



**safeguarding
adults at risk**
a cumbria partnership

Annual Report
2016 - 2017

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I. A Message from the Chair

On behalf of the Cumbria Safeguarding Adults Board, I would like to thank Mike Evans for chairing the Board over the last 4 years. Mike has successfully led the Board through its transition to a statutory body under the Care Act 2014 and our thanks go to him for his chairmanship throughout this period of significant change.

As the newly appointed Chair, it falls to me to present the 2016/2017 Cumbria Safeguarding Annual Report. However, the work presented in this report was during Mike's leadership and direction. The report outlines the activities undertaken by partners to protect and keep our most vulnerable citizens safe.

The Care Act 2014 requires each Safeguarding Adult Board to publish an annual report detailing:

- What it has done during the year to achieve its main objective
- What it has done during the year to implement its strategy
- What each member has done during the year to implement the strategy
- Information about any Safeguarding Adult Reviews (SARs) which have been arranged, are on-going or have been reported during the year

Cumbria Safeguarding Adults Board and the supporting sub-groups have embraced 'Making Safeguarding Personal' and have worked hard to ensure it is embedded in practices and procedures. As a Board we will continue to monitor performance in this area to ensure that practice is person centered and outcome focused.

As the newly appointed Chair, I look forward to working with the Board and sub-groups during the forthcoming year to review structures and process with a view to ensuring that safeguarding across Cumbria is enhanced and developed.



A handwritten signature in black ink that reads "J McDiarmid".

Jeanette McDiarmid
Independent Chair

2. National Context

The Care Act 2014 – safeguarding adults

The Care Act 2014 sets out a clear legal framework for how local authorities and other organisations should protect adults at risk of abuse or neglect.

Under the Care Act local authorities have safeguarding duties. Local authorities must;

- **Lead a multi-agency local adult safeguarding system** that seeks to prevent abuse and neglect and stop it quickly when it happens
- **Make enquiries or request others to make them**, when they think an adult, with care and support needs may be at risk of abuse or neglect and they need to find out what action may be needed
- **Establish Safeguarding Adults Boards**, including the local authority, NHS and Police which will develop, share and implement a joint safeguarding strategy
- **Carry out Safeguarding Adults Reviews** when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them
- **Arrange for an independent advocate** to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

Any relevant person or organisation must provide information to Safeguarding Adults Boards when requested.

Role and duties of Safeguarding Adults Boards (SAB) Overarching purpose

The overarching purpose of an SAB is to help and safeguard adults with care and support needs. It is does this by:

- Assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
- Assuring itself that safeguarding practice is person centered and outcome focused
- Working collaboratively to prevent abuse and neglect where possible
- Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- Assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area

The SAB must lead adult safeguarding arrangements across its locality and oversee and co-ordinate the effectiveness of the safeguarding work of its partner agencies. This will require the SAB to develop and actively promote a culture with its partners and the local community that recognises the values and principles contained in Making Safeguarding Personal.

Making Safeguarding Personal (MSP) is one of the key areas of adult safeguarding and is incorporated into the Care Act 2014. Often referred to as MSP, it means that all safeguarding interventions should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

The SAB should also concern itself with a range of issues which can contribute to the wellbeing of its community and the prevention of abuse and neglect such as;

- The safety of people who use services in local health settings, including mental health
- Effective interventions with adults who self neglect, for whatever reason
- The quality of local care and support services
- The effectiveness of prisons in safeguarding offenders
- Making connections between adult safeguarding and domestic abuse

Core duties

Safeguarding Adult Boards (SABs) have three core duties. They must:

1. Develop and publish a strategic plan setting out how they will meet their objectives and how their members and partner agencies will contribute
2. Publish an annual report detailing how effective their work has been
3. Commission safeguarding adult reviews (SARs) for any cases which meet the criteria

In order to meet their core duties and overarching objective, SABs will require information including general and personal data. Personal data is needed to undertake, for example safeguarding adult reviews and general data is needed to identify trends and patterns in safeguarding activity, abuse and neglect.

