

**REPORT FOR: HEALTH AND SOCIAL
CARE SCRUTINY SUB-
COMMITTEE**

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| Date of Meeting: | 14 September 2011 |
| Subject: | Harrow Local Safeguarding Adults Board (LSAB) Annual Report 2010/2011 |
| Responsible Officer: | Paul Najsarek (Corporate Director – Adults and Housing) |
| Portfolio Holder | Cllr. Margaret Davine, Portfolio Holder for Adult Social Care, Health and Well-Being |
| Scrutiny Lead Member area: | Cllr Ann Gate, Health and Social Care Policy Lead Member Cllr Vina Mithani, Health and Social Care Performance Lead Member |
| Exempt: | No |
| Enclosures: | Harrow Local Safeguarding Adults Board Annual Report 2010/2011 |

Section 1 – Summary and Recommendations

This report provides Scrutiny Sub-Committee Members with an overview of the Local Safeguarding Adults Board (LSAB) Annual Report for 2010/2011.

The annual report summarises safeguarding activity undertaken in 2010/2011 by the Council and its key partners by setting out the progress made against priorities, analysis of the referrals received and outlining priorities for the current year (2011/2012).

Recommendations:

Scrutiny Sub-Committee is requested to note the work that has taken place in 2010/2011 and the action plan for 2011/2012.

Reason: (for recommendation)

Supporting and protecting people who are in most need is a Corporate priority. Presentation of the LSAB Annual Report at this Committee allows for scrutiny of the critical statutory function of safeguarding vulnerable adults at risk from harm.

Section 2 – Report

2.1 Introduction

This is the fourth Annual Report of the Local Safeguarding Adults Board (LSAB) and a copy is attached as an appendix for information.

Safeguarding vulnerable adults is a responsibility placed on health and social care through the 'No Secrets' guidance (Department of Health 2000) which is issued under Section 7 of the Local Authority and Social Services Act 1970.

Through this mandatory guidance, statutory health and social care organisations have a duty of partnership to work together to put in place services which act to prevent abuse of vulnerable adults, provide assessment and investigation of abuse and ensure people are given an opportunity to access justice.

The 'No Secrets' guidance gives the Local Authority (Harrow Council) a leadership and co-ordinating role to ensure that all those who provide services for local people work together to address the safeguarding agenda in the borough.

The LSAB oversees the work of the Council and its key partners in protecting vulnerable adults at risk of harm.

2.2 Corporate Priorities

This report addresses issues under the following 3 Corporate priority areas:

- Keeping neighbourhoods clean, green and safe
- United and involved communities: a Council that listens and leads
- Supporting and protecting people who are most in need

2.3 National Context

The most significant development in 2010/2011 was the required adoption of the new pan-London Policy and Procedures which were officially launched in Harrow on World Elder Abuse Awareness Day 2011 (15th June). The progress made locally in 2010/2011 towards full implementation of the Policy/Procedures includes:

- Framework-i (Harrow's electronic social care records) safeguarding adults' processes improved and running to the new pan London 7 stage process
- a new training course developed and introduced titled "Safeguarding Adults Managers – Managing Investigations within a Pan-London Framework"
- new terminology (i.e. vulnerable adult has changed to "adult at risk – anyone with social care needs who is or may be at risk of significant harm") adopted in all publicity/media activities
- implementation briefing sessions run for staff and users/carers
- investigations being carried out utilising the new framework under the guidance of the Safeguarding Adults Team

The new procedures will be reviewed (London wide) in 2014.

2.4 Progress on the 2010/2011 objectives (Year 1 of the Business Plan)

i. Implement year one of the Training Strategy with agreed competencies

Multi-agency training remains a high priority for the LSAB. Following variable feedback about the training provided up until 2009/10, a tender selection process was completed and the new provider (Lowe Consultancy) started to deliver the sessions from August 2010. Initial feedback from training recipients has been very positive.

