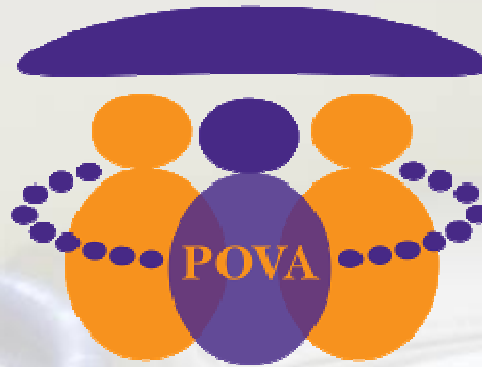




& our Partners,

Committed to
Safeguarding Adults



Harrow's Local Safeguarding Adults Board
(L.S.A.B.)

Safeguarding Adults Annual Report

2009/10

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Harrow Council Local Safeguarding Adults Board

(L.S.A.B.)

3rd Annual Report

Introduction from the Chair, Paul Najsarek, Corporate Director of Adult and Housing Services

This is the 3rd Annual Report of Harrow Council's Local Safeguarding Adults Board (L.S.A.B) setting out the progress we have made locally in 2009/10 to ensure that vulnerable people in Harrow are treated with dignity and respect and safeguarded from abuse, exploitation and harm.

It's been another very busy year both locally and nationally as the Safeguarding Adults agenda continues to command appropriate priority at both a local and central government level.

The role of the LSAB continues to be of vital importance in promoting Safeguarding Adults work across all partner agencies. We have worked hard in 2009/10 to further strengthen the strategic lead of the LSAB whilst also ensuring that its messages are cascaded across partner agencies.

Significant progress has been made to improve our approach, but we know that there is always more that we can do. To reflect this and to ensure we build on our successes year on year, the LSAB has developed a series of 3-year strategies.

These strategies will be discussed later in this report but include a Prevention Strategy, a Training Strategy and a Business Plan. The documents represent the LSAB's commitment to strengthening our current arrangements and to further promoting the safety and well-being of the most vulnerable people in our community.

Recent high profile cases in relation to child protection have also focussed attention on safeguarding arrangements and in particular partnership and multi-agency working. It is therefore very appropriate that we have worked towards strengthening our links with the Local Safeguarding Children's Board so that we can more effectively work together to safeguard both children and adults alike.

We also welcome the recent Parliamentary statement by the Care Services Minister Phil Hope, committing to strengthening the approaches to Safeguarding Adults, the eagerly awaited review of "No Secrets" and the Pan London Safeguarding Adults Policies and Procedures.

These developments all represent exciting new challenges in the world of safeguarding and will serve to reinforce the commitment of the LSAB to positively respond to these challenges in the coming years.

The LSAB remains committed to ongoing improvement and will keep its programme under review to ensure that it remains well resourced and fit for purpose.

We are pleased with the progress that the LSAB has made this year and look forward to building on this success in 2010.

Paul Najsarek, Corporate Director of Adult and Housing Services.

Introduction to the Annual Report

As highlighted in the Director's introduction above, it's been a very busy and successful year for Safeguarding Adults in Harrow and this report will explore in more detail some of those successes.

As also highlighted, the Care Services Minister's statement outlining the Government's response to the Consultation on Safeguarding Adults will contribute towards shaping the medium to long terms future of Safeguarding in England.

The main points he highlighted were....

- The duty we owe to vulnerable people in our communities
- The principles of Protection, Justice and Empowerment
- The importance of Leadership and Scrutiny
- The importance of Safe, High Quality Services
- The importance of balancing "Risks, Informed Choices and Self-Determination"
- That the voice and views of vulnerable people needed to be heard much more than it is now
- The review of the No Secrets Guidance

He also outlined 3 main programmes of work to take this forward:

- 1.) The establishment of an Inter-Departmental Ministerial Group (IDMG) on Safeguarding Vulnerable Adults
- 2.) The introduction of new legislation to strengthen the local governance of safeguarding by putting Safeguarding Adults Boards on a statutory footing with formal membership and defined roles and responsibilities
- 3.) The review of "No Secrets" with the view to a "No Secrets 2"

The LSAB welcome these developments and look forward to the challenges they will pose.

We also consider these areas as key to the health and well-being of our citizens' and in recognition of this; we have set our priorities and strategies for the coming years accordingly.

The main aim of this year's report will be to look back at the aims and objectives set in the last annual report and to examine the LSAB's performance against these.

This report also sets the aims and objectives for next year (2010/2011 - year one of the Business Plan)

This report should also be read in conjunction with the Business Plan which sets out in much more detail Harrow's strategic and operational objectives and direction of travel over the next 3 years together with how the LSAB plans to achieve these aims.

Statistics and data analysis will also play an important role in this year's report and these breakdowns can be found at the end of this report.

Analysis of the Aims and Objectives from the 2008/09 Annual Report

Harrow Local Safeguarding Adults Board (L.S.A.B.)			
	Aim / Focus	Action	Expected Outcome
1	<p>Ensure clear governance and ownership across the agencies in Harrow of their responsibility to Safeguard Adults with the view to achieving excellence in service provision</p>	<ul style="list-style-type: none"> • To further develop the role, function and leadership of the LSAB • To further explore and develop the LSAB's Governance arrangements 	<p>Clear governance routes across all agencies in Harrow</p> <p>Sign up, commitment and ownership of agreed responses at all levels within the Council and partners organisations</p> <p>All agencies are clear on their roles and responsibilities towards Safeguarding Adults and their role and function within the LSAB</p> <p>Ownership and commitment to achieving excellence in service provision</p>
<p>Successes</p> <p>Harrow and its partners have had a single multi-agency Safeguarding Adults Policy and Procedure in place since 2001 (updated in 2006). This Policy clearly outlines roles and responsibilities and is fully endorsed by the Board and its members.</p> <p>Throughout 2009/10 the Chair of the LSAB has worked to strengthen the strategic approaches to Safeguarding Adults in Harrow and in doing so has obtained the sign-up and commitment of those at the most senior level within the main statutory, voluntary and private sector organisations.</p> <p>This success can be demonstrated in the expanded membership of the LSAB, the consistency of attendance from the core key members and</p>			

the seniority of those represented on the board.

During 2009/10 the LASB reviewed its chairing arrangements and the Corporate Director of Adults & Housing was asked to continue to provide this strategic lead.

The membership of the LSAB also plays an active role in deciding the strategic priorities of the board and have also committed to championing Safeguarding Adults within their respective organisations. This can also be demonstrated by the LSAB's endorsement of some key strategic documents such as the ADASS standards for Safeguarding Vulnerable Adults, the Prevention Strategy and Training Strategy.

The Council and its partners (through the LSAB) have also adopted the 10 Dignity Challenges as set out in the Department of Health's "Dignity in Care" campaign.

Internally, bi-monthly briefing reports are presented to the Chief Executive and lead elected Councillor and there was also a session at Scrutiny in summer 2009 which reviewed the LSAB Annual Report for 2008/9 and the action plan for 2009/10.

Members of the LSAB also feed into the governance arrangements within their respective organisations to ensure Safeguarding is afforded the highest priority.

The LSAB has further developed the 5 multi-agency Work Streams (Improving Practice; Training and Learning; Publicity and Communication; User and Carer Involvement and Quality Assurance). Each Work Stream has agreed terms of reference and a work programme and also reports quarterly to the LSAB.

The LSAB continues to produce an Annual Report; however this has now been augmented by a 3 year Business Plan which will be put to the Board in May 2010.

Referral numbers increased in 2008/9 and this increase has been sustained in 2009/10.

Harrow has also been part of the voluntary (mandatory from April 2010) National Data Set and has used this as an opportunity to develop and collect more robust statistics and information to allow the LSAB to more effectively monitor the outcomes from investigations, to set priorities and to plan for future developments.

2	To improve practice and further clarify responsibilities	<ul style="list-style-type: none"> • To continue to raise awareness with Portfolio Holders and Members • To contribute to and support the implementation of the Pan-London Policy and Procedures • To continue to contribute to associated implementation groups • To develop local protocols where appropriate to compliment the Pan-London Procedures 	<p>To further improve the responses to Harrow's vulnerable adults when abuse is alleged or suspected</p> <p>To incorporate feedback and lessons learned from experience, good practice and updates in legislation and guidance and to update the policy and procedure in light of this</p>
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Successes

The Corporate Director and Chair of the LSAB continued throughout 2009/10 to brief Harrow's Chief Executive and the responsible Portfolio Holder.

In a joint working approach, Safeguarding Adults and Children services came together to carry out joint Safeguarding briefing sessions with elected members throughout 2009/10. This approach was viewed as a positive initiative and also received some very positive feedback from those elected members who attended. This initiative (through the Member Development Programme) briefed 54 Councillors (86%)

Harrow also continues to contribute to the development of the Pan London Policies and Procedures as they now near completion. A final draft of the policy and procedures are currently being worked on and will go out for consultation (approx) May/June. The current schedule plans for an official launch event in September 2010.