The grounds on which SABs can require information to be supplied to them are specified in section 45 of the Care Act.

Six Safeguarding Principles

There are six principles which underpin all adult safeguarding work:

1. **Empowerment;** people being supported and encouraged to make their own decisions and give informed consent
2. **Prevention;** it is better to take action before harm occurs
3. **Proportionality;** the least intrusive response appropriate to the risk presented
4. **Protection;** support and representation for those in greatest need
5. **Partnership;** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse
6. **Accountability;** and transparency in safeguarding practice

3. Cumbria reflecting on another busy and productive year – key achievements

The work of the Safeguarding Adults Board, Operations Group and the sub groups reflects the 2015-2018 Strategic Plan and associated work programme.

During 2016/17 the Board and Operations Group met on a quarterly basis with the frequency of sub groups being variable.

During the year the Board received themed presentations from:

Partnerships & Strategy Manager, Bridgeway a specialist service for victims of sexual abuse **(Strategic Priority 1)**.

Dignity and Dementia Group to share information regarding an emergency dementia app developed which provide general advice and common scenarios. Partners agreed to share with respective agencies **(Strategic Priority 3)**.

Head of Mental Health Legislation, Cumbria Partnership NHS Foundation Trust provided an update on the Mental Capacity Act and the impact of Cheshire West judgement **(Strategic Priority 4)**.

Head of Legal Services Cumbria County Council delivered a legal update in relation to the Care Act and safeguarding **(Strategic Priority 1)**.

Chair of Cumbria Safety Partnership shared useful links and presentation in relation to Hate Crime and recent Domestic Homicide Review **(Strategic Priority 1)**.

Safeguarding Service Manager, Cumbria County Council and Advocacy Operations Manager, Carlisle People First demonstrated Cumbria Safeguarding Adults Board website in its development stage **(Strategic Priority 3)**.

Chair Cumbria Safeguarding Adults Board, provided regular update from national and regional interest groups and conferences attended.

Policy and procedures - Cumbria continued to adopt the joint policy and procedures developed with the Pan Lancashire Partnership this was shared with partners for agency websites. Close partnership working was facilitated through Cumbria County Council Safeguarding Service Manager.

Other achievements and key developments include:

- The Board developed and implemented a document providing information to new council members. **(Strategic Priority 1)**
- The Board produced a guidance paper in conjunction with Cumbria Police; Achieving Best Evidence **(Strategic Priority 1)**
- The Board received a paper on a Confidential Inquiry into Premature Deaths of People with Learning Disability
- The Board appointed 2 new Lay Members **(Strategic Priority 1)**

- Information on wallet cards for Cumbria County Councilors and Elected Members was developed with safeguarding contacts in the event they were approached regarding safeguarding concerns **(Strategic Priority 1)**
- People First Advocacy delivered briefings for all Adult Social Care Teams regarding the role of advocacy to raise and improve awareness and reinforce responsibilities under the Care Act 2014. **(Strategic Priority 2)**
- The Board undertook a Safeguarding Adult Review (SAR) adopting the Significant Incident Learning Process (SILP) methodology for the first time. The facilitated event for staff was well attended and made a positive contribution to learning. **(Strategic Priority 5)**

4. Cumbria Safeguarding Adults Board Development

Strategic Priority 1 “Provide leadership for an effective partnership across Cumbria ensuring effective collaborative working”.

A development day took place on 1st July 2016 which was well attended by board members from partner organisations. The development day reviewed progress against the Strategic Plan for 2015 -18.

Key areas discussed during the day included:

- Leadership
- Strength of Partnership
- Practice
- Knowledge and Performance Management.

