



Annual Report 2015 – 2016

Executive Summary

1. The Role of the Local Safeguarding Adults Board (LSAB)

B&NES LSAB is a statutory (though independent) Board established under the Care Act 2014. It is independently chaired and consists of senior representatives of all the principle stakeholders working together to safeguard adults with care and support needs across the area. All agencies involved in providing care and support for adults work together to respond in a coordinated way to cases of suspected harm or abuse of adults. We aim to ensure that people's rights are respected in the process of them being offered help and protection.

The Terms of Reference for the LSAB are available on the LSAB web page and are due for review in 2016-17:

http://www.bathnes.gov.uk/sites/default/files/sitedocuments/Children-and-Young-People/ChildProtection/lscb_terms_of_reference_updated_26.11.15.pdf

The LSAB brings together local statutory and independent sector agencies working with adults with care and support needs at risk of abuse. The LSAB is responsible for ensuring that the Multi-Agency Safeguarding Adults Policy and Procedures are effective and prevent adults from experiencing significant harm.

The Board is committed to ensuring the following principles are practiced:

- Safeguarding is everybody's business and the Board will work together to prevent and minimise abuse as doing nothing is not an option
- Everyone has the right to live their life free from violence, fear and abuse
- All adults have the right to be protected from harm and exploitation
- All adults have the right to independence that involves a degree of risk

Safeguarding is everyone's business

2. The Work of the LSAB

The Board's statutory objectives as set out in the Care Act 2014 are:

- a) To develop and publish an Annual Strategic Plan
- b) To publish an Annual Report
- c) To arrange Safeguarding Adult reviews for any cases which meet the criteria for these to promote effective learning and improvement action to prevent future deaths or serious harm occurring again.
- d) Operational functions specified under Schedule 2 of the Care Act 2014

Functions of the Board

The Board has responsibility for:

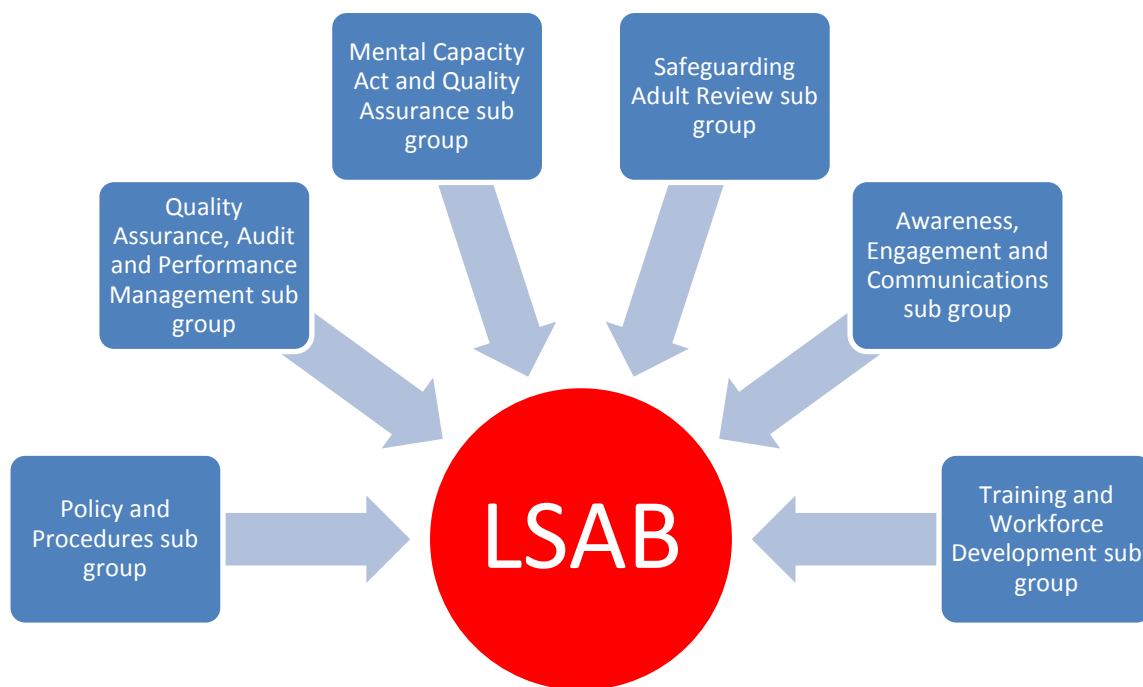
- Developing and monitoring the effectiveness and quality of safeguarding practice
- Involving service users and carers in the development of safeguarding