	Harrow remains a member of the key groups and the LSAB will contribute towards the final consultation process when the document is formally issued.		
3	To further Improve the response to Vulnerable Adults who may be in need of Safeguarding	<ul style="list-style-type: none"> • To further develop the LSAB's Quality Assurance Processes • To audit a minimum of 30 safeguarding cases in 2009 • To further develop the Councils Safeguarding Website • To work with partners on a joint response to WEAAD 2009 • To continue to explore and develop further awareness raising opportunities • To replenish existing stocks of posters, fliers etc. • To produce this information in more accessible formats i.e. community languages • To specifically target Harrow's BME Communities by developing 	<p>That the Policy and Procedure and access to Safeguarding Services are accessible and available to all those who require information support or advice</p> <p>That the mechanisms for reporting concerns or allegations are clear, well publicised and available to all</p>

		materials in Harrow's most commonly spoken community languages	
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Successes

The Quality Assurance Work Stream has continued to develop and promote the QA approach to Safeguarding both internally and with partners. The focus of this Work Stream has been identifying and promoting good practice while highlighting learning and opportunities to improve practice. This area will be discussed further in the Work Stream section.

The Council's Safeguarding website was further developed in 2009/10, additions include:

- a selection of posters and fliers
- information posters
- current training programme
- good practice examples identified from the QA process
- information in community languages
- the current Annual Report

The LSAB also co-ordinated a number of successful events to mark the 3rd World Elder Abuse Awareness Day (WEAAD) events included:

- Carer/user awareness raising event at Carer's Week
- Public awareness raising event in the Local Shopping Centre
- Public awareness raising event in the Civic Centre foyer
- Launch of the 2008/09 Training programme
- Launch of a Good Practice Section on the Website
- Article in Staff newsletters and the Local Press to raise awareness around events and the issues surrounding elder abuse

Further developments in Publicity and Communications, including Awareness Raising will be discussed in the Work Stream section.

4	<p>To improve the care of Vulnerable Adults receiving Community Care Services and to minimise the risk of abuse</p>	<ul style="list-style-type: none"> • To act on recommendations from the CSCI Inspection and Joint Review in relation to further developing contract monitoring arrangements for safeguarding • To continue to work with the Self Directed Support Team to further develop the principles of risk and risk management as it relates to the Personalisation and Safeguarding agendas • To review and update the LSAB's Cornwall Action Plan 	<p>That all services either directly provided or commissioned by Harrow on behalf of vulnerable people have clearly defined protocols and local procedures in place that acknowledge and reference Harrow's overarching policy and procedures</p> <p>That these local procedures set out the organisations commitment to work in line with Harrow's expectations and affirm their commitment to delivering safe and quality services to Harrow service users</p> <p>That service users accessing Direct Payments are advised and supported to access safe recruitment practices when employing staff to deliver their care package</p> <p>That the LSAB continues to work with regulators and local providers to contribute to the delivery of safe services</p>
<p>Successes</p> <p>See also - Aim 8 for developments in Dignity in Care</p> <p>Contracts and Brokerage are represented at a senior level on the LSAB and have worked hard in 2009/10 to develop Harrow's policies and procedures and to strengthen arrangements and contracts with providers.</p> <p>Safeguarding is now considered an integral part of all contract arrangements and has been included in the revisions of all new contracts with providers. Future contracts and all future contract revisions will also include robust arrangements around Safeguarding Adults.</p> <p>Contract monitoring arrangements have also been developed to include a weighted focus on Safeguarding arrangements including training, safe recruitment and quality of care etc. Contracts and Brokerage have also introduced a matrix to allocate monitoring resources with one of</p>			

the measures being the number of safeguarding strategy meetings held in respect of the contract - this is designed to identify if there is a systemic issue. This work will be further refined to look at whether the allegations have been upheld or not.

Contracts and Brokerage do less monitoring of good service providers i.e. 2 yearly as opposed to annually. There is a higher level of contract monitoring of the homes where there have been concerns and this process was re-designed in 2009/10 to include environment, dignity, and safeguarding. Harrow's Supporting People (SP) approach sets thresholds/targets and monitors the 5 outcomes (including enjoying and achieving) with part of the budget set aside for performance reward.

Contracts and Brokerage have also been involved in establishing a West London framework of provision for residential/nursing and home care that sets a 2 star standard for such provisions while also ensuring that Safeguarding is appropriately weighted. Specifications are designed with service users and are outcome focused, including a section to ensure that dignity, privacy and respect of service users is paramount.

Contracts and Brokerage also now receive a copy (and maintain an overview) of Regulation 37 notifications and are vigilant towards trends and/or patterns and where issues are identified, raise these within the appropriate forums – including Safeguarding arrangements where appropriate.

Contracts and Brokerage maintain an overview of complaints and service failures and where these may constitute a Safeguarding issue there are formal processes in place to ensure appropriate action is taken.

Data from the internal and external audit programme is also being used to identify issues with independent sector providers, these issues are then taken forward as appropriate and have resulted in, e.g. further training on handling medication.

Safeguarding Adult Services and Contracts and Brokerage have worked closely on a number of Safeguarding Adults cases and can demonstrate improvements in the quality and delivery of services to users as a result of this joint working.

Contracts and Brokerage have developed a draft Policy for Homecare, Residential, Nursing and Non Regulated Placements where there are concerns about performance or the quality of care – this policy also give appropriate weight to Safeguarding Adults arrangements.

To ensure that good practice and learning is shared across provider organisations and agencies the learning from the most recent Serious Case Review was shared at the April 2009 Provider Forums where Domiciliary Care Agencies were given information on the feedback from this review.

Safeguarding, awareness raising briefings and other related issues have also be presented at provider forums.

The Provider Forum has discussed dignity in care, including presentations from Community Nurses on topics such as tissue viability – an issue that has come up regularly in alerts about some care homes.

Training to independent and voluntary sector providers is now offered free of charge to increase take up.

The Safeguarding Adults Team routinely do unannounced visits to homes where there have been recent Safeguarding allegations before a formal investigation gets underway – this approach has proved useful in establishing a feel for the home or service which contributes towards potential next actions.

90% of local Domiciliary Care providers are now 2 star (up from 30% last year) and referrals are only made to 2 star+ providers.

Each Domiciliary Care Agency now has a linked Safeguarding Adults Practice Advisor (S APA) who meets with them regularly to discuss issues of concern and any resulting training needs.

The Safeguarding Adults Team has been allocated individual Teams and areas of responsibility to act in a dedicated advice, support and liaison role.

As a key area of priority for the Council, the Self Directed Support Team (SDS) has been allocated the same level of dedicated support - the SAPA liaises with the SDS Team on Safeguarding issues as they pertain to Service Users receiving Direct Payments/Personal Budgets. This role offers support to managers and practitioners alike in relation to general safeguarding knowledge, specific cases, support around risk, choice and control etc.

This ensures “on the job” support (alongside the regular casework supervision provided by Team Managers and Senior Practitioners) as well as compliance with excellent practice, legal requirements and the Safeguarding Adults Policy and Procedures.

The LSAB also commissioned a series of specialised training courses for managers and practitioners (across agencies) which focussed on Personalisation, Risk and the Law and a separate series of courses which focussed exclusively on Safeguarding and the Law.

These courses were delivered by a highly experienced and respected Lawyer who specialises in Community Care Law and who is currently working with the Department of Health on the legal aspects of “No Secrets 2” and with SCIE on the legal aspects of the Pan London procedures. These courses were delivered to approx 180 staff which subsequent feedback and evaluations being extremely positive, particularly in relation to the personalisation focus.

Personal Budget and Direct Payments training is undertaken on Harrow's behalf by Harrow Association for Disabled People who advise Service Users on a range of Safeguarding issues including safe recruitment, CRB checks, where and how to report concerns of abuse and support this with an information pack for Service Users. This Training and the CRB checks are all funded by the Council.

The assessment of risk is a key part of the Personalisation process and starts with the self-assessment and overview process and continues throughout the care management process in to monitoring and review and beyond. Risk forms part of the regular discussions between Safeguarding Adults Services and the SDS Team and these processes are currently being reviewed.

The Harrow Learning Disability Team Joint Management Board has reviewed the recommendations from the Cornwall Report and developed an Action Plan as part of its 3-year improvement plan. This Board will continue to assess progress and if any specific Safeguarding Adults issues are identified, these will be reported back to the LSAB.

5	<p>To improve the ability to Safeguard and Plan for the future of Service Provision</p>	<ul style="list-style-type: none"> • To continue to address Safeguarding issues within the priorities of both the Council and partner Organisations and Agencies • To further develop Harrow's Safeguarding Adults Team • To undertake a review of the role and function of the current Safeguarding Adults Team and learn / develop based on experience and practice • To learn and develop policy and practice based on the 	<p>That Safeguarding Adults is prioritised and embedded within the Councils restructuring process</p> <p>That the workforce strategy considers the future vision of a Safeguarding Adults Team and considers the ability to build capacity and further develop the service</p> <p>To enable Harrow to build a picture of local prevalence and to shape its prevention and protection strategies accordingly</p> <p>To shape future services and strategies based on the monitoring and analysis of local statistical information</p>
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		<p>feedback and experience of the Safeguarding Adults Team</p> <ul style="list-style-type: none"> • To further develop the LSAB's ability to produce ever more sophisticated data and to use this data to inform priorities • To develop Harrow's data systems in line with the Department of Health's and Information Centre's proposed National Data Set 	
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Successes

2009/10 saw a review of the current Safeguarding Adults arrangements in Harrow and an acknowledgement that as the priorities of the Safeguarding Adults agenda increases, so too must Harrow's ability to deal with that level of priority. In acknowledgement of this, Harrow has increased capacity within the Safeguarding Adults Team by creating a number of new posts - a Service Manager, 2 Safeguarding Adults Practice Advisors (SAPAs), a Dignity in Care Coordinator and an Assistant role.

