

# **Derby Safeguarding Adults Board Annual Report**

## **April 2009 – March 2010**

### **1. Introduction**

The last twelve months have been a time of considerable progress for Safeguarding Adults in Derby. The Council and its Partners have worked co-operatively to review and improve arrangements. As a result the City is well placed to further develop its work in preventing and responding to abuse of vulnerable people.

In September 2009 Derby City Council consulted with its partners to plan the formation of the Derby Safeguarding Adults Board. The new Board first met on the 12 January 2010.

A Thematic Plan has been prepared to help the new Board quickly focus on the work that needs doing. This plan will be reviewed and further strengthened following a Peer Challenge Review of Derby's Safeguarding Adults arrangements by the Improvement and Development Agency. This review has been commissioned by the City Council on behalf of the Board and will take place in May 2010.

This report acts as the Board Position Statement for April 2009 – March 2010.

### **2. What does Safeguarding Adults Mean?**

The 'No Secrets' Guidance 2000 outlines the Local Authority's lead responsibility to safeguard vulnerable adults, to determine policy and practice, co-ordinate activity between agencies, facilitate joint training and monitor and review progress. It recommends that a multi-agency board or committee be established to achieve this.

'Safeguarding' broadened the scope of adult protection in so much as it encouraged access to safeguarding for all citizens. This means that access to information, advice and signposting should be available to all. It does not yet change the criteria we use for access to the safeguarding adults process which remains:

'Any person aged 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. (No Secrets 2.3)

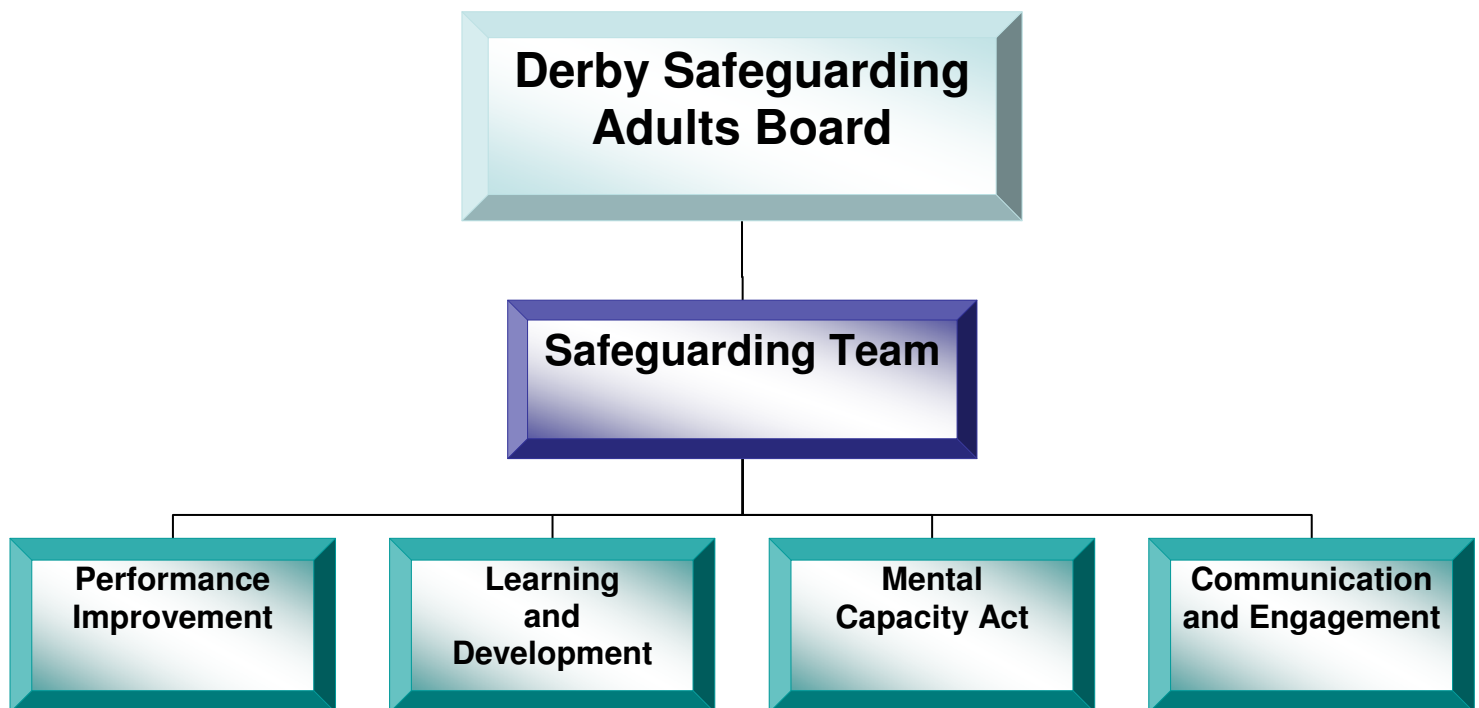
Safeguarding is everyone's business and means taking action when you hear about an allegation of abuse or neglect whoever you are and whatever position you hold.

