issues and Challenges

Key issues and Challenges

Making Safeguarding Personal

- Focusing practice on improving the safety and well-being of people and the realisation of the outcomes they want.
- Evidence of increasing engagement and involvement of individuals who experience safeguarding services.
- Effective application of the Mental Capacity Act and appropriate use of advocacy.

Communication and engagement

- Engaging and consulting with the wider community.
- Promoting the work of the Safeguarding Adults Board.
- Increasing awareness of Domestic Abuse, Modern Slavery and Self Neglect.

Quality Assurance Framework

The GSAB have developed a Quality Assurance Framework in order to give assurance that the Board and its constituent partner organisations have effective systems, structures, processes and practice in place to improve outcomes and experience in the context of safeguarding adults at risk. The Board needs to feel confident they have the information they need to identify potential risks and to assure themselves that actions are being taken to address these and to improve services.

Safeguarding Adult Reviews

As expected we have seen a rise in the number of referrals being raised for consideration by the Safeguarding Adults Review Sub Group, as the requirement to undertake reviews became statutory in April 2015.

The purpose of Safeguarding Adults Reviews is not to re-investigate abuse, or to apportion blame but rather to provide an opportunity to improve multi agency working, to share best practice, and learning. All Safeguarding Adults Reviews have an action plan which sets out recommendations for change and actions to address these.

Two reviews have been completed in the past 12 months, and a number are in various stages of completion.

More details can be found in the full report or on the GSAB Website.

Safeguarding Activity

The total numbers of calls made to the Gloucestershire County Council Safeguarding Adults Team Advice Line were **4412** for this financial year.

The number of Safeguarding concerns raised on behalf of adults at risk is **3291**, which is down on last year by **14.6%** (**3854**). Of these 3291 concerns, **918** (**27.9%**) went on to become enquiries; this is down again from the previous year (**1353 – 35.1%**).

“I feel that I am quite a bit safer now”

Gloucestershire Police provided information for **531** of the concerns raised and **107** of these concerns had a police incident number attached. **57** were recorded as a criminal matter and **15** went on to formal criminal prosecution or cautions

Click this link to view the full [Annual Report](#)