This approach builds on the existing Safeguarding Adults Co-ordinators role and under the direction of the Head of Community Care and the Corporate Director of Adults and Housing demonstrates Harrow's commitment to strengthening the current arrangements, to increase capacity for the future and to continue to develop the Safeguarding agenda at both strategic and operational levels.

There continues to be joint investment from partners into the Safeguarding Adults agenda and this will again be reviewed in the 2010/11 work programme.

The issue of data collection, statistics and how this area ties into planning for the future will be discussed further in Aim 11.

6	<p>Governance – To improve the responses of Organisations and Agencies across Harrow to Vulnerable Adults</p>	<ul style="list-style-type: none"> • Please see Aim 1 for a detailed status report on the LSAB’s Governance arrangements 	<p>To further improve the responses to Harrow’s vulnerable adults when abuse is alleged or suspected</p> <p>To ensure clear demarcation between the complaints and safeguarding processes and to ensure that each is treated and actioned according to agreed legislation and guidance</p>
<p>Successes</p> <p>Please see Aim 1 for a detailed status report on the LSAB’s Governance arrangements.</p> <p>Please see Aim 8 for a detailed status report on the LSAB’s Training arrangements.</p> <p>There continues to be a clear demarcation between safeguarding issues and the complaints process and each issue (where they may overlap) is separated with any potential Safeguarding issues being dealt with as such.</p> <p>Safeguarding Adults Services is also a member of the Councils Quality Assurance and Learning Forum, a Corporate forum to ensure the good practice and learning from across a range of services and departments is gathered, monitored and shared.</p>			
7	<p>Establish robust evaluation mechanisms to contribute towards improved practice</p>	<ul style="list-style-type: none"> • As detailed above in 4, 5 & 6 • To continue to action the recommendations from the CSCI Inspection and the Joint Review 	<p>To further improve the responses to Harrow’s vulnerable adults when abuse is alleged or suspected</p> <p>To incorporate feedback and lessons learned from experience, good practice and updates in legislation and guidance</p> <p>To learn from the feedback received from both the providers and participants of Safeguarding Adults Training and to use this information to further develop the training</p>

	<ul style="list-style-type: none"> • To further develop the LSAB's various Work Streams • To further develop the LSAB's Quality Assurance Processes • To continue to seek out mechanisms to reflect and evaluate on our current position and to work towards continuous improvements in practice and development. 	<p>and learning opportunities both internally and externally to the Council</p> <p>To empower and support staff with the skills, knowledge and experience required to deliver safe services to vulnerable adults commensurate with their role in the process</p> <p>To increase capacity across partner organisations and agencies by continuing as appropriate with joint investigations and targeting those staff that will be involved in and carrying out those investigations to ensure that they have received the required level of training and support in order to fulfil these responsibilities</p> <p>To empower and enable staff, carers and service users with an improved ability to identify, report, and respond to allegations or suspicions that abuse is or has taken place</p>
<p>Successes</p> <p>This Aim was taken forward with the development of the LSAB's 5 multi-agency Work Streams:</p> <ul style="list-style-type: none"> • Training and Learning • Publicity and Communication • Quality Assurance • Improving Practice • User and Carer Involvement <p>Each Work Stream has agreed terms of reference and a work programme and also reports quarterly to the LSAB.</p> <p>These work streams, under the direction of the LSAB are responsible for implementing the Board's aims and objectives and priorities.</p>		

8	<p>To empower and enable staff, carers and service users with an improved ability to identify, report, and respond to allegations or suspicions that abuse is or has taken place.</p>	<p>The Development of Work Streams</p> <p>Training and Learning Work Stream</p> <ul style="list-style-type: none"> • To review and evaluate the 2008 /09 Training Programme • To incorporate the feedback from stakeholders and partners into this review • To use this feedback to develop the 2009 /10 Training Programme • To identify and re-train / refresh Harrow Staff who have not had appropriate Safeguarding training in the last 3 years • To increase the % of trained Harrow Council Staff (SAS figures) to 90% • To increase the training provided to private / independent / third sector staff by a minimum of 10% 	<p>To Raise Awareness amongst staff, carers, service users and the wider general public to identify, report and respond to allegations or suspicions of adult abuse</p> <p>To empower and enable staff, carers, service users and the wider general public with an improved ability to identify, report, and respond to allegations or suspicions that abuse is or has taken place</p>
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Successes

Training and Learning Work Stream

In 2009/10 the LSAB benchmarked local practice against the relevant standards e.g. the ADASS framework, leading to (for example) clearer statements in publicity about the zero tolerance of abuse by all partner agencies, the production of the Training Strategy and the involvement of users/carers in the development of accessible information about the Policy.

The Multi-Agency Safeguarding Adults Training Strategy and its implementation (with a detailed action plan) will be overseen by the Training and Learning Work Stream. This strategy will inform the LSAB's strategic and operational priorities going forward over the next 3 years.

The Training strategy introduces the concepts of core competencies for all staff commensurate with their roles and responsibilities within the Safeguarding Adults process.

The Training and Learning Work Stream has also reviewed/evaluated the training provided in 2009/10 and a broad analysis of this can be seen below.

The LSAB also took a strategic decision to re-tender Harrow's Multi-Agency Training in line with the recommendations from the training strategy. This process is currently underway and it is expected that the new 2010/11 Training Programme will commence in the early Summer. The LSAB's current provider will continue to provide training until this point.

The core competencies will be central to the 2010/11 Training Programme and will further enhance the LSAB's ability to evaluate the effectiveness of the training programme.

Members of the LSAB have also committed to review their own organisations training programmes and strategies to ensure these competencies are reflected across all partners.

The 2010/11 Training Programme will continue to be offered free of charge to all partners to promote and improve take-up.

Analysis of the feedback from the previous training programme suggested that those staff with greater experience and performing more specialised roles i.e. investigators, would benefit from more specialised training.

As previously discussed and to facilitate this, the LSAB commissioned a series of specialised training courses for managers and practitioners (across agencies) which focussed on Personalisation, Risk and the Law and a separate series of courses which focussed exclusively on Safeguarding and the Law. These courses were delivered by a highly experienced and respected Lawyer who specialises in Community Care Law and who is currently working with the Department of Health on the legal aspects of “No Secrets 2” and with SCIE on the legal aspects of the Pan London procedures. These courses were delivered to approx 180 staff with subsequent feedback and evaluations being extremely positive, particularly in relation to the personalisation focus.

As well as this formal training, the Safeguarding Adults Team continues to carry out awareness raising sessions and briefing sessions whenever and wherever required.

As stated above, the Safeguarding Adults Team has briefed 86% of elected members and presented at the Council Managers’ Forum to an audience of over 200 Harrow managers including Corporate Directors and the Chief Executive.

Training sessions on the Mental Capacity Act and DOLS have been given to local residential and home care providers during the year. Home care agencies have also attended the CALMS (peaceful restraint) training run by Harrow Council Children’s Services.

Some of the broad training statistics can be seen below:

In 2009/10 the programme trained 641 staff across 27 courses (up 79% from the total 2008/09 figure).

These figures comprise 368 Harrow Council staff (an increase of 109% on 2008/9) and 273 external staff (an increase of 67% on 2008/9).

Further analysis shows that of the 273 external staff, 79 were from the NHS (an increase of 36% on 2008/9); 71 from the private sector (an increase of 37% on 2008/9) and 117 from the voluntary sector (an increase of 65% on 2008/9).

In Mental Health Services, 40 community staff and 24 hospital staff (including 2 psychiatrists) received training.

<p>9</p>	<p>To Raise Awareness amongst staff, carers, service users and the wider general public to identify, report and respond to allegations or suspicions of adult abuse</p>	<p>Publicity and Communication Work Stream</p> <ul style="list-style-type: none"> • To work with partners on a joint response to WEAAD 2009 • To further develop the Council's Safeguarding Website • To continue to work with partners, both internal and external to the Council, to explore and further develop awareness raising opportunities • To replenish existing stocks of posters, fliers etc. • To produce this information in more accessible formats i.e. community languages • To disseminate, promote and publicise this information as widely as possible 	<p>To equip, empower and support workers from all agencies with an opportunity to share and discuss individual or complex issues / cases and to benefit from a multi-agency discussion around those issues</p> <p>To empower and support staff with the skills, knowledge and experience required to deliver safe services to vulnerable adults commensurate with their role in the process</p> <p>To use the learning, feedback and discussion from this group to shape and inform future direction and practice and to use this to contribute towards the next review of the policy and procedure</p> <p>To further improve the responses to Harrow's vulnerable adults when abuse is alleged or suspected</p> <p>To incorporate the feedback and lessons learned from experience, good practice and updates in guidance and legislation</p> <p>To learn from the feedback received from partners and workers involved in the Safeguarding Adults process and to use this information to further develop the training, learning and development opportunities both internally and externally to the Council</p> <p>To build on existing processes / practices and further improve Harrow's responses when abuse is alleged or suspected</p>
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Successes

Publicity and Communication Work Stream

Referral numbers rose again in 2008/09 and by a further 6% in 2009/10 to 378 alerts/referrals - indicating that more people know what to do if they are concerned about abuse.