### 3. Derby Safeguarding Adults Board

The following organisations have provided senior representation to attend Board meetings:

- Derby City Council Adults Health and Housing
- Care Quality Commission
- NHS Derby City
- Derby Royal Hospitals NHS Foundation Trust
- Derbyshire Mental Health Services Trust
- Derbyshire Constabulary
- Derbyshire Probation Service
- East Midlands Ambulance Service
- Derbyshire Fire and Rescue Service
- Disability Direct

#### Derby Safeguarding Adults Board Structure



#### The Terms of Reference for the Board are:

- Promote the principles of safeguarding vulnerable adults work; namely respect for human rights, choice, dignity and freedom from abuse and neglect.
- Promote the end of discrimination motivated by hostility towards vulnerable adults where the abuse or neglect is motivated by age, gender, sexual orientation, immigration status, racial, religion or disability

- Promote a multi agency understanding of safeguarding which is wider than investigation of abuse
- Ensure that across Derby safeguarding adults is strategically driven, adequately represented and included in strategic plans and documents
- Promote preventative strategies to safeguard adults
- Establish mechanisms for developing, implementing and monitoring policies, strategies and services for safeguarding vulnerable adults
- To ensure there is a shared working agreement and understanding across all agencies about operational requirements in respect of safeguarding vulnerable adults.
- Promote quality assurance and undertake audits to validate effectiveness of and quantity of safeguarding vulnerable adult procedures and operational work.
- To ensure serious case reviews are completed and recommendations made in each review are implemented.
- To review the Derby Safeguarding Adults Procedures annually and update them in the light of experience and changes in legislation or government policy reflecting the needs of all communities in Derby.
- Oversee the development of a multi agency communication strategy to increase professional and public awareness of adult abuse and neglect and safeguarding vulnerable adults work.
- Ensure the development and implementation of a multi agency training strategy.
- To promote the work of the Board including the publication of an evaluative annual report.
- To ensure the effective interface with the
  - Derby and Derbyshire Strategic MAPPA Board
  - Derby and Derbyshire MARAC Board
  - Derby Domestic Violence forums
  - Derbyshire Local Criminal Justice Board
  - Derbyshire Safeguarding Vulnerable Adult Partnership
  - Derby Safeguarding Children Board.

To achieve success in safeguarding adults the Board has developed and is currently implementing its Thematic Plan.

The Thematic Plan has five themes as follows:

- Partnership
- Community Engagement
- Learning and Development
- Commissioning for Safety
- Quality Assurance and Information

The Board will ensure that the Thematic Plan is completed by setting its four sub groups task and finish projects.

#### **4. Performance Improvement Forum**

The Performance Improvement Forum was formed in September 2008 and reports to the Derby Adults Board. The group's membership comprises representatives from partner agencies and City Council departments involved in safeguarding. The group has worked towards the completion of the Boards Thematic Plan.

- **Derby Safeguarding Adults Board Procedures**

The group continued to review existing safeguarding arrangements across its membership ensuring that each agency monitored its safeguarding activity. Leicestershire published its serious case review report into the tragic deaths of two adults. The Performance Improvement Forum reviewed the case report to learn lessons from its findings. The Forum then amended the Derby Safeguarding Adults Board Procedures and published them in January 2010.

The case review and procedural amendments have increased awareness of community issues specifically anti social behaviour, gangs and community cohesion. This has contributed to a 'think community' approach to safeguarding adults in Derby.

The development by the police of their 'persons susceptible to harm' analysis of incidents will also increase referrals into safeguarding procedures.

All care homes, doctor's surgeries and pharmacists in Derby have been supplied with copies of the Procedures and Referral Forms.

- **Serious Case Review Protocol**

Emerging practice underlines the need to undertake internal management reviews and serious case reviews to ensure learning informs local joint agency practice. The Performance Improvement Forum developed the Derby Serious and Management Case Review Protocol and this was agreed by the Board in March 2010.

- **Raising Public and Professional Awareness**

The Forum developed the Board's Information and Advice Leaflet including information about the Mental Capacity Act, Deprivation of Liberty Safeguarding legislation and Derby's Family Justice Centre. 15000 copies have been published across Derby and this is an ongoing project.

The Forum has also implemented a quarterly poster campaign. Four safeguarding adult's posters have been designed and two posters have been published since December 2009. The remaining two posters will be published before March 2011.

The posters have following messages:

"Older, ill and disabled people may not be able to protect themselves. Tell us your concerns and we'll do something about it."

"Every hour, people look and say nothing. Abuse damages, devastates, and it exists..... Say something"

"Abuse damages, it devastates and it exists.... So please report it."

"Don't ignore it; together we can stop it, take action now."

The Forum is currently evaluating the effectiveness of the posters via the Safeguarding Adults Newsletter.

Public and Professional awareness has also been raised by publishing

- wallet cards containing key messages and Safeguarding Procedural access contact details.
- Promotional pens with key messages Safeguarding is Everyone's Business and Keeping People Safe in Derby.

Safeguarding Adults Information is also contained in Council publications such as Your Derby and the Derby City Adults Learning Disability Service Directory. Information and guidance are available to members of the public on the Derby City Council web pages and staff have access via the employee intranet.