The new programme is competency based and will help staff and their managers to be clear about the safeguarding adults' knowledge they require in their role and the training they should access.

As a supplement to the formal training programme, the Safeguarding Adults Team also ran a number of briefing sessions across a range of agencies, offering most at the organisation's own premises.

Headline training messages

- a total of 1,136 people received some training in 2010/11
- 469 staff received formal training and 667 people attended sessions run by the Safeguarding Adults Team
- the breakdown of formal training was: 182 Council staff; 29 NHS staff; 1 Police officer; 186 private sector staff and 71 voluntary sector staff

- the breakdown of briefing sessions was (summarised): 40 elected Councillors; 26 Housing staff; 41 NHS staff; 36 Council staff; 68 residential and domiciliary care staff (all sectors); 2 HIV/AIDS staff and 3 specific sessions for staff working in drugs/alcohol organisations. In addition there were briefing sessions for 97 service users and 15 carers
- there were some new organisations/individuals provided with training in 2010/11 as a way of extending safeguarding awareness into the wider community safety arena:
2 Neighbourhood Champion Managers; the Borough Fire Commander; 20 Access Harrow staff; and 7 staff at Barclays Bank
- Some specific training on use of the Mental Capacity Act/Deprivation of Liberty Safeguards was also run on several occasions with a total of 237 staff from various organisations attending
- 41% of individuals (191 people) booked on to formal training courses cancelled, leading to difficulties about the viability of some sessions

Outcomes

As a result of the targeted sessions provided for organisations where no/low numbers of referrals had been received in recent years the following number of alerts/referrals were made to the Safeguarding Adults Team: Compass, EACH and the DAAT (i.e. drug and alcohol services) – 3 new alerts (1 referral); HIV/AIDS provider - one new alert; MAPPA - 2 referrals; MARAC - 6 alerts (3 referrals); Community Safety staff - 9 alerts (3 referrals); hate crime panel - 2 new alerts.

One referral was made from the Safeguarding Adults Team into the Prevent Panel following their presentation to the LSAB.

ii. Implement year one of the Prevention Strategy

Headline messages

Good progress was made on all the areas in the strategy. There were 23 specific objectives and 16 were completed with 7 requiring ongoing work. There are 7 new objectives for year 2 of the strategy.

Outcomes

One positive outcome in 2010/11 was the inclusion (during Spring 2011) of a new Dignity Strategy as part of the overall prevention work programme. There was also some evidence that the outreach and briefing sessions programme being targeted at specific organisations has produced some referrals e.g. in the drugs/alcohol and HIV/AIDS work areas.

iii. Continue to work towards full compliance with the Association of Directors of Adult Social Services (ADASS) standards for safeguarding adults

The LSAB was provided with a report during 2010/11 which demonstrated that all the ADASS Standards (2005) for safeguarding vulnerable adults at risk were being met.

At its meeting in February 2011, the LSAB discussed the "ADASS (Draft) Advice Note Safeguarding Adults 2010" and completed a benchmark of local progress against its recommendations. A range of actions were agreed as follows:

- that a vision statement is added to the Harrow LSAB Business Plan
- that a relevant action is added to the Business Plan about effective access to criminal justice systems
- that the LSAB agrees to adopt the suggested change in language/terminology and continues to use it in publicity
- to continue the good work already started on community safety e.g. with the safer neighbourhoods, neighbourhood champion and 3rd party reporting kiosks teams
- to develop the second LSAB annual review so that it deals with effectiveness and outcomes more explicitly
- that the LSAB development programme agreed at the most recent meeting is taken forward in 2011/12
- that a discussion takes place with NHS Harrow about which GP could become an LSAB member
- that the evaluation of the new training programme takes place as planned with any resulting recommendations made to the LSAB

iv. Follow up the outcomes of safeguarding adults investigations in writing to service users