This success (at least partly) can be attributed to the increased awareness raising and publicity targeted at professionals but also to a number of campaigns targeted at the wider community.

Good examples include:

- a series of local events during World Elder Abuse Awareness Day (detailed in Aim 3 with further planned in 2010)
- articles in Harrow People (delivered to every household in Harrow)
- Poster Campaign in the Cleaner and Safer Streets Handbook (delivered to every household in Harrow)
- Poster Campaign in the Fire Safety magazines (delivered to high proportion of households in Harrow)
- articles in Harrow's Vitality News Magazine
- Safeguarding Adults Services included in the publicity and awareness raising materials produced for the Domestic Violence campaigns
- Safeguarding Adults Services included in some of the publicity and awareness raising materials produced by Children's Services
- Further developing the Council's Safeguarding Adults website (detailed in Aim 3)

All publicity has reinforced the local zero tolerance principle to the abuse of vulnerable adults in Harrow.

The Safeguarding Adults Team has also recently started asking referrers where they obtained the Team's details from to track the outcomes from public awareness raising activity

Additional work has also been done to contact harder to reach communities e.g. attendance at the Mosque and Asian Voluntary Groups to provide information and advice, answer questions and take referrals.

Analysis of the 2008/09 referrals showed that further work needed to be done within the HIV and Drugs & Alcohol Services to ensure good levels of protection across all sectors and some targeted awareness raising events have been completed during the year in these areas.

Further awareness raising sessions in HIV and Drug & Alcohol Services will continue in 2010/11.

	<p>Analysis of the 2008/09 referrals also showed that further work needed to be done within Mental Health Services to ensure good levels of protection for these service users as well, and again, targeted awareness raising events have been completed with CNWL (Central and North West London Mental Health Services) and the Community Mental Health Teams – this has seen a significant rise in referrals from the CMHT’s to 39 in 2009/10.</p>		
10	<p>This work stream offers workers from all agencies, an opportunity to share and discuss individual or complex issues / cases and to benefit from a multi-agency discussion around those issues.</p>	<p>Improving Practice Work Stream</p> <ul style="list-style-type: none"> • To further contribute to shaping Harrow’s Safeguarding Adults Team • Under the direction of the LSAB to deliver the SCR Action Plan • To further develop the mechanisms to involve stakeholders and partners in this process • To further develop the mechanisms to share the feedback and lessons learned from this process with staff, stakeholders and partners <p>User and Carer Involvement Workstream</p> <ul style="list-style-type: none"> • To further develop the User and Carer Work Stream in 	<p>To maintain and further develop links, representation and networking opportunities at both a strategic and operational level on Statutory (and other) groups to promote and represent the work of Safeguarding Adults in Harrow</p> <p>To further develop and improve practice and responses in line with an ambition of quality services and striving for excellence</p> <p>Enhance information sharing and partnership working to both share and learn from the experiences of stakeholders and partners</p> <p>To use the above learning to further develop strategic and operational responses when abuse is alleged or suspected.</p>

		<p>line with the above</p> <ul style="list-style-type: none"> • To further develop the mechanisms to involve stakeholders and partners in this process • To further develop the mechanisms to share the feedback and lessons learned from this process with staff, stakeholders and partners <p>Quality Assurance Work Stream</p> <ul style="list-style-type: none"> • To further develop the Quality Assurance Work Stream, its processes and protocols in line with the above to ensure the consistent implementation of Harrow's Policy and Procedures. 	
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Successes

Improving Practice Work Stream

The work of Improving Practice Work Stream spans much of the other Work Streams but more specifically has contributed to:

- the on-going development of the Safeguarding Adults Team
- the development of the Prevention Strategy
- ensuring Safeguarding Adults is included in Corporate (and partner) strategies including the Joint Strategic Needs Assessment (JSNA) and

the Comprehensive Area Assessment (CAA)

- developing closer links with Children's Services

The Improving Practice Work Stream has also organised 2 Good Practice Workshops which offer workers (from all agencies) an opportunity to discuss individual or complex cases (anonymised) and to benefit from a multi-agency discussion around those cases.

They offer an opportunity to share information and experience around good practice, look at innovative ideas and approaches to Safeguarding Adults work and act as a means of learning from the positive and less positive experiences of workers involved in Safeguarding Adults work.

This group has also benefited from presentations from the Police around Domestic Violence and MARAC and Distraction Burglary, the Mental Capacity Act, sharing outcomes from the Quality Assurance process to name but a few.

These are popular forum's and will be further developed in 2010/11

The Improving Practice Work Streams also continues to maintain and further develop links and representation at both strategic and operational levels on the following groups in order to represent the work of Safeguarding Adults in Harrow, these include:-

- MAPPP – Multi Agency Public Protection Panel
- MARAC – Multi Agency Risk Assessment Conference (Domestic Violence Risk Assessment and Review Panel)
- Harrow's Domestic Violence Forum and its Health and Social Care Sub Group

In 2009/10 the LSAB have also developed links with the Local Safeguarding Children's Board (LSCB) and now have regular attendance on this Board with reciprocal arrangements planned on the LSAB.

The LSAB are also further developing links with the Police in relation to Race Hate Crime and further joint working opportunities are being explored.

User and Carer Involvement Work Stream

The User and Carer Work Stream aims to explore and implement various means to ensure that the voice, experiences, wishes and views of Service Users and Carers are heard and included within the Safeguarding Adults agenda in Harrow.

There are various initiatives at both a strategic and operational level and some of these are detailed below:

The review into the high number of referrals about paid carers was completed and implemented in Summer 2009/10 and an update report was presented to the LSAB in February 2010. This review arose from a CQC concern about the perceived high numbers of referrals about paid carers following issues the previous year about low numbers. The LSAB responded by targeting training and awareness raising sessions in

the independent sector and as a result a marked increase in referrals was seen in this area.

Following on from the success of the recent MORI Survey, the LSAB has ensured that any Service User or Carer survey has a question included around Safeguarding and feeling/staying safe. Any issues highlighted from these surveys are then fed back to Care Management to be dealt with appropriately (and under Safeguarding Procedures where applicable).

In relation to Older People, CNWL also use a variety of questionnaires aimed at in-patients which ask about dignity, respect and the "patient experience". There is an audit of this work being undertaken at the moment which will report in November 2010. CNWL also use surveys around communication, pressure ulcers and nutrition and use the information from these to further develop service responses.

In 2009/10 the standard review process was amended to include questions about personal support preferences, the quality of the environment (in care homes) and the standards of the personal care being provided. Any resulting issues are fed back to the Commissioning Manager during routine visits to front line teams.

Age Concern undertakes an independent survey of domiciliary care users twice a year. This contains a question about dignity/respect. In the early 2009 survey, an average of 47% of users stated they were always or usually treated with respect. In the late 2009 survey this figure had risen to 49%. Feedback from the surveys e.g. Service Users raising the importance to them of continuity of care/privacy etc. is given to the agencies in writing and fed into their agreed improvement plans.

The Police have also pursued a number of prosecutions arising from (and relating to) Safeguarding Adults referral. These prosecutions send a number of positive messages to service users, carers, paid staff and the wider community that abuse is often a crime and is treated as such with the associated penalties/outcomes.

Further positive outcomes have included (through feedback and monitoring trends) more emphasis being placed in a number of establishments around tissue viability which has brought improvement for service users.

Case audit and review has also highlighted good use of the Mental Capacity Act and referral to the Office of the Public Guardian in relevant cases.

Campaigns also include raising awareness & expectations e.g. a recent Health Fair for LD at one of the day centres provided information on the dignity challenges to 30 users & carers about what individuals have a right to expect from local services & who to contact with any concerns.

Age Concern and Harrow Carers sit on the regular Partnership Board meetings held between the Contracts Team and the main domiciliary care providers. They bring a User/Carer voice to the table and as a result, service improvements have been made e.g. care workers now phone clients direct if they are running late rather than via the office.

All the major Service User and Carer groups are also represented on the LSAB ensuring their representative groups also have a significant voice within the Safeguarding agenda in Harrow.

A Carers Emergency Support Service is also in place linked to a pre-arranged care plan.

The User and Carer Involvement Work Stream is also overseeing the implementation of the new Prevention Strategy Action Plan and the 10 Dignity Challenges as set out in the Department of Health's "Dignity in Care" campaign which the Council and partners (through the LSAB) have adopted. The 10 Dignity Challenges have also been incorporated into the redesigned Safeguarding Adults Audit Tool.

A Dignity in Care Coordinator has also been appointed (located in the Safeguarding Adults Team) who has started to work on raising the profile of dignity issues in both domiciliary care and residential settings.

Current and future awareness raising campaigns will also include a weighted focus on Dignity in Care while at the recent Health Fair for people with Learning Disabilities and their Carers, the Safeguarding Adults Team had a stall which provided information on the 10 Dignity Challenges to 30 people about what individuals have a right to expect from local services and who to contact if they had any concerns.

Quality Assurance Work Stream

Quality Assurance has continued to play an important part in the priorities of the LSAB in 2009/10 and Harrow's processes continue to be developed to ensure that the good practice and learning identified within the Safeguarding Adults process can be shared (both internally and across partners) to improve quality, consistency and performance.