5. Cumbria Safeguarding Adult Board - sub groups

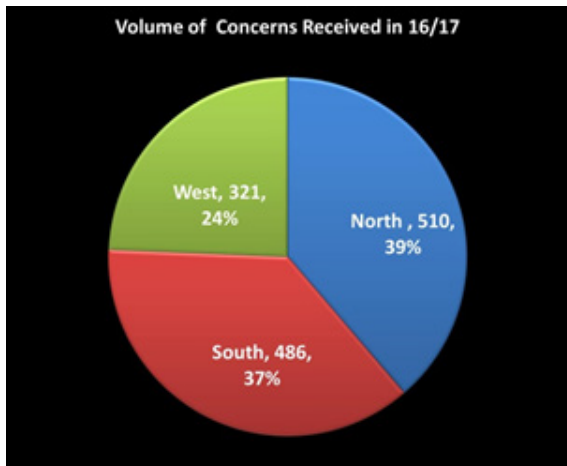
Four sub groups reported direct to the Operations Group. Sub groups included representation from partner agencies including staff with specialist and operational roles.

The Board Development Day included group discussion to review and agree priorities for the sub groups to address through development of work plans as follows:

- **Communication & Engagement;** develop a new strategy which includes publicity opportunities; modernise and improve the website; improve third sector and community engagement
- **Learning & Development;** audit mandatory multi agency Level 1 training to include MARAC, MAPPA, Self Neglect and Prevent
- **Safeguarding Adult Review (SAR);** share improvement plans with respective sub groups to ensure learning from SARs is embedded and outcomes communicated and shared with partners and families.
- **Performance & Quality Assurance Group;** adopt a thematic based approach to board reporting e.g. physical abuse, financial abuse etc.

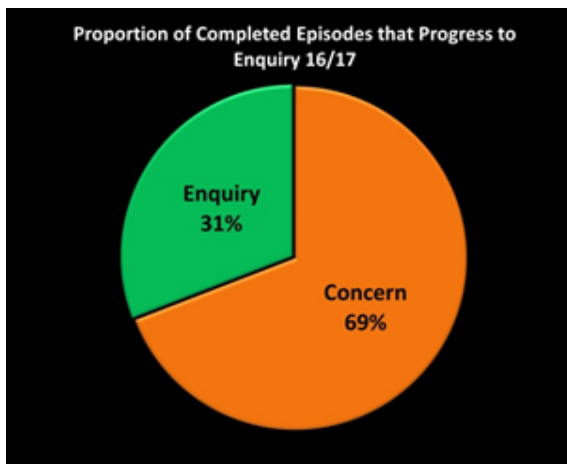
6. Health & Care Services, Cumbria County Council Safeguarding activity 2016/2017

The data reports below are in line with national reporting requirements. Therefore terminology is comparable with other SABs data and national reporting.



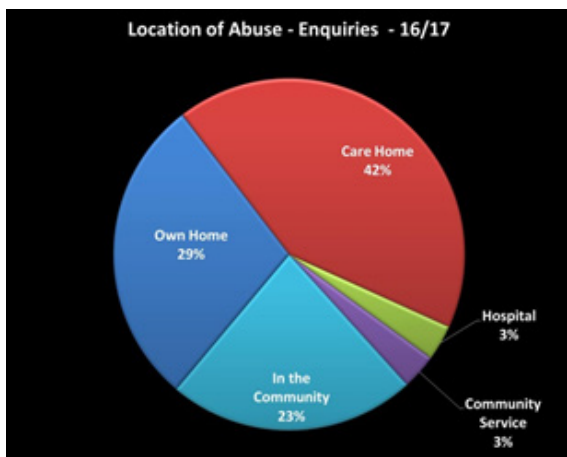
Graph 1

This graph outlines the number of concerns received in areas of Cumbria. This also includes concerns which progressed to a safeguarding enquiry.



Graph 2

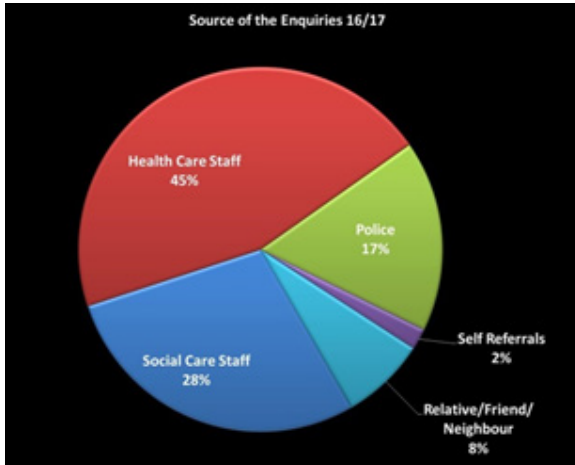
This graph details the number of concerns raised which progressed to safeguarding enquiry.