The implementation of the Council's new Framework-i process as it relates to safeguarding vulnerable adults' work now makes this a mandatory action for staff. Ongoing file audits will check for compliance which will be reported in feedback to the LSAB.

v. Continue joint working with the Police on issues such as community safety and hate crime

The LSAB has recognised the importance of the wider community safety agenda as it relates to safeguarding vulnerable adults at risk. In 2010/2011 work took place with the following forums: Antisocial Behaviour Action Group; Prevent Panel; Neighbourhood Champions; 3rd Party Reporting Kiosks; Multi-agency Public Protection Arrangements (MAPPA); Multi-agency Risk Assessment Conference (MARAC); Domestic Violence Forum/Steering Group and the DV Health and Social Care Sub-group. The Safeguarding Adults Team also attended the Community Safety Week of Action in December 2010 speaking with members of the public and handing out leaflets.

Outcomes

As a result of this work there have been referrals both into and out from each of the above forums, suggesting that partnership in this area is improving (see section i above).

vi. Run targeted awareness raising sessions with HIV and drug & alcohol services where no referrals were received in 2009/10

Briefing sessions have been carried out for EACH, Compass, the Drug and Alcohol Abuse Awareness Team (DAAAT) and the HIV/AIDS Team where low/no referrals were received in 2009/10.

Outcomes

Referrals have been received from each area.

vii. Further embed dignity in care and the 10 dignity challenges across all services in Harrow

In July/August 2010 Harrow was one of 6 local authorities that took part in a pilot dignity audit under a programme overseen by the Department of Health's London Region Joint Improvement Partnership (London JIP). A report was presented to both the LSAB and a London conference in November 2010 which is summarised below.

The four services audited by Harrow Council were residential homes providing services to adults who have a learning disability. The audit was carried out jointly with the Harrow LINK.

Services were found to be generally well run and the majority of service users felt they were treated with dignity and respect. 100% of service users said they had choice in daily care, meals and activities and that staff respected their privacy. Of those interviewed, 85% said they would tell someone if they felt unsafe or worried.

As a result (of the audit work) Harrow is:

- exploring ways to improve consistency in raising concerns/comments and complaints in all services
- providing information and training for service users and carers, as well as staff and managers to raise awareness of dignity
- encouraging Dignity Champions to sign up to the National Campaign, supporting the work on dignity in care within the borough and sharing good practice

Overall, the experience of using the audit tool was positive and helpful and has been incorporated into routine contract monitoring visits.

In addition to the dignity pilot, several of the Council's in-house residential homes for people with a learning disability or mental health difficulty were inspected by CQC in 2010/11. A strong focus of the inspections was outcomes for users including safeguarding and dignity, with all the homes showing some improvements and several receiving a good inspection result.

viii. 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

The first national statistical return on the Abuse of Vulnerable Adults (AVA) was submitted to the Department of Health in June 2010. The AVA return will enable Councils with adult social services responsibilities to benchmark their safeguarding data against other local authorities of a similar size. As stated previously, Harrow Council has redesigned and implemented a new Framework-i process which both underpins best practice (by guiding staff through the pathway) and collects all the required statistical information. Mental Health statistics have been brought in to the NDS in 2010/11 so that joint reports can be produced.

ix. 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

This was completed in 2009/10 with new briefing sessions being added to the programme for Drug/Alcohol services and HIV/AIDS services where no/low referral numbers were received in 2008/9 (see also i above). In 2010/11 there was a greater focus on outreach to minority/harder to reach communities with limited success and further work will be needed in 2011/12.

x. 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

The Safeguarding Team now collects this information and publicity campaigns are targeted accordingly..