The Quality Assurance approach for Safeguarding Adults work has several strands, these include:

- contract monitoring
- internal quality assurance programme
- external audit programme
- Serious Case Review
- On-going supervision and support of Care Managers and Social Workers (including routine file audit)

These processes are overseen by the Quality Assurance and Improving Practice Work Streams of the LSAB.

Throughout 2009/10 the Quality Assurance Workstream met regularly to audit a random selection of Safeguarding cases to identify good practice and learning and to share this learning across Teams (and partner agencies). 30 cases were audited as part of this process and where required an action plan was agreed to deal with any remedial, training or learning issues highlighted.

A number of external partners were also members of this group and acted in a “critical friend” role to ensure openness and transparency.

The 1st external audit process was carried out in Spring 2009 and the actions from this audit have now been carried out.

The 2nd external audit was carried out in March 2010 and the actions from this audit are currently being implemented. Some of these actions include: the redesign of the Framework-i recording system; new chairing and minute taking courses in the training programme and additional guidance added to the flowcharts to make the pre-strategy meeting stage more explicit.

In relation to both external and internal audit outcomes, there was evidence that all clients had been protected.

A “Learning from the Serious Case Review” event was held in September 2009 which was facilitated by an ex-Director of Social Services who carried out the SCR investigation. This was attended by all relevant managers and fieldworkers ensuring that the lessons from the SCR were shared with front line staff.

At training and briefing sessions throughout 2009/10 flow charts simplifying the processes have also been issued to attendees.

Safeguarding Adults Services are also a member of the Councils Quality Assurance and Learning Forum, a Corporate forum to ensure the good practice and learning from across a range of services and departments is gathered, monitored and shared.

Safeguarding is also included as a regular item at the Corporate and Divisional Directors Group where feedback on audit work and resulting actions is presented.

11	Ensuring Planning and Development based on Local Knowledge	<ul style="list-style-type: none"> Further develop the Councils Electronic Systems, Statistics, Data Collection and Monitoring Mechanisms 	<p>To enable Harrow to build a picture of local prevalence and to shape its prevention and protection strategies accordingly</p> <p>To shape future services and strategies based on the monitoring and analysis of local statistical information</p>
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- To take this forward with the next phase of Framework-i's development to allow us to produce more detailed statistics and information around the nature and extent of suspected or alleged abuse
- To use this information to analyse trends, patterns and prevalence and to build a local picture, which will ultimately be used to shape and inform direction and practice

Successes

The Department of Health (through the Information Centre) piloted a new National Data Set from 1st October – 31st March 2010 and Harrow was part of this voluntary pilot which became mandatory from April 2010.

Harrow has used the NDS as an opportunity to develop and collect more robust statistics and information to allow the LSAB to more effectively monitor the outcomes from investigations, to set priorities and to plan for future developments.

To better achieve this, Harrow has gone a step further and used the NDS format to backdate Harrow's data to 1st April 2009 in order to provide a full years worth of data and to facilitate more robust comparison and analysis of both previous years' data but also in going forward.

The LSAB now has the most robust set of data available to date and will use this to identify any potential trends or patterns and use this information to plan future priorities.

	<p>In 2009/10 this data was collected manually but going forward plans are in place to re-design the Safeguarding Adults element of Harrow electronic recording system to be able to report on this data electronically.</p> <p>A detailed analysis of the current data will be a priority for 2010/11.</p>		
12	<p>To Improve Access to Safeguarding Services</p>	<ul style="list-style-type: none"> • To further develop the Council's Safeguarding Website • To continue to work with partners, both internal and external to the Council, to explore and further develop awareness raising opportunities 	<p>To further improve the responses to Harrow's vulnerable adults when abuse is alleged or suspected</p> <p>That the Policy and Procedure and access to Safeguarding Services are accessible and available to all those who require information, support or advice.</p> <p>That the mechanisms for reporting concerns or allegations are clear, well publicised and available to all</p> <p>Signup, commitment and ownership of agreed responses at all levels within the Council and partners organisations</p> <p>All agencies are clear on their roles and responsibilities towards Vulnerable Adults and in their role and function within the Safeguarding Adults process</p> <p>Ownership and Commitment to achieving excellence in service provision</p> <p>To empower and enable staff, carers, service users and the general public with an improved ability to identify, report, and respond to allegations or suspicions that abuse is or has taken place</p>
	<p>Successes</p> <p>Development in terms of Harrow's Safeguarding Adults website have been discussed earlier in this report but as new information and updates become available this will obviously mean the website with require updating – with this annual report and the new Training</p>		

Programme as two examples.

The Safeguarding Adults Team will also work with Harrow's (and partner's) Communication Teams to further explore these opportunities.

As also previously discussed the Safeguarding Adults Service Manager now sits on the Local Safeguarding Children's Board (with a reciprocal arrangements planned) to ensure joined up working and the sharing of information and experience.

Work is underway with the Community Safety Team and Police around "hate crime" in relation to older people, people with disabilities and / or mental health issues. Crimes against vulnerable people continue to be a rising priority for the Police and there are some excellent examples of joint working between the Police and Social Services in highlighting potentially vulnerable people and where crimes are identified, in prosecuting those crimes – there have been a minimum of 3 prosecutions during 2009/10 demonstrating further consolidation of work with the Police.

In the NHS, local hospital trusts and the PCT, many areas now have dedicated Safeguarding posts and where they don't have dedicated posts, they have designated Safeguarding Adults leads.

Many NHS Trusts now also have implementation, steering or other similar strategic groups to over the implementation of Safeguarding approaches.

In Mental Health, the Harrow Service now has a Safeguarding Patients Group as part of its clinical governance structure and in 2 audited cases there was evidence of excellent joint work with children's services.

Harrow also continues to contribute to the development of the Pan London Policies and Procedures as they now near completion. A final draft of the policy and procedures are currently being worked on and will go out for consultation (approx) May / June. The current schedule plans for an official launch event in September 2010.

The LSAB will continue to contribute towards this process and will play a key part in the consultation process together with ratifying, launching and implementing Pan London locally in Harrow.

Setting the Aims and Objectives for 2010/11 – Year One of the Business Plan

The following areas have been considered as priorities in Year 1 of the Business Plan.

Please see the accompanying Action Plan and Business Plan for comprehensive details for delivery and implementation.

Aims and Objectives/Priorities

- 1.) Implement year one of the Business Plan
- 2.) Implement year one of the Training Strategy with agreed competencies
- 3.) Implement year one of the Prevention Strategy
- 4.) Continue to work towards full compliance with the ADASS Standards for Safeguarding Adults
- 5.) Follow up the outcomes of Safeguarding Adults investigations in writing to service users
- 6.) Continue joint working with the Police on issues such as Community Safety and Hate Crime
- 7.) Run targeted awareness raising sessions with HIV and Drug & Alcohol Services where no referrals were received in 2009/10
- 8.) Further embed Dignity in Care and the 10 Dignity Challenges across all Services in Harrow
- 9.) Further refine electronic systems to ensure Harrow meets the requirements of the National Data Set (NDS) and provides the required returns to the Information Centre
- 10.) Analyse the data from the 2009/10 NDS and the 2010/11 NDS and use the learning from this analysis to target awareness raising sessions where most needed
- 11.) Develop a system to gauge the success of the various publicity campaigns i.e. asking referrers details of where/how they found our number or how they knew where to call – use this feedback to further refine future awareness raising sessions
- 12.) Continue to target harder to reach groups so that safeguarding adults' referrals are more in line with Harrow's demographic
- 13.) To continue and further develop the Safeguarding Adults Quality Assurance processes and to incorporate a mechanism for User/Carer feedback into these processes
- 14.) To ensure all the LSAB's Work Streams have clear action plans in line with the above objectives

Harrow's Local Safeguarding Adults Board (LSAB)

Terms of Reference and the Strategic Management of Safeguarding Adults in Harrow

Department of Health/Home Office Guidance “NO SECRETS” 2000

The Department of Health and the Home Office published *NO SECRETS* in March 2000. It was issued as Guidance under Section 7 of the Local Authority Social Services Act 1970.

NO SECRETS makes it a requirement for local authority Social Services Departments to take a lead in working in partnership with health care providers, the police and the voluntary and private sector to: “create a framework for action within which all responsible agencies work together to ensure a coherent policy for the protection of adults at risk of abuse”

Local authorities are required to:

- Collaborate with public, voluntary, private sector agencies and with users and carers and involve them in developing an inter-agency response to Safeguarding Adults.
- Adopt a lead /co-ordinating role in the development of local Safeguarding Adults Policies and Procedures
- Carry out a policy and service audit, develop a Safeguarding Adults Strategy and present an Annual Report to elected Members.
- Collect and collate monitoring information.
- Ensure that Safeguarding Adults is included in commissioning and contract monitoring.
- Develop a Training Plan and ensure that training is provided.
- Disseminate information.

Partner agencies have a responsibility to:

- Work in collaboration with the local authority and other agencies.
- Investigate and take action when a vulnerable adult is believed to be suffering abuse.
- Produce internal guidelines.
- Appoint a lead officer.
- Provide training for staff and volunteers
- Draw up guidance on confidentiality
- Disseminate information to staff and service users.