- arrangements
- Communicating to all stakeholders that safeguarding is 'everybody's business'
- Providing strategic leadership

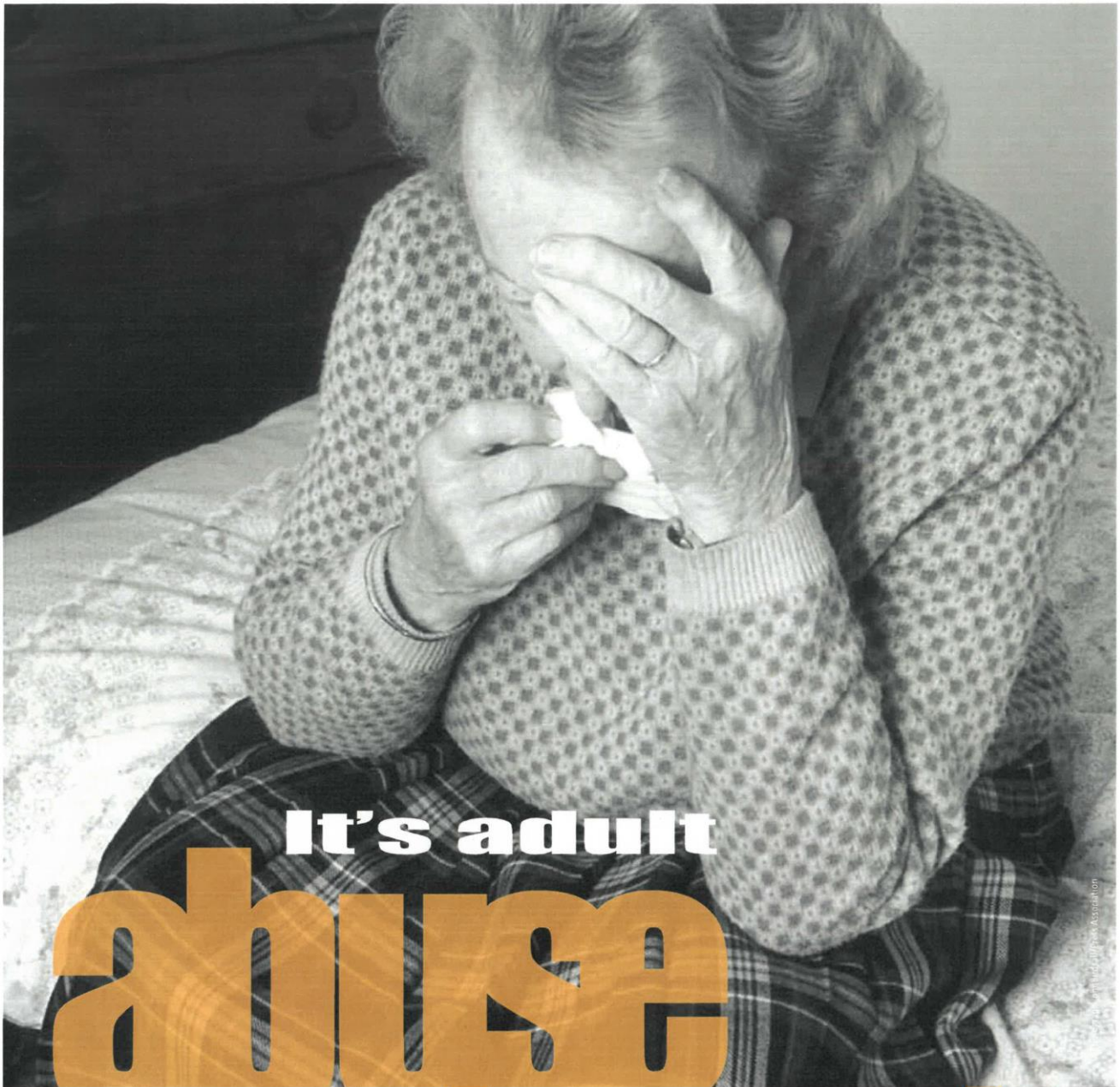
3. The Sub-Groups of the LSAB

The LSAB has seven sub-groups as set out below. The Terms of Reference for each of the sub-groups are available on the LSAB web page:

<http://www.bathnes.gov.uk/services/care-and-support-and-you/safeguarding-and-legal-information>



- Each sub group reports progress on the Board's Business Plan on a quarterly basis and contributes to the Chair's Agenda Setting meeting. Each sub-group has a duty to challenge practice within the partnership where it identifies issues of concern.
- The full Annual Report 2015-16 lists the key achievements, challenges and priorities for each sub group in 2016-17. The report is available on the LSAB Safeguarding website <http://www.bathnes.gov.uk/services/care-and-support-and-you/safeguarding-and-legal-information>
- The LSAB adopted a three year Business Plan from September 2015 to March 2018. This is monitored by the Sub Group Chairs prior to the Board and reported on at each Board meeting.
- The year-end report is available on the public website: http://www.bathnes.gov.uk/sites/default/files/siteimages/lsab_business_plan_updated_23_march_16.pdf



It's adult
abuse
don't ignore it

It's everybody's business; **act now**

Call Sirona Care & Health on

01225 396000

Everyone has a right to be free from harm



4. LSAB Stakeholder Day

In November 2015, the training and workforce subgroup organised a very successful Stakeholder Event entitled **Safeguarding and Prevention: The Challenge of Providing Safe Services in Adult Care.**

- This event brought together about 80 stakeholders from many different backgrounds and discussions were stimulated by three excellent speakers:
 - Teresa Kippax, National Safeguarding Advisor, CQC: *Safeguarding and the Prevention Agenda*
 - Helen Wakeling, Deputy Head of Safeguarding Adults, B&NES Council: *Making Safeguarding Personal and the Care Act's Preventative Messages*
 - Helen Harris, Tissue Viability Nurse, Sirona Care and Health: *Tissue Viability: Good Preventative Practice*

In the afternoon, workshops covered a range of topics:

- 1: Suzanne McCutcheon and Kirsty Langford, Trading Standards: *Keeping People Safe from Financial Abuse*
- 2: Melissa Kendall: *Quality Assurance and the Care Certificate*
- 3: Dennis Little: *The Mental Capacity and DoLS: The Challenge for Providers*
- 4: Michaela Arrowsmith: *More Tissue Issues*

The Event concluded with delegates, grouped into 'sector groups', working on putting together initial ideas for an LSAB Prevention Strategy and how to make Prevention a reality.

The event was very positively received by all delegates.



5. Outcomes and Safeguarding Activity

- During the reporting period 2015-16 B&NES received 1,137 new alerts /referrals (now called concerns). In addition to these there were also 129 service users who had been referred to safeguarding during the previous year, but were still being supported through the safeguarding process at the start of April 2015. At the end of March 2016, 162 cases remained open and 1,104 had been closed. In comparison, in the last Annual Report 2014-15, it was noted that 707 cases

were closed at the end of March 2015. During 2015-16 there has, therefore, been an increase of 56% in the number of cases closed during 2015-16 in comparison with 2014-15.

- This year there has been the highest ever number of safeguarding concerns received. The 1,137 concerns received were an increase of 53% when compared with 2014-15.
- The number of people for whom a safeguarding concern was raised on more than one occasion has also increased in 2015-16, along with the numbers of concerns and enquiries. During the year, more than one concern was raised for 183 people. This is in comparison to the previous year when repeat concerns were raised for 53 people. Initially this appears to be a significant increase in repeat situations, however, further examination suggests that much of the increase may be related to people's understanding of the new Care Act threshold for safeguarding. Out of the 182 people for whom more than one concern was raised, 65 people had no further action taken for all of the contacts received. This indicates that a third of these repeat concerns did not require safeguarding support, as they related to: individuals who had no care and support needs; those who could protect themselves or individuals that needed an assessment or review of their social care needs. All the repeat concerns are currently being reviewed by lead professionals in Sirona care and health, AWP and the Council's Safeguarding and Quality Assurance Team. A report on their findings will be presented to the LSAB in December 2016.