Representatives of the Performance Improvement Forum attended the Annual General Meeting of the Derby Forum of Faiths where they updated the group on safeguarding adults, the work of the Board and how we could all work in partnership to protect vulnerable people. The manager of Derby's Family Justice Centre presented on the work of the centre in relation to incidents of domestic and sexual violence.

## **5. Mental Capacity Act Forum**

The Forum is jointly led by NHS Derby City and Derby City Council Adults Health and Housing with its member organisations being Derbyshire Police, Derbyshire Mental Health Services Trust, Derbyshire Voice and Royal Derby Hospital NHS Foundation Trust.

The Forum continued to develop the application of the Mental Capacity Act and Deprivation of Liberty Safeguards.

Derby City Council engaged with the families of all residents in their care homes informing them of the Act and in particular the availability of Lasting Powers of Attorney and Advanced Decisions to Refuse Treatment.

Derby City's Deprivation of Liberty Safeguards referral rate continued to be low and the group reviewed the governance arrangements for the Deprivation of Liberty Safeguards, updating policy and guidance. The Forum developed a Managing Authority Toolkit to assist registered managers and hospital staff decide if an application to the relevant Supervisory Body should be made. The tool kit forms part of the training course delivered on behalf of the Forum and has been circulated to all care homes located in the Councils constituency area.

In February 2010 the Best Interest Assessors from both NHS Derby City and Derby City Council received re-certification training for the Deprivation of Liberty Safeguards from specialist health and social care solicitors. The Best Interest Assessor cohort has been expanded to meet the potential increase in applications.

Mental Health Assessors have also received re-certification training.

Best Interest Assessor workshops have taken place to develop understanding and skills. The workshops have been attended by the Independent Mental Capacity Advocacy Service.

The Independent Mental Capacity Advocacy (IMCA) service is provided by Derbyshire Mind. The referral rate was reviewed across the City agencies and the service has been highlighted through various means to assure the Board that the service is being used in compliance with the Act. The service revised its IMCA poster and this was published throughout Derby. Staff briefings have taken place and the service highlighted in the Safeguarding Adults Newsletter. Referral activity continues to be monitored by the Forum.

## **6. The Learning and Development Forum**

The Learning and Development Forum was formed in July 2008 and reports to the Board. The Forum is chaired by the NHS Derby City Director of Engagement and Executive Nurse.

The group's membership comprises representatives from Derby Hospitals NHS Foundation Trust, NHS Derby City, Derbyshire Mental Health Services Trust, Derbyshire Police and the Derbyshire Fire and Rescue Service. The Forum is now supported by a Training Administration officer.

Derbyshire Police have seconded a trainer to deliver the Safeguarding Adults Training Programme for Derby City.

Training attendance has increased significantly in Derby City. The Forum continues to deliver collaborative training opportunities for safeguarding professionals and members of the private, voluntary and independent sectors. The Board has now authorised the safeguarding courses to be available to families, carers and members of the public. Safeguarding adults training is being delivered to all doctors surgeries.

The Forum has refreshed its study framework linking study to professional competencies.

Study courses include:

- Safeguarding Adults - ½ day developing skills in recognising and alerting, dealing with disclosure and taking appropriate procedural action. This study is supplemented by the completion of a work book in the work place, the contents are evaluated and a certificate issued.
- Mental Capacity Act Modules – these develop the skills of professionals who are expected to implement this legislation.
- Deprivation of Liberty Safeguards – this ½ day course develops the knowledge and skills of professionals from managing authorities and supervisory bodies.
- Referrers – this ½ day course develops the skills of people who will refer safeguarding alerts to either Adult Health and Housing or Mental Health Services.
- Investigation Course – this 2 days course develops the skills of professionals who undertake safeguarding investigations. The course has been jointly designed and delivered by Adult Health and Housing and the Derbyshire Police. This study is supplemented by the completion of a work book in the work place, the contents are evaluated and a certificate issued.

The Forum has developed the Boards second study Prospectus for its member organisations and there is agreement that collaborative training will continue.

In October 2009 the Forum jointly organised a safeguarding adult's conference with Derbyshire County Council. The main themes of the conference were Dignity led by an Assistant Director of Nursing from Royal

Derby Hospital and Commissioning for Safety led by a Head of Service for Commissioning for Derby City Council. The conference was attended by 85 professionals working in the safeguarding arena.

In December 2009 the Forum supported a safeguarding conference entitled 'Safeguarding Empowerment and Protection' attended by 120 professionals.

In February 2010 Adults Health and Housing, Heads of Service and Service Managers received training on Human Rights and Accountability.

In March 2010 the Forum organised a conference on the implementation of the Independent Safeguarding Authority Vetting and Barring Scheme to assist all agencies involved in safeguarding adults and children to continue their preparation for its rolling implementation programme. This conference was attended by 160 professionals from both Derby City and Derbyshire Council areas.