LSAB Terms of Reference

- 1). Harrow's Local Safeguarding Adults Board (LSAB) is a multi-agency forum comprising of partners from the statutory sector (Council, PCT / NHS Acute and Mental Health Trusts, Police and CSCI.) together with partners from the private and voluntary sectors.
- 2). Working with service users and carers at the heart of the process, the LSAB aims to:

- ensure effective partnership arrangements
- devise strategies to detect and prevent abuse from happening
- agree operational definitions and thresholds for intervention
- co-ordinate multi-agency safeguarding adults policies and procedures
- develop systems and structures to safeguard vulnerable adults in Harrow

3). The Roles and Responsibilities of the LSAB

Member agencies are responsible for their full and effective contributions to the work of the LSAB.

This will include:

- To oversee the continued working of the Safeguarding Adults Policies and Procedures, including publication, distribution and administration of the procedures document.
- To manage and audit multi-agency relationships relating to the implementation of the procedures document.
- To review the policy and procedures on a two-yearly basis to reflect current experience and government guidance together with expectations and lessons learned from the monitoring process.
- To make links with other areas of national and local policy development
- To develop good practice guidance relating to i.e. Contracting and Commissioning, Care Management and developing those links across Child Protection, Domestic Violence, Direct Payments, the Community Safety Plan, etc.
- To maintain a strategic overview of Safeguarding Adults training and oversee the implementation of a multi-agency training programme
- To secure funding from statutory agencies to support the work and infrastructure of Safeguarding Adults in Harrow
- To promote the awareness of Safeguarding Adults issues amongst staff / professionals in the statutory, private and voluntary sectors together with service users and carers and the wider community.
- To produce public information, organise events, and use available resources to publicise the work of the LSAB.
- To promote a wider professional and public understanding of Safeguarding Adults through a variety of events or information campaigns.
- To identify and secure adequate resources and funding to ensure there are sufficient skilled staff across agencies to undertake investigations as appropriate
- To develop a robust audit and monitoring system and cascade / implement the learning from those audits to improve performance and practice.
- To use information from audit and monitoring to develop more robust protective measures and services.
- To oversee the production of an Annual Report and Action Plan to identify and deliver on the LSAB's aims and objectives.
- To present an Annual Safeguarding Adults report to Senior Officers, Members and to Executive Management Boards in line with good Governance arrangements.
- To ensure Safeguarding Adults and Protection issues are effectively addressed / included in areas of strategic planning and within the Harrow Strategic Partnership.

- To commission Serious Case Reviews on cases where a vulnerable adult/s has been seriously injured or died as a result of adult abuse.
- To liaise with other strategic groups, i.e. the Local Safeguarding Children's Board (LSCB) and the Domestic Violence Steering Group on areas of mutual interest including training and awareness raising.
- To oversee the work of the various Work Streams to deliver on identified aims and objectives and strategic priorities.
- To support the Safeguarding Adults Co-ordinator in their role.
- That a quorum is a third of the membership that is also representative of the sectors and client groups.

4). Membership, Accountability and Decision Making Authority

Representatives from partner organisations / agencies will be of sufficient seniority and authority within their agency to be able to take decisions and commit time / resources as appropriate to the work of the LSAB and associated work streams.

The LSAB will have a standing membership from:

- Adult and Housing Services
- Contracts and Brokerage
- The Metropolitan Police
- Harrow Primary Care Trust
- North West London Hospital Trust (NWLHT)
- Central and North West London Mental Health NHS Foundation Trust (CNWL)
- Commission for Social Care Inspection (CSCI)
- Independent Sector Providers
- The voluntary sector including Age Concern, HAD, Mencap, MIND, etc
- User and Carer Groups
- Advocacy Services
- Harrow Commission for Race Equality (CRE)

- 5). Representatives from these organisations are accountable to the organisation / agency they represent and are responsible for reporting back, both at an operational and strategic level and for embedding Safeguarding Adults within their agency and its Governance arrangements.
- 6). All representatives and agencies are jointly responsible for the actions of the LSAB
- 7). Other organisations / agencies or groups may be part of the LSAB or associated work streams for either a time limited period or permanently as appropriate and as decided by the LSAB
- 8). **The LSAB will meet 4 times per year with the work streams meeting in between the board meetings and reporting back to the LSAB at each board meeting.**

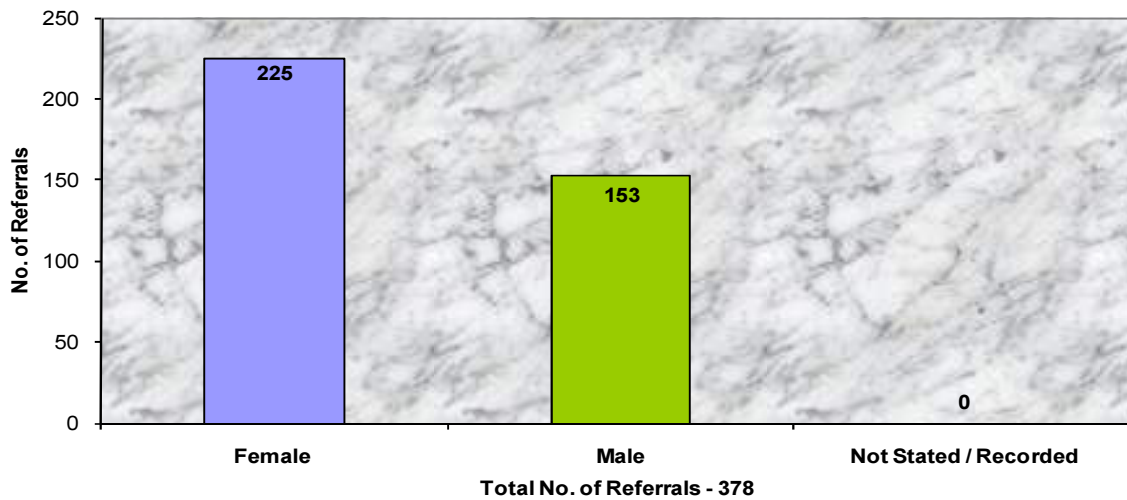
Safeguarding Adults Referrals 1st April 2009 - 31st March 2010

Summary Statistics

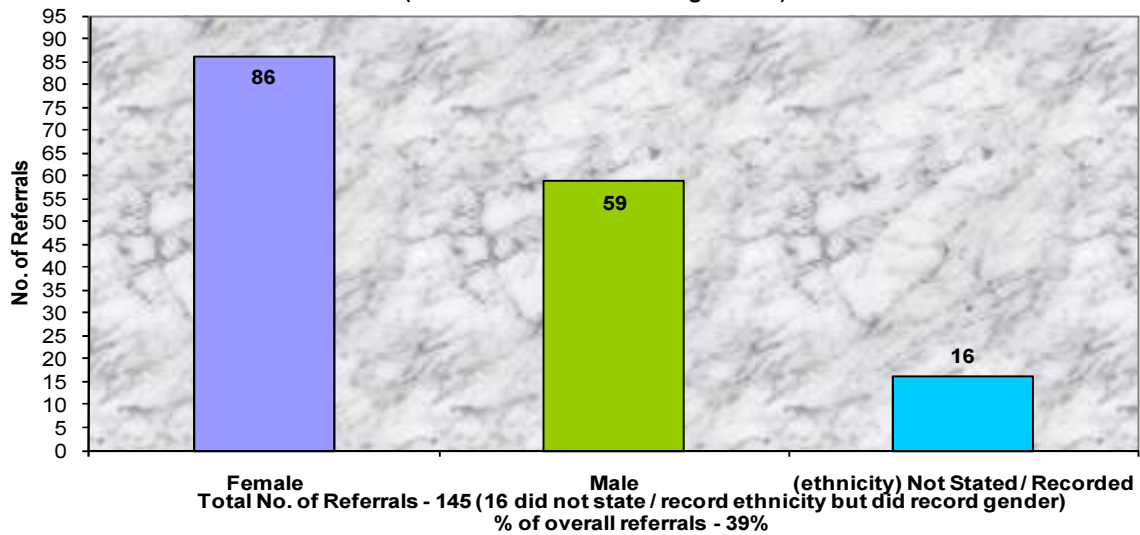
No. of Alerts: -	378	%		
Taken forward as Refs: -	253	67%		
Dealt with at Alert Stage: -	125	33%		
No. of Repeat Refs: -	42	11%		
No. of Completed Refs: -	150	59%		
Female	225	60%		
Male	153	40%		
Not Stated / Recorded	0	0%		
From different Ethnic Backgrounds (non white): -	145	38%		
Female	86	59%		
Male	59	41%		
(ethnicity) Not Stated / Recorded	16	11%		
	W/UK	BME		
From different Ethnic Backgrounds (white): -	233	145		
From different Ethnic Backgrounds (non white): -	62%	38%		
Where Abuse took Place: -				
Own Home	170	44%	} Many cases involve multiple locations of abuse and this is highlighted in these figures	
Care Home - Permanent	73	19%		
Care Home with Nursing - Permanent	29	8%		
Care Home - Temporary	17	4%		
Care Home with Nursing - Temporary	6	2%		
Alleged Perpetrators Home	10	3%		
Mental Health Inpatient Setting	10	3%		
Acute Hospital	2	1%		
Community Hospital	0	0%		
Other Health Setting	1	0%		
Supported Accommodation	8	2%		
Day Centre/Service	10	3%		
Public Place	7	2%		
Education/Training/Workplace Establishment	8	2%		
Other	6	2%		
Not Known / Not Recorded	28	7%		
Client Group: -				
Older People	167	44%		
Learning Disability	128	34%		
Physical disability	34	9%		
Mental Health	49	13%		
Not Stated / Recorded	0	0%		
Type of Abuse: -				
Physical	180	40%	} Many cases involve multiple abuses and this is highlighted in these figures	
Sexual	20	4%		
Emotional/Psychological	78	17%		
Financial	75	17%		
Neglect	77	17%		
Discriminatory	1	0%		
Institutional	16	4%		
Not Stated / Recorded	0	0%		
Multiple Abuses	78	17%		