Outcomes

As a direct result of the articles in the Fire Safety magazine, News and Views and the Community Safety publication, new referrals were received from members of the public.

xi. Continue to target harder to reach groups so that safeguarding adults' referrals are more in line with Harrow's demographic

Despite the Safeguarding Adults Team carrying out specific outreach work into a number of community groups, referral rates remain broadly similar to 2009/10. A different approach will be needed in 2011/12 for the LSAB to reassure itself that safeguarding messages are reaching all sections of the local community.

xii. To continue and further develop the Safeguarding Adults' quality assurance processes and to incorporate a mechanism for user/carer feedback into these processes

In 2010/2011 there was a quality assurance framework in place (see Appendix 3 of the Annual Report) which (for the Council) relates to an overarching QA framework, ensuring effective oversight and governance. The following are examples of the activities that were undertaken with the resulting outcomes:

- internal file audit by the Safeguarding Adults Team (all active cases reviewed), and external (independent) file audits – 30 cases. The second round of external audits started a new process of interviewing clients who have been safeguarded to see if their desired outcomes were met
- MORI conducted a survey in adult social care concerning people with a learning disability in June 2010. The aim of the research was to measure users' satisfaction with the services provided by the Council, assess the impact of the services received and their outcomes, and identify areas for improvement. The survey included questions about how safe user felt. The results continue to show adults with learning disabilities regard the services they receive very highly and most (85%) feel safe in their day-to-day life
- "live audit" of cases by Senior Practitioners specialising in safeguarding adults work
- following a competitive process the training contract was re-let
- relevant performance indicators (e.g. numbers of repeat referrals) have been closely monitored as a way of judging levels of practice
- Safeguarding Adults Team had oversight of most cases dealt with during the year and provided monthly feedback on practice to front line managers
- 5 multi-agency Best Practice Forums were held
- presentations were made to the LSAB on the outcomes from case inquiries and any learning that had been taken from them

Outcomes

As a direct result of the above there have been a number of outcomes:

- in file audits all users were found to be safe
- further refinements to the Framework-i database so that some fields are mandatory - ensuring essential information is captured

- changes to the safeguarding process so that the alert stage is ended appropriately and a decision to proceed to a referral made as quickly as possible
- additional training and briefing sessions given on the Mental Capacity Act (MCA)/Deprivation of Liberty Safeguards (DoLS) - in response to file audit findings and a specific audit of MCA/DoLS implementation
- a range of easy to use A4 Guidance Notes produced by the Safeguarding Adults Team (SGVAT) in response to frequently asked questions
- tracking of “live” cases set up by the SGVAT to prevent “drifting”
- new multi-agency competency based training programme in place
- users expressing concerns to MORI about their safety were individually followed up

xiii. To ensure all the LSAB’s workstreams have clear action plans in line with the above objectives

The sub-groups were refreshed in 2010/11 with revised terms of reference and action plans (taken from the relevant sections of the LSAB Business Plan). Attendance at sub-groups needs improvement, although low attendance has not prevented the actions being progressed.

2.5 Statistics (Headline Messages)

2010/2011 is the first year where the Department of Health (DoH) has required the annual Abuse of Vulnerable Adults (AVA) statistical return. It is positive that from this point forward there will be national data, however it does mean that in the 2010/11 annual report the LSAB was not able to make a direct comparison between the last 2 years e.g. older people with mental health difficulties were counted under the mental health category in 2009/10, but under older people in 2010/11 (as required by the DoH). However there are a number of headline messages that it has been possible to conclude from the Harrow AVA statistics:

- 400 alerts compared to 378 in 2009/10 - a growth in number is positive, particularly given that some alerts were from areas where no/low numbers had previously been received
- 48% of alerts were taken forward as referrals, compared to 67% in 2009/10 – this is an expected reduction given that the Safeguarding Adults Team judge that in most cases there is now more appropriate progress to referral stage
- repeat referrals dropped from 11% in 2009/10 to 3% in 2010/11 – a positive trend showing that cases are dealt with appropriately first time around in the majority of situations and in the context that some repeat referrals are to be expected
- 36% of referrals were from different ethnic backgrounds compared to 65% from white/UK backgrounds – a very similar proportion to the 2009/10 figures suggesting that despite targeted briefing sessions and