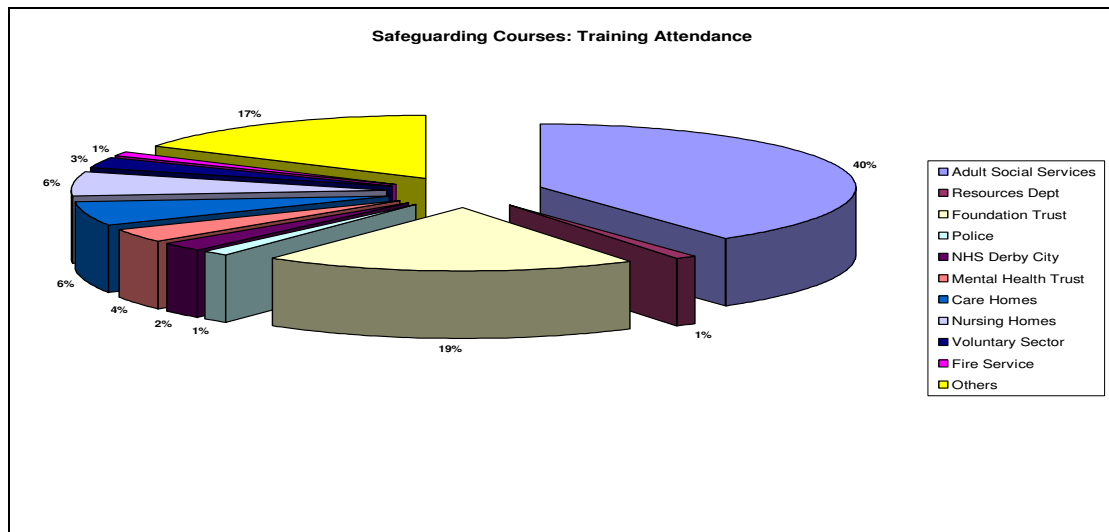
The Forum has disseminated information about safeguarding adults using the following methods:

- The Board and key members of staff receive the Journal of Adult Protection on line
- The Safeguarding Adults Newsletter is published bimonthly to approximately 18500 people updating them on relevant safeguarding issues updating them on Human Rights, Mental Capacity and Deprivation of Liberty Safeguards legislation.
- The Elected member guidance has been refreshed and re published.
- The Staff summary guidance has been refreshed and re published to provider and voluntary agencies.

The Forum is represented on the MAPPA training sub committee and MAPPA events have been supported to increase knowledge of this important area of offender management.



## Training Attendance for 2009 - 2010



### 7. The Communication and Engagement Forum

The Board is represented on this forum by the Derbyshire Fire and Rescue Service, Derbyshire Police, Derbyshire Mental Health Services, Disability Direct, NHS Derby City and the Councils Graphic Design team together with Adults Health and Housing. This is the Board's latest Forum taking its place working alongside its colleagues in the three existing groups.

The Board's Vision statement has been further developed by the Forum and published by the Board.

The Communication and Engagement Strategy 'Keeping People Safe' has been developed by the Forum and agreed by the Board. The strategy will be completed through the completion of the Thematic Plan. This will include developing and implementing strategies to engage with Black and Minority Ethnic Communities together with the wider public.

The Forum will be responsible for the creation of the Derby Safeguarding Adults Board website where all safeguarding information will be located and easily accessed by all communities.

All communication and engagement activities will need to be evaluated and the evaluation methodology is being designed.

### 8. Derby Safeguarding Adults Team

Up until 2007 Safeguarding Adults activity was low in the city. In May 2008 the City Council and NHS Derby City appointed the Safeguarding Adults Co-ordinator with key responsibility to improve the safeguarding arrangements. The post holder reports to a Service Director in the Council's Adults, Health and Housing Directorate.

Throughout 2009/10 there has been considerable progress in developing more robust safeguarding arrangements including:

- Increased managerial oversight of casework to ensure sustainable outcomes for vulnerable adults who have been abused
- Clarifying referral pathways across the City Council area
- Increasing the involvement of partners in Safeguarding investigations
- Improving Safeguarding through commissioning arrangements
- Raising Public and Professional awareness of Safeguarding issues. This includes provision of a newsletter, public information poster and guidance for Councillors, new staff and partner organisations.
- Working collaboratively with partners to increase Safeguarding training
- On-going implementation of the Mental Capacity Act
- Implementation of the Deprivation of Liberty Safeguards from April 2009
- The development of the Safeguarding Team

A new post of Service Manager was established in 2010. Once an incident is referred under Safeguarding Procedures the Safeguarding Team Service Manager will review the information, make sure the person is safe, where necessary arrange a strategy meeting and plan any investigation. When the investigation is complete a manager will chair a case conference and plan for the future prevention of abuse, neglect or exploitation.

Heads of Services have oversight of all safeguarding cases and monitor the quality of decision making and adherence to timescales. Progress is monitored through supervision of managers and includes a case review six months after closure to ensure that the outcomes have been achieved.

The Safeguarding Service Manager is supported by the team's Administration Manager and Quality Assurance Officer.

There have been some significant successes with good outcomes for individuals through working closely with Primary and Secondary Health Care staff, the police, home managers and others.