Alleged Perpetrator:-					
Health Care Worker	20	5%			
Neighbour or Friend	29	8%			
Other Family Member	89	24%			
Other Professional	2	1%			
Other Vulnerable Adult	43	11%			
Partner	27	7%			
Social Care Staff	92	24%			
Stranger	11	3%			
Volunteer or Befriender	1	0%			
Other	10	3%			
Not Known/Stated/Recorded	54	14%			
Outcomes for Victim (completed cases) :-					
Increased Monitoring	57	24%	} Many cases allow for multiple outcomes and this is highlighted in these figures		
Removed from property or service	17	7%			
Community Care Assessment & Services	24	10%			
Civil Action	3	1%			
Application to Court of Protection	0	0%			
Application to change appointee-ship	0	0%			
Referral to advocacy scheme	3	1%			
Referral to Counselling/Training	2	1%			
Moved to increase/Different Care	22	9%			
Management of access to finances	3	1%			
Guardianship/Use of Mental Health Act	0	0%			
Review of Self Directed Support (IB)	1	0%			
Management of access to Perpetrator	25	10%			
Referral to MARAC	2	1%			
Other	12	5%			
No Further Action	71	29%			
Outcomes for Pepertrator (completed cases) :-					
Criminal Prosecution/Formal Caution	4	2%	} Many cases allow for multiple outcomes and this is highlighted in these figures		
Police Action	21	10%			
Community Care Assessment	0	0%			
Removal from Property or Service	9	4%			
Management of access to Vulnerable Adult	22	10%			
Referred to PoVA List/ISA	0	0%			
Referral to Registration Body	0	0%			
Disciplinary Action	10	5%			
Action By Care Quality Commission	1	0%			
Continued Monitoring	27	13%			
Counselling/Training/Treatment	31	14%			
Referral to Court Mandated Treatment	0	0%			
Referral to MAPP	0	0%			
Action under Mental Health Act	0	0%			
Action by Contract Compliance	2	1%			
Exoneration	4	2%			
No Further Action	81	38%			
Not Known	2	1%			

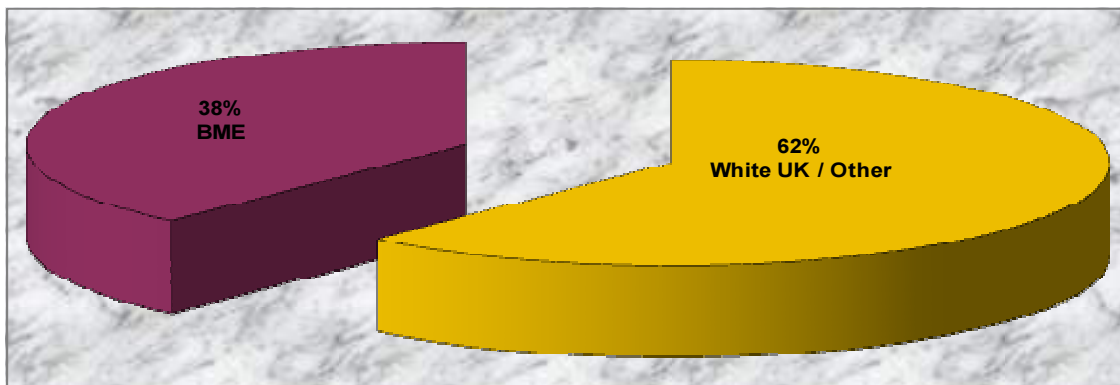
**Safeguarding Adults Referrals 1st April 2009 - 31st March 2010
Male / Female Ratio**



**Safeguarding Adults Referrals 1st April 2009 - 31st March 2010
Male / Female Ratio
(from different ethnic backgrounds)**