Graph 3

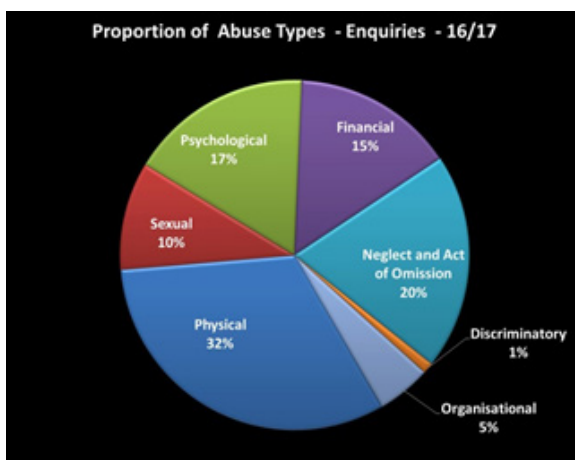
Community Service includes community centres, day care centres, GPs and dental surgeries.

In the Community includes public places, businesses and other people's homes.



Graph 4

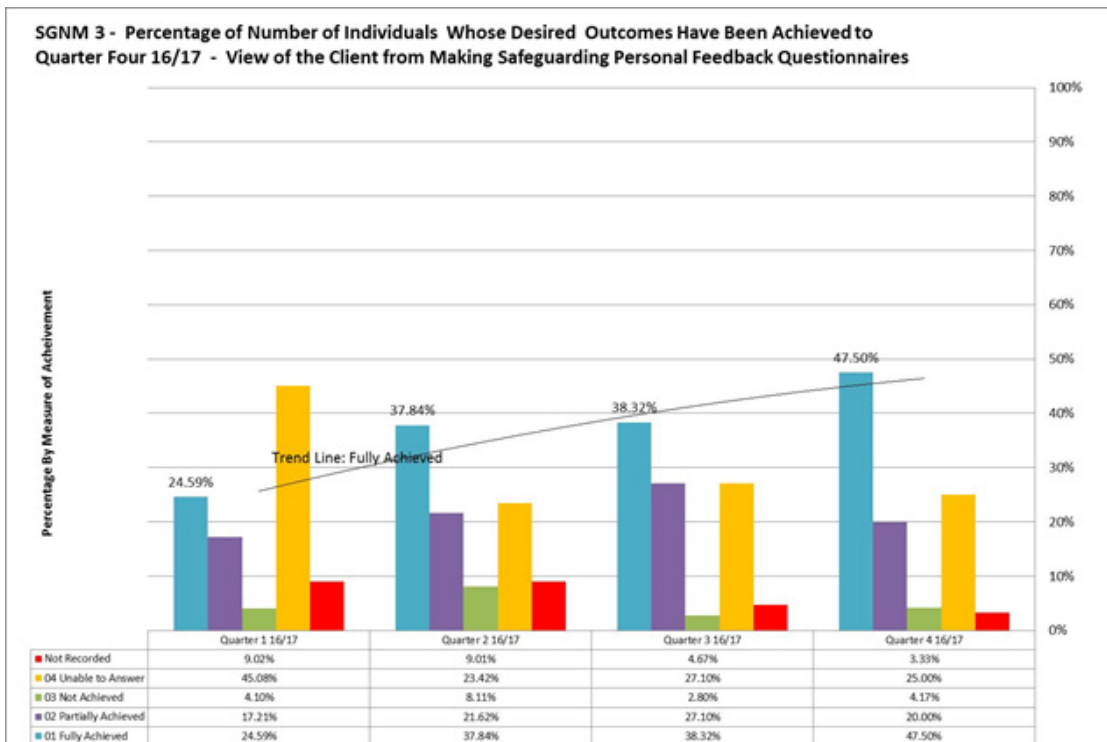
This graph illustrates the source of concern referred including those which progressed to an enquiry.