The capacity of the Derby Safeguarding Adults Team will need to be kept under review as the volume of referrals increases.

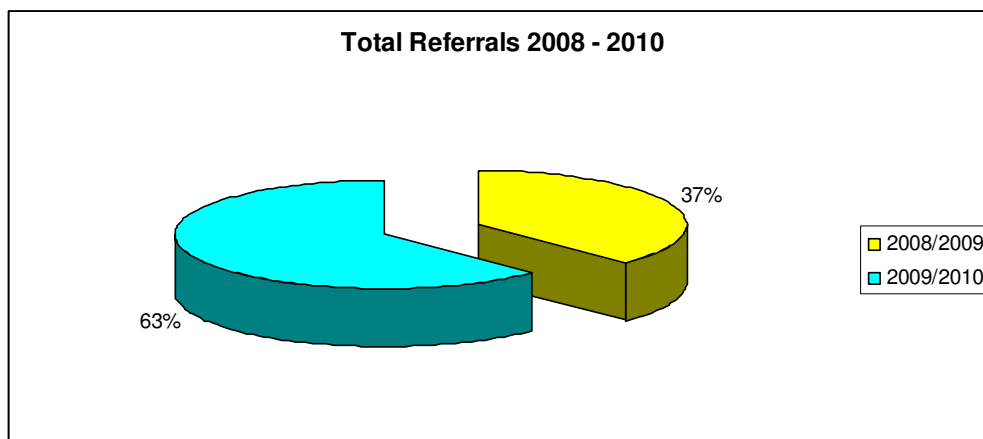
## 9. Family Justice Centre

The Board supports the work of the Derby Family Justice Centre. The centre was launched in June 2009 to provide support, advice and protection measures for those affected by domestic abuse, sexual violence, honour based violence, forced marriage, stalking and harassment. During the first 12 months the centre has seen 520 people. There have been a number of key developments to the services offered including the development of support for cases of forced marriage, counselling provided by Relate, a befriending service for children and young people as well as support groups and drop in sessions from Refuge and Hadhari Nari.

The Derby Domestic Violence Diversity Group continues to meet and advise on diversity issues for the benefit of vulnerable people in the Derby area.

## 10. Safeguarding Activity – The Facts and Figures

### Activity – Referral data – all presented as actual numbers



For the year ending March 2010 there has been a 67% increase in the overall numbers of safeguarding referrals. This demonstrates the effectiveness of both the training and performance improvement themes recognising the effect of the Adults Get Hurt Too poster campaign launched in December 2009. The communication and engagement theme had an impact on safeguarding activity and it is likely that the upward trend will continue into 2010 – 2011.

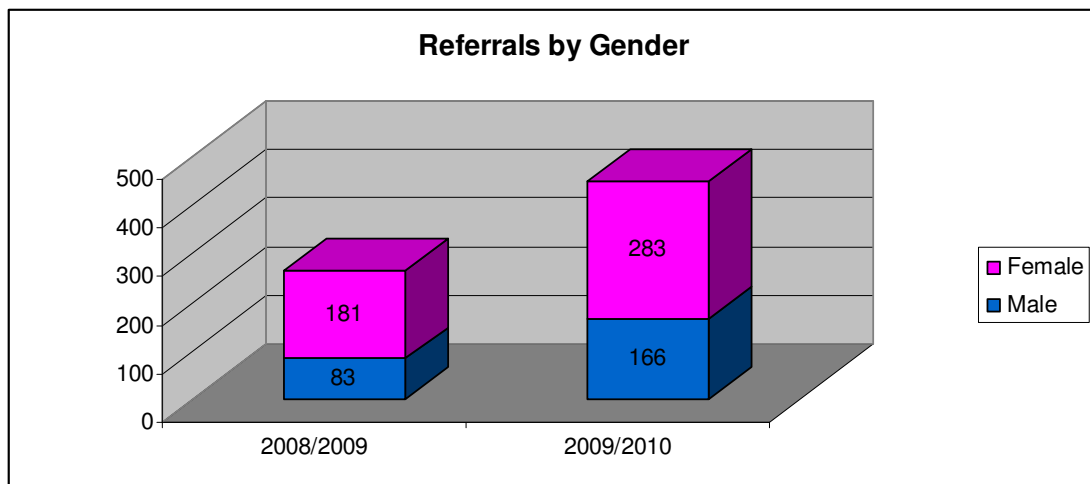
The creation of the Safeguarding team and recent analysis and change to in-house referral pathways and responsibilities will consolidate existing procedural standards. The improvements in recording and monitoring continue to have a positive effect on data quality. Data gathering and response will develop the performance management culture strengthened by the introduction of a safeguarding 'dashboard' to monitor trends on a weekly basis. The 'dashboard' will consider both quantitative and qualitative issues.

Analysis is underway to establish that the response to each safeguarding referral is proportionate to the circumstances of the referral. In particular the link to the quality of care in the independent sector and the interface between commissioning and safeguarding is being developed.

It remains important that all safeguarding referrals are made to capture all types of safeguarding activity and manage these in the most efficient way.