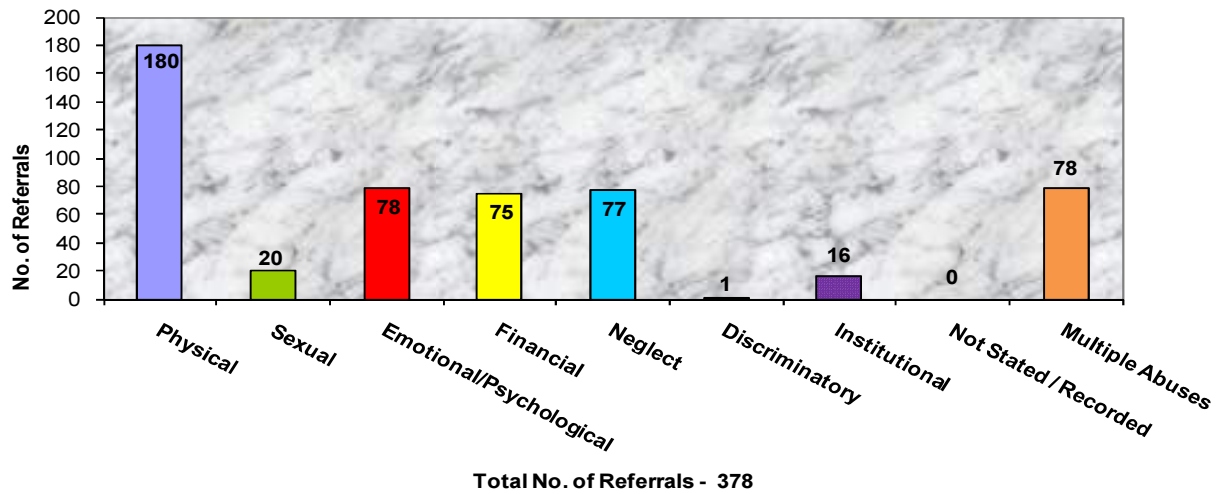


**Safeguarding Adults Referrals 1st April 2009 - 31st March 2010
W/UK / BME Ratio**

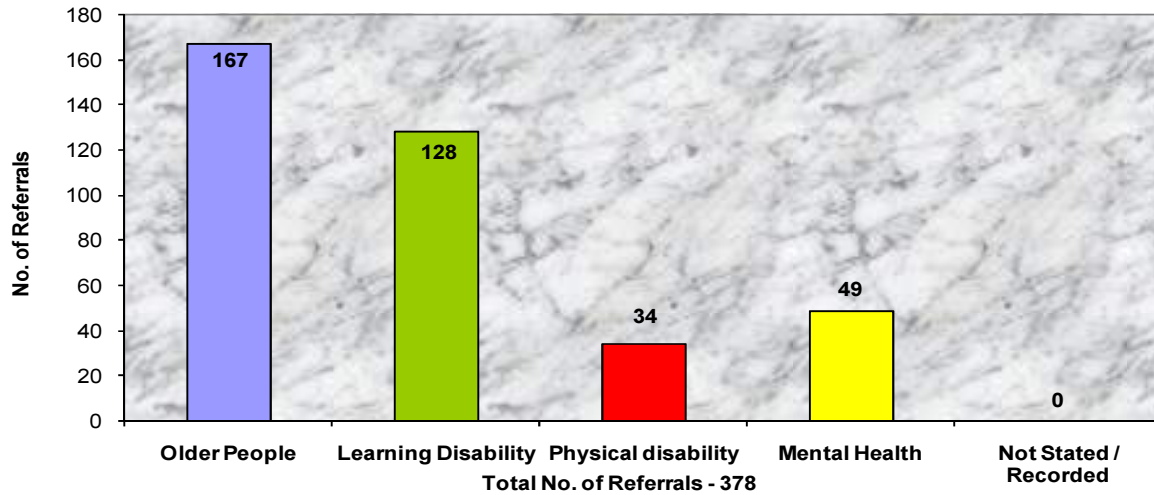


**% BME Community in Harrow
(from 2001 Census) - 41.23%**
% BME Safeguarding Referrals - 38%

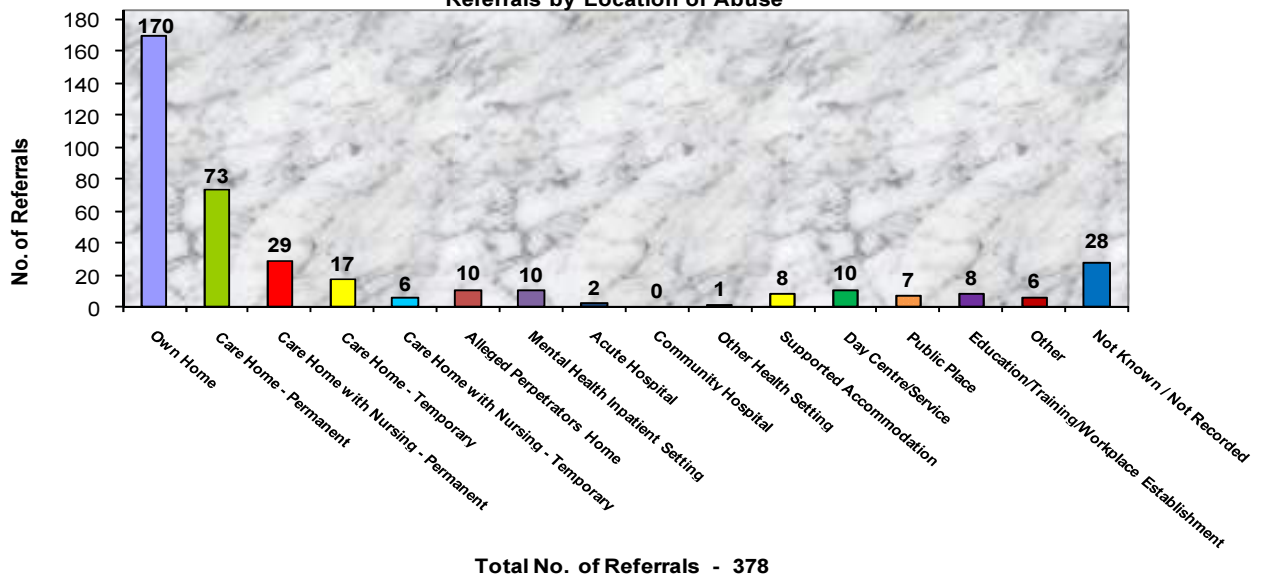
**Safeguarding Adults Referrals 1st April 2009 - 31st March 2010
Referrals by Type of Alleged Abuse**



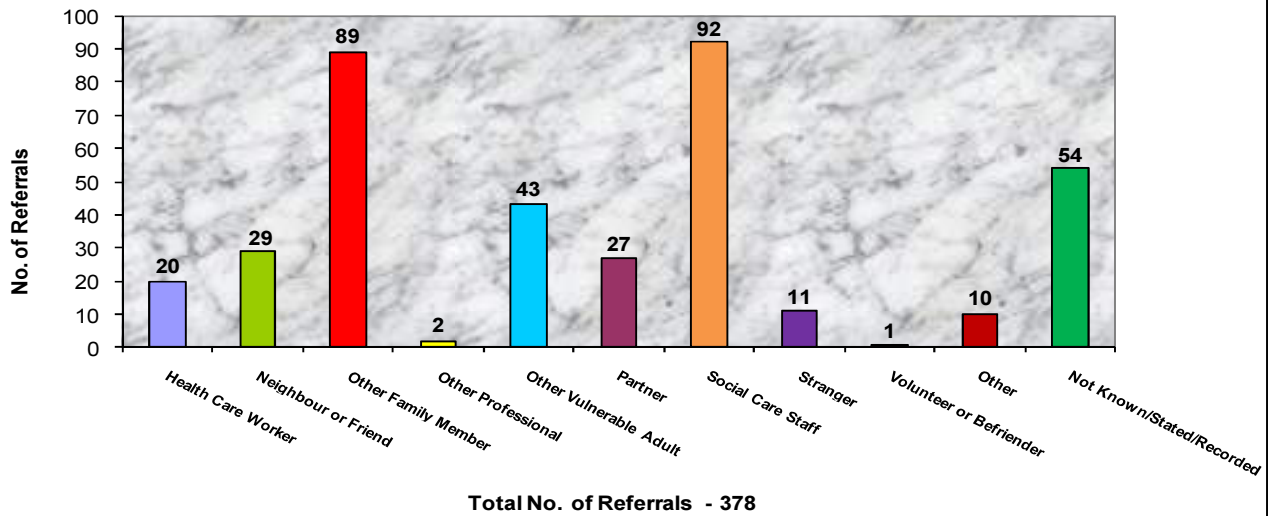
**Safeguarding Adults Referrals 1st April 2009 - 31st March 2010
Referrals by Client Group**



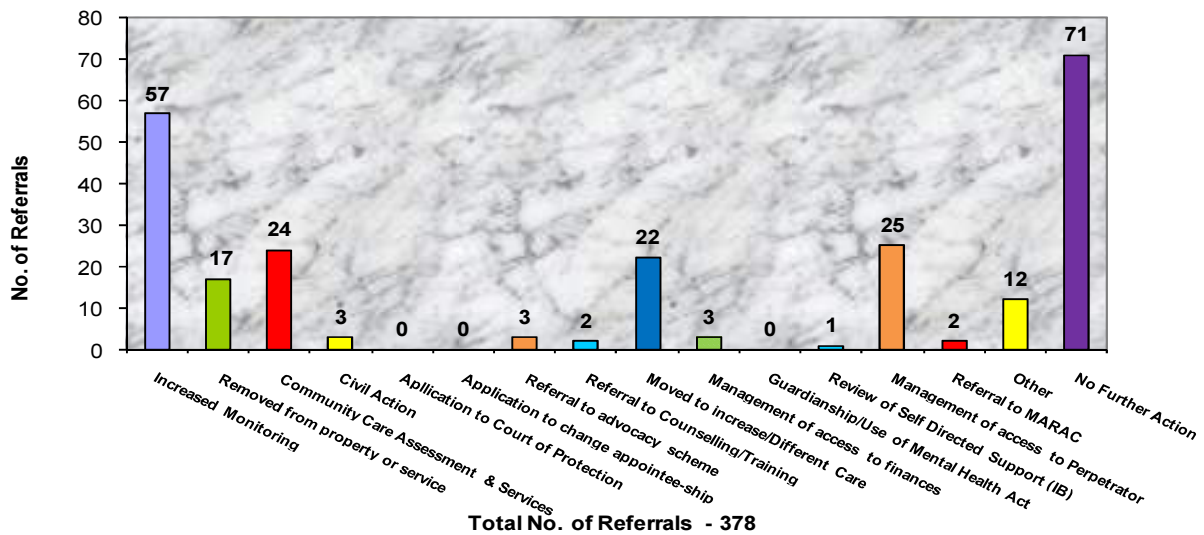
**Safeguarding Adults Referrals 1st April 2009 - 31st March 2010
Referrals by Location of Abuse**



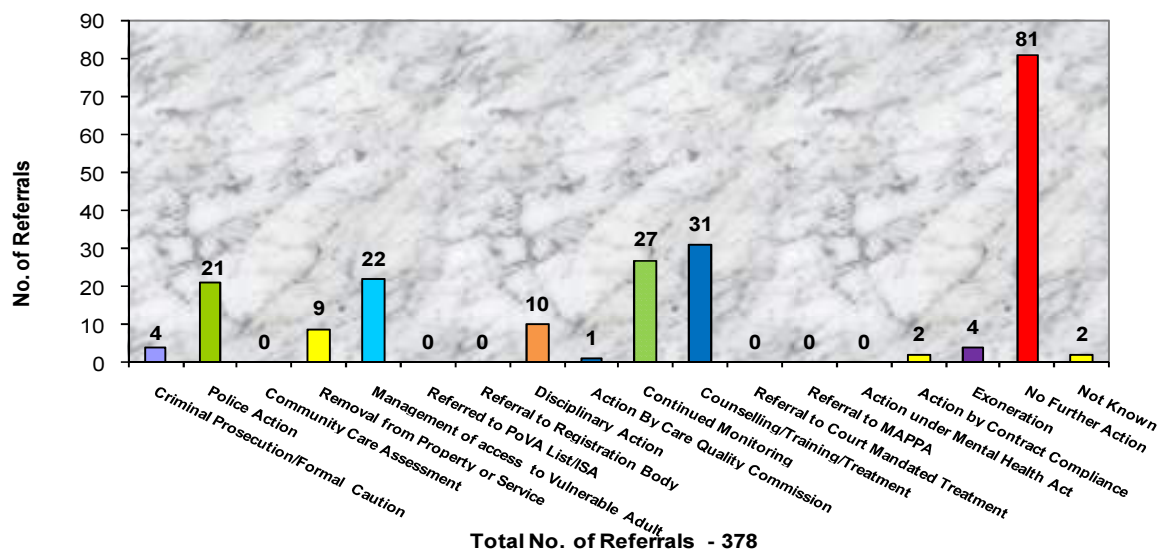
Safeguarding Adults Referrals 1st April 2009 - 31th March 2010
Referrals by Alleged Perpetrator



Safeguarding Adults Referrals 1st April 2009 - 31th March 2010
Outcomes for Alleged Victim



Safeguarding Adults Referrals 1st April 2009 - 31th March 2010
Outcomes for Alleged Perpetrator



HarrowCOUNCIL
LONDON

& our Partners

**Committed to
Safeguarding Adults**

HarrowCOUNCIL
LONDON

in partnership with:

AGE Concern HARROW

HAD

Mind For better mental health

Harrow MENCAP Powering opportunity, prioritising change

METROPOLITAN POLICE Working together for a safer London

Royal National Orthopaedic Hospital NHS NHS Trust

The North West London Hospitals NHS NHS Trust

Central and North West London NHS NHS Foundation Trust

LinkUp

Princess Royal Trust Carers Support Harrow

support for living

FREMANTLE Passionate about Care

NHS Harrow

Adult abuse – break the silence

REPORT IT

Abuse can be physical, sexual, financial, psychological, discriminatory or neglect



Harrow Council and its partners

**Are you, or someone you know
being abused, hurt, or exploited?**

Call Harrow's Safeguarding Adults co-ordinator on:

020 8420 9453

during office hours or:

020 8424 0999

at all other times