Graph 5

Types of abuse – note that individual concerns and enquiries can record more than one type of abuse.

Graph 6 - Making Safeguarding Personal Questionnaires



The above graph illustrates if the desired outcomes were achieved for adults who entered the safeguarding process.

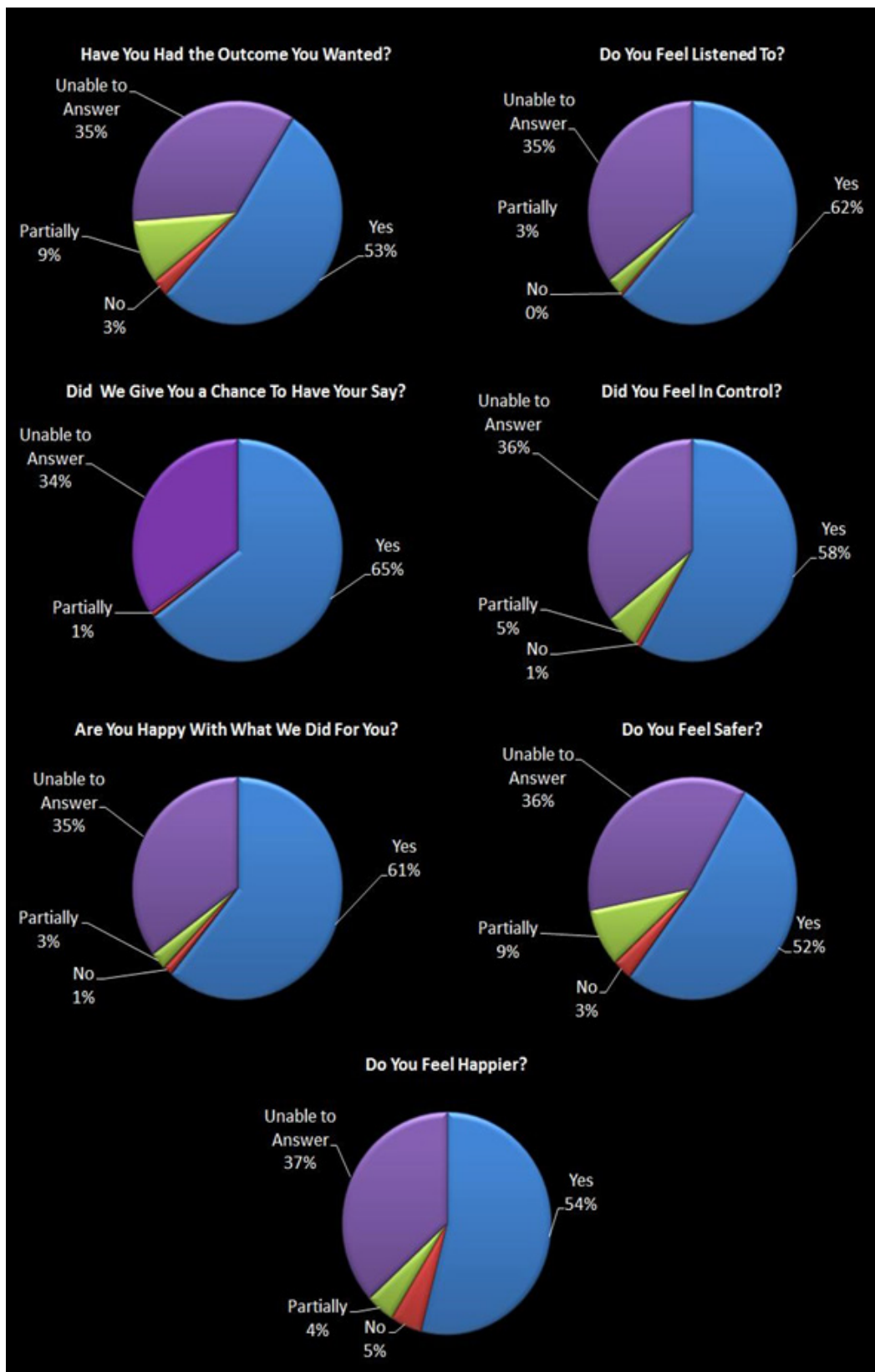
“Unable to answer”