While appropriate time was devoted in investigating and tackling abuse, referrals the completion rate for referrals was 78% of the 2009 – 2010 referrals.

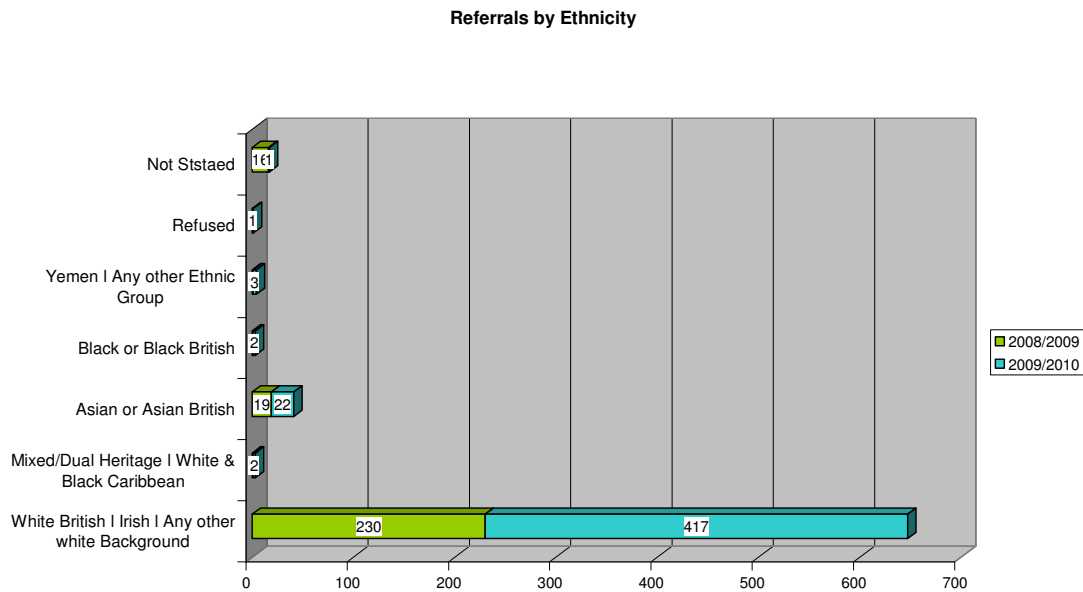
### Referrals by gender 2008 - 2010



As in 2008/09 there were significantly more referrals about women than men this year.

There needs to be further analysis of this difference in the context of demographic, social, cultural and economics factors. Whilst existing data may reflect that gender is a significant determinant of vulnerability to abuse, under reporting of abuse against men may also be a factor.

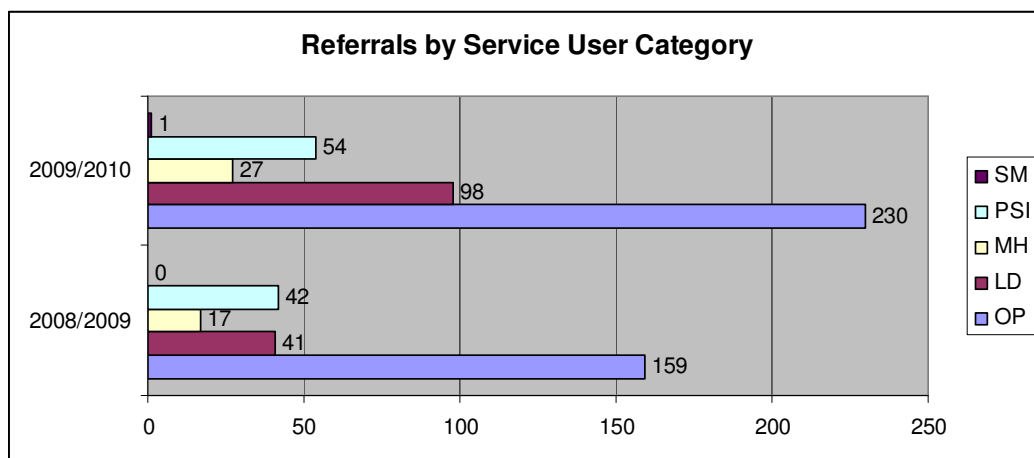
## Referrals by Ethnicity



Derby City has a diverse community from over 80 different cultures. The referral rate for safeguarding adults indicates that in both 2008 – 2009 and 2009 – 2010 the white British population were the subject of the majority of safeguarding referrals. In both years there were a smaller number of people from the Asian or Asian British communities referred into safeguarding procedures.

Derby Safeguarding Adults Board intends to engage further all Black and Minority Ethnic Communities to increase awareness of safeguarding adults.