- **Number of Concerns by Service User Group 2013-16**

Service User Group	2013-14	2014-15	2015-16
Physical Disability	397 (60%)	433 (58%)	629 (55%)
Mental Health	111 (17%)	139 (19%)	215 (19%)
Vulnerable People	22 (3%)	23 (3%)	43(4%)
Learning Disability	124 (19%)	133 (18%)	201 (18%)
Substance Misuse	5 (0.8%)	5 (1%)	42 (4%)
Adult Carer	5 (0.8%)	8 (1%)	7 (0.6 %)
Total	664	741	1137

- **Percentage of Concerns by Abuse Types**

Abuse Type	HSCIC National 2014-15	B&NES 2013-14	B&NES 2014-15	B&NES 2015-16
Physical	27%	30%	32%	21%
Psychological	15%	14%	15%	17%
Financial	17%	19%	15%	16%
Neglect	32%	28%	29%	26%
Sexual	5%	7%	6%	8%
Organisational	3%	1%	3%	2%
Discriminatory	1%	0.5%	0	0.2%
Domestic Abuse				4%
Sexual Exploitation				0.4%
Self-Neglect				4%
Modern Slavery				0

- 40% of the safeguarding enquiries undertaken during the year were for service users with care and support needs funded by the Council. 14% of service users supported through the enquiry process were self-funders, whilst 35% were not in receipt of any care and support services.

Commissioned / Funded Care and Support by B&NES	Commissioned/Funded Care and Support by Other Local Authority	Self- Funded Service	Health Funded Service	No Service
166	22	60	24	144

- An individual who is defined as being “Not in receipt of service”, may be receiving support from agencies such as Developing Health and Independence, housing organisations and other agencies that provide support and advice. However, in this context, the service provided would not meet the definition of commissioned or funded care and support which is defined as a personal budget or self-funded services such as domiciliary care, residential care and day services.
- This year, Local Authorities were asked to report for the first time on Making Safeguarding Personal outcomes (a personalised approach to safeguarding embedded in the Care Act 2014). Information was requested on the number of people, who had been through the safeguarding process, who had been asked what outcomes they wanted from the safeguarding process and if at the

conclusion these had been achieved. As this is the first year of reporting it is not possible to benchmark our performance in this area, but the records indicate that where people expressed their outcomes these were achieved in the majority of cases. Further work is however required on improving performance in recording this information and making sure that the individual or their representative is asked for their outcomes.

- The LSAB Quality and Performance sub group and the Council Commissioners for both Sirona care and health and AWP safeguarding work will continue to monitor future performance closely, ensuring that the LSAB and corporate performance requirements are met alongside the requirement to make the safeguarding process person centred and focused on the individual's outcomes.
- For further analysis of the safeguarding activity undertaken in 2015-16 please see the full Annual Report on the LSAB website at:
<http://www.bathnes.gov.uk/services/care-and-support-and-you/safeguarding-and-legal-information>
- The LSAB has also:
 - a) Welcomed to the Board one representative from the domiciliary care sector, two representatives from the care home sector, two new representatives from the voluntary sector representing the Health and Wellbeing Network, and one representative from Healthwatch giving the service user/patient experience. All the new members have made a valuable contribution and broadened the membership of the Board.
 - b) Further strengthened the links between the LSAB and the Local Safeguarding Children's Board (LSCB) through having the same independent chair for both Boards and the appointment of a joint Business Manager for both Boards.
 - c) Further developed the Board's risk register and progressed a new web-site which will be shared with the LSCB and is due to go live in 2016-17.
 - d) Progressed joint working with the LSCB to raise awareness of Female Genital Mutilation (FGM). Worked in partnership with the LSCB and Community Safety team to provide a number of training sessions on PREVENT.
 - e) Updated a range of policies, training and guidance in accordance with the requirements of the *Care Act 2014* and its revisions including a full revision of the multi-agency procedures that will go live in September 2016, and developed more robust systems for monitoring dissemination of policies and procedures.