SABs are required to arrange an advocate to represent and support an adult who is the subject of a safeguarding enquiry where the adult has substantial difficulty being involved in the process and has no other suitable person to represent them. During 2016/17 Cumbria SAB focused on reducing the “unable to answer” percentage ensuring that all adults who required support with no other representative were provided with an advocate. This resulted in a significant reduction in adults who were “unable to answer” during quarter 1 and 2 of 2016/17. There will be a continued effort to reduce this significantly during 2017/18 ensuring all adults are represented appropriately.

Graph 7 – User satisfaction survey

The set of pie charts on graph 7 below illustrate how the individual feels the safeguarding process was for them. It should be noted that Making Safeguarding Personal outcomes may not have been achieved (Graph 6) however the adult may be satisfied with how they have been supported throughout the process.

Cumbria SAB will review how adults are supported to answer the User Satisfaction survey during 2017/18 with the primary aim to significantly reduce those who have been unable to answer questions in the survey.



7. Safeguarding Adult Reviews (SARs)

The Care Act requires SABs to arrange a SAR when:

- An adult in its area dies as a result of abuse or neglect and there is concern partner agencies could have worked more effectively to protect the adult.
- The adult has not died but the SAB knows or suspects that the adult has experienced serious abuse or neglect.

The SAR sub group is tasked with overseeing the SAR process on behalf of the Board.

During the 2016/17 the Board and SAR sub group managed four SARs all in varying stages of the report, learning and improvement process.

1. A report was received by the Board from an independent author following a high profile case in a local care home which included criminal proceedings. The SAR sub group and partner agencies developed individual organisational improvement plans focusing on the report finding and recommendations. These continued to be monitored by the SAR sub group and reported regularly to the Board.
2. The Board commissioned a SAR using the Significant Incident Learning Process (SILP) methodology. This is an action learning model involving front line staff and their managers. Partner agency improvement plans were developed in response to learning identified in the report and from the shared learning event which was well attended by partners. Improvement plans and evidence continue to be monitored.
3. The SAR sub group continued to monitor improvement plans and recommendations from a SAR completed in 2015. Evidence was collated from partner agencies to demonstrate learning and progress against recommendations.
4. In response to a SAR referral received in November 2015 the Board commissioned a SAR into the deaths of a married couple living in rural Cumbria. Learning and opportunities for improvements were collated into agency improvement plans which were monitored through the SAR sub group.

The SAR sub group met more frequently than other sub groups during 2016/17 due to the ongoing level of work. Reporting on progress and assurance to the Board was via the Operations Group meeting.

8. Conclusion

This CSAB Annual Report for 2016-17 evidences and demonstrates how partners are working together across Cumbria to protect adults with care and support needs who may be at risk of abuse and neglect. Through themed presentations to the Board members were informed of the prevalence and types of abuse here in Cumbria.

Delivery of the 2015 – 2018 Strategic Plan continues to be monitored. Positive progress by CSAB and sub groups against the Strategic Plan is outlined above.

Next steps will include CSAB approving the annual strategic priorities for 2017/18 period.

During 2017/18 there will be an emphasis on:

- Reviewing the membership and structure for CSAB and associated sub groups to improve connectivity and accountability
- Develop clear work plans to align strategic priorities with sub groups
- Implement learning and recommendations from SARs
- Improve communication and information sharing across the partnership
- Developing a Learning & Development Strategy
- Appoint a Business Manager to support CSAB function
- Reviewing CSAB multi agency guidance and procedures
- Developing a CSAB website
- Strengthen performance reporting and assurance to CSAB