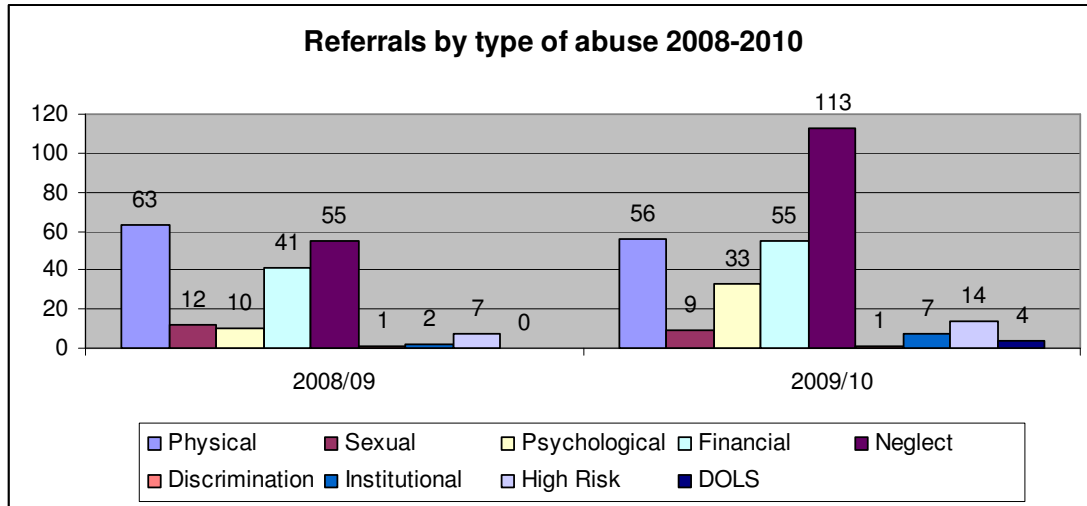
## Referrals by Service User Category 2008 - 2010



The significant trends in the needs base or client categories have seen the number of older people rise steadily again in 2009 – 2010. The Learning

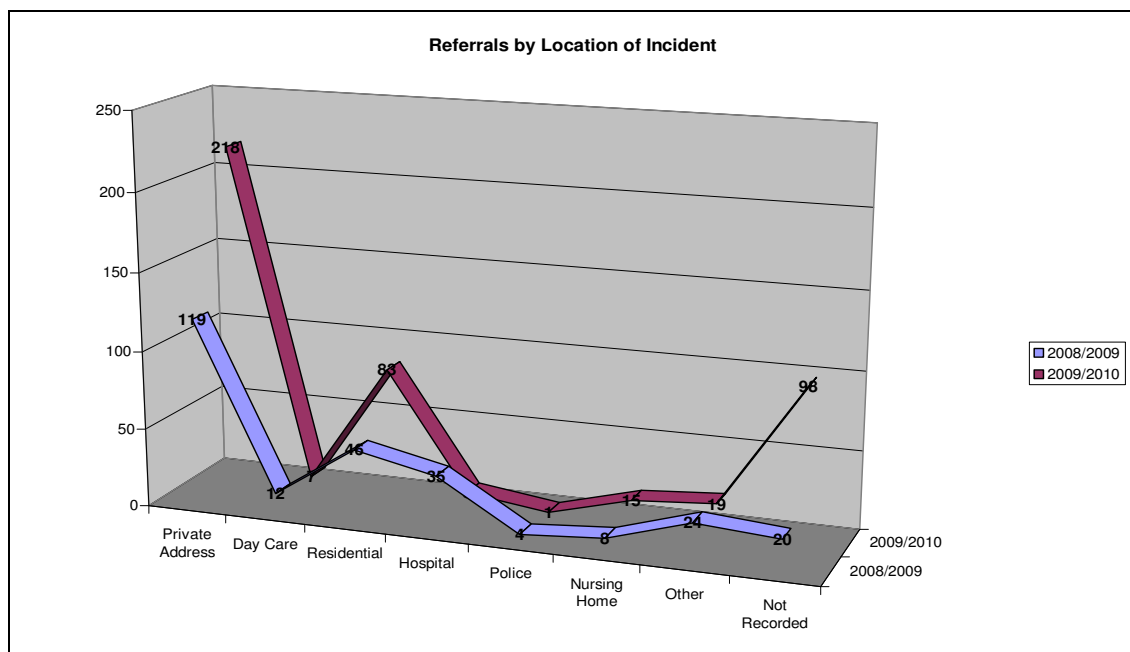
Disability category has also risen by 100% possibly due to heightened awareness arising from the Pilkington serious case review in Leicestershire. Mental Health and Physical Disability categories have both seen year on year increases.