- The LSAB faces a number of current and future challenges/areas for development:
 - a) In accordance with other LSABs the resourcing and financing of the Board remains tight and pressured. All partner agencies experience similar pressures on funding, and organisational change creates the potential for additional pressures. This will require ongoing monitoring and management.
 - b) The Supreme Court ruling in 2014 has seen a significant rise in Deprivation of Liberty Safeguards applications both in Care Homes and hospitals and the community. This has caused a backlog of applications which is being monitored and managed. B&NES Council continue to risk assess the situation.
 - c) Ongoing work to develop and implement a Multi-Agency Safeguarding Hub for children and adults.
 - d) Working across boundaries in collaboration with other agencies to develop a policy responding to sexual exploitation.
 - e) Undertaking a self-assessment safeguarding audit for all LSAB members and providers in B&NES.
 - f) Developing multi-agency audits within the Quality Assurance, Audit and Performance Management sub group which will take a themed focus and cases will be debated by the core statutory partners as set out in the Care Act 2014. Learning will be shared with managers.
 - g) Recruiting Lay Members for the Board remains a challenge and further efforts will be made to ensure that we have an independent community voice giving friendly challenge to the work of the Board.



6. Making Safeguarding Personal

- The Care Act 2014 placed Making Safeguarding Personal (MSP) on a formal and statutory footing. The intention is for MSP to enable Service Users to be put at the centre of their own safeguarding and to generate a more person-centred set of outcomes. The key focus is to develop a real understanding of what the service user wishes to achieve, recording desired outcomes and evaluating how

well these have been met. As part of that process it was becoming increasingly clear that in order for service users to be in a position to actively contribute to their own safeguarding and provide feedback they needed to be fully informed.

- Responses from staff in the 2015 and 2016 'Safeguarding Attitudes' questionnaire identified one of the barriers to their work within safeguarding as lack of information to give to service users to help inform their discussions with them and prepare them for any safeguarding interventions.
- Factsheets have been developed with MSP sub-group, Awareness, Engagement and Communications Sub-Group and Sirona Team Managers. The publication of these factsheets has been delayed to coincide with the new multi-agency Safeguarding Procedures in September 2016. An Easy Read version is also being developed with a service user focus group. All 7 factsheets will be available on the LSAB website when completed and hard copies should be sent to providers.
- The 'Keeping You Safe Questionnaire' which was previously sent out to a service user after the completion of a safeguarding process, proved to provide limited qualitative information to help inform improvements in the Safeguarding Process. When asking Service Users for their experience of safeguarding it became apparent that they did not have a benchmark against which to measure their experience.
- The LSAB in December 2015 agreed to a 6-month trial of the proposed face to face Service User Feedback interview process to begin in January 2016. This was extended as the project was unable to start until March 2016. In summary, two Safeguarding Chairs from the Council Safeguarding and Quality Assurance Team would seek to undertake 6 interviews per month from a random sample of cases closed to Safeguarding in the previous month. This work is planned to be undertaken in 2016-17 to ensure that qualitative information is received from those going through the safeguarding process to inform the development of that process in line with Making Safeguarding Personal.

7. Independent Chair's Closing Summary



This report reflects on our first full year of activity since the implementation of the Care Act 2014 and the important principles of Making Safeguarding Personal. A great deal has been accomplished in a relatively short amount of time due to the total commitment of all our member agencies and some very hard work on the part of some dedicated professionals. Members of our sub groups have helped monitor the outcomes of this activity; others have been busy redrafting policies, procedures and guidance so that they are compliant with the new legislation.

As if all this wasn't enough we continue to look for opportunities for collaboration with the Children's Safeguarding Board.

The data and analysis in this report demonstrate that these efforts are helping to ensure that adults are effectively safeguarded and their views listened to. However all of this relies upon everyone in our communities being alert to the possibility of abuse and reporting their concerns.

Safeguarding is and will always be everyone's business.