- some outreach there has been limited success in getting the safeguarding adults' message across to all local communities
- statistics showing where the abuse took place remain broadly similar to 2009/10 with the highest percentage in the client's own home (44%) and 31% in care homes (long term and temporary placements)
- the highest proportion of allegations remains for older people (in line with the national picture), with a slight reduction in those for people with a learning disability and a slight increase for mental health
- allegations of physical abuse remain the most common referral (23%) with the other areas similar to 2009/10 except institutional abuse which rose from 3% to 7%
- social care staff are the most commonly alleged perpetrators (although it should be noted that this is across a range of different settings), with family members the most common in a single setting (i.e. the service user's own home)
- outcomes for victims were varied but did show some increases in actions apart from "increased monitoring" e.g. application to the Court of Protection and applications for appointeeship, neither of which had been used in 2009/10
- outcomes for the perpetrator showed a very small increase in criminal prosecutions, some additional actions by Contracts Team staff and action under the Mental Health Act

The full analysis of 2010/11 statistical data is shown at Appendix 1 of the attached LSAB Annual Report 2010/2011.

2.6 Action Plan for 2011/2012 (Year 2 of the Business Plan)

There are 20 actions for 2011/2012, the majority of which build on progress already made in 2010/2011:

- implement the Harrow LSAB Safeguarding Adults at Risk Prevention Strategy
- embed the 10 Dignity Challenges throughout the Borough
- actively use the media for publicity campaigns
- run high profile campaigns e.g. for World Elder Abuse Awareness Day – incorporating the "zero tolerance" message
- adopt a different approach to community engagement so that safeguarding adults' at risk referrals are more broadly representative of Harrow's demographic profile
- improve community safety and address hate crime – in relation to vulnerable adults at risk
- improve access to the criminal justice system for victims

- ensure risk assessments are completed and suitable information is available for self funders and people with Personal Budgets
- engage with banks and utility companies to raise awareness of safeguarding and develop greater understanding of their role in both prevention and involvement in safeguarding cases
- review the effectiveness of the new training programme
- Mental Capacity Act and Deprivation Of Liberty Safeguards (DoLS) audit – implementation of findings
- oversee best practice forums for frontline staff from across all relevant local organisations
- ensure a wider group of key people are appropriately briefed in relation to their role e.g. Councillors; GPs; Non Executive Directors; LINK members
- oversee the independent Case Review and report the findings to the LSAB
- ensure that independent and internal audit programmes continue to take place
- improve understanding of local referral patterns, enabling improved planning of responses to allegations
- ensure contract compliance – in relation to safeguarding vulnerable adults at risk
- continue to oversee the implementation of pan London procedures
- ensure production of the LSAB Annual Report and presentation to all organisations' Boards/equivalent
- ensure presentation of the LSAB Annual Report to the Council's Scrutiny Committee

Section 3 - Financial Implications

There are no specific financial implications arising from this report.

The revenue cost of the Safeguarding Adults Team (and related activities e.g. publicity) is outlined in the Annual Report at Section 2.5.

In recent months some additional costs arising from safeguarding vulnerable adults' work have been identified e.g. funding independent case reviews. The LSAB has also decided to try and establish a "Development Fund" which could be used to pay for small pieces of local research or similar. Funding

these activities will be discussed as part of each LSAB member organisations' budget setting process for 2012/13.

Section 4 - Risk Management Implications

Risk included on Directorate risk register? Yes

Separate risk register in place? No

Potential risks:

Failure to ensure local safeguarding adults' arrangements are robust could lead to a serious untoward incident e.g. death of a vulnerable person

Section 5 - Statutory Officer Clearance

Not required.

Section 6 - Contact Details and Background Papers:

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Background papers: Harrow Local Safeguarding Adults Annual Report
2010/2011