### Referrals by type of abuse 2008 – 2010



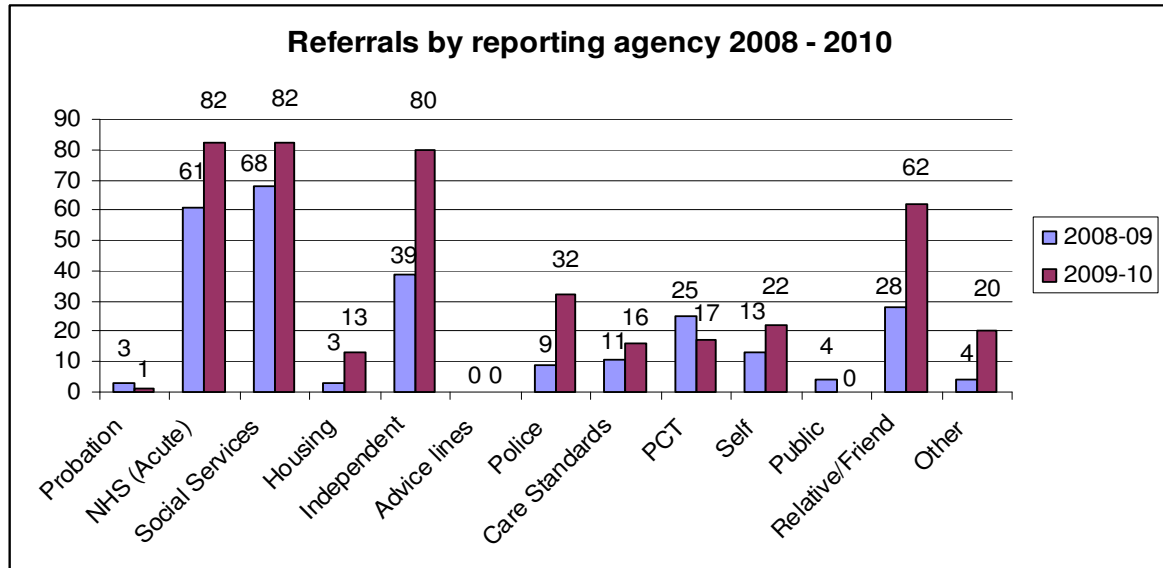
There has been a decrease in the reported incidents of physical and sexual abuse in 2009 – 2010. However reported incidents of neglect have significantly risen. Psychological abuse has shown a rise of 300%. In 2009 – 2010 Derby City introduced an additional category of 'unauthorised deprivation of liberty' and all referrals were recorded but dealt with using the appropriate legislation.

### Referrals by location of incident 2008 – 2010



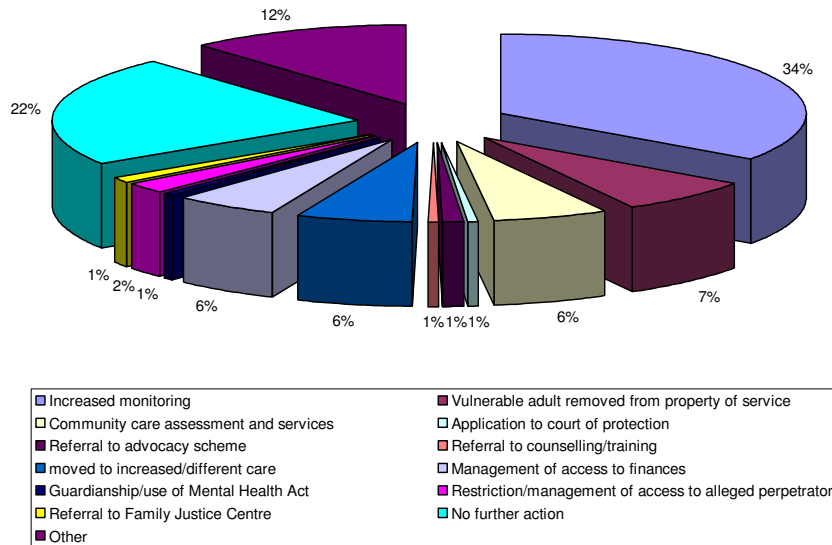
In relation to the locations where reported abuse has alleged to have taken place more referrals have been received about people who are living in their homes. This data indicates that people who live in their own homes know how, and feel able, to report abuse.

### Referrals by reporting agency



When we examine the source of referrals since 2008 we can see that the raising of awareness, training and increased recording and monitoring continues to be of benefit to vulnerable people. NHS Staff and Social Services continue to account for the majority of referrals into the safeguarding process. There has been a significant increase in referral from the police due to an on-going training programme where operational officers, particularly safer neighbourhood teams, attend safeguarding training. There has also been a significant increase of referrals from relatives and friends of vulnerable people.

Outcome for victim: Oct 2009 - Mar 2010



The Safeguarding Adults Team has collected data from October 2009 to capture the national requirements in relation to outcomes for the victims of abuse. In 63 referrals increased monitoring plans were put in place to prevent further abuse. However in 41 cases we were not able to take further action in relation to the reported abuse. In a small number of cases the police were able to prosecute an offender, whilst prevention measures were also put in place, for example Lasting Powers of Attorney.

The quality and depth of monitoring data accurately reflects the improvements in the service particularly since May 2008. The Safeguarding Adults Team data collection service placed the Derby Safeguarding Adults Board in a good position to fulfil our mandatory safeguarding adult's data return in May 2010.

## 11. Conclusion

2009/10 has seen further sound progress in Safeguarding Adults across the City. Referral rates continue to rise and the Safeguarding Team has been strengthened to reflect this. The new Board is now established and Partners continue to demonstrate their commitment to the new arrangements.

There has been significant attention to training and work is underway to develop a Quality Assurance Framework.

The City Council has commissioned a review of Safeguarding Adults by the Improvement and Development Agency for early 2010/11 to assist it in confirming and further developing its work programme.