



Annual Report 2016 – 2017

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 website:

[LSAB Terms of Reference](#)

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 (SAR) 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:

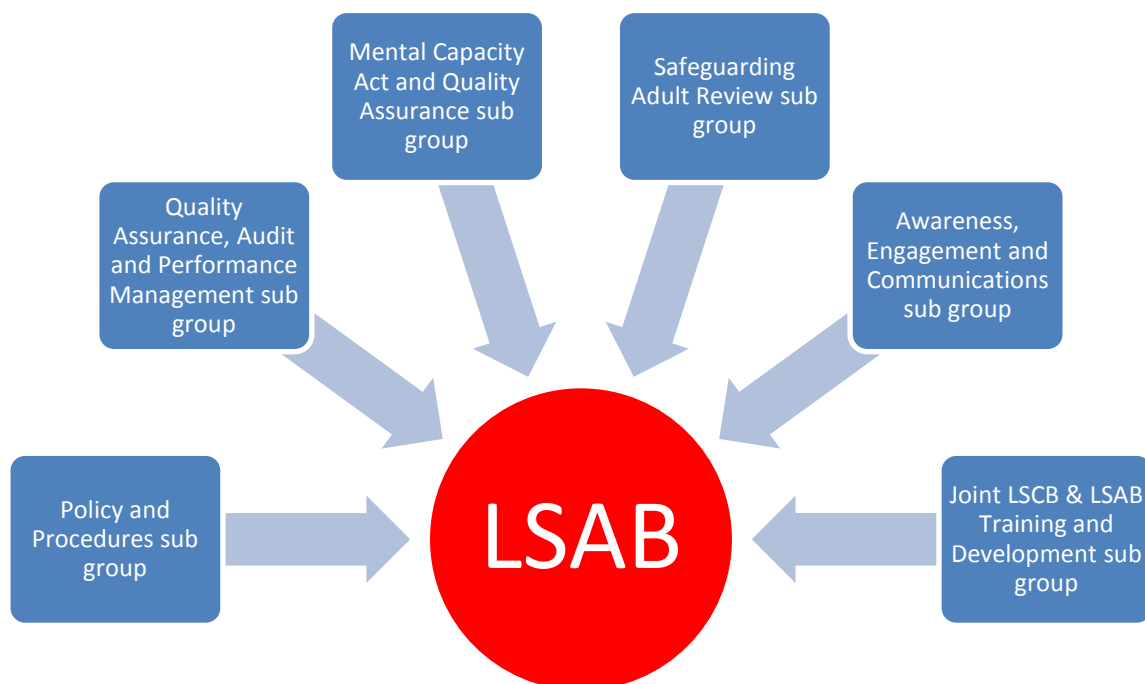
- Developing and monitoring the effectiveness and quality of safeguarding practice

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

<https://www.safeguarding-bathnes.org.uk/>



- 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 2016-17 lists the key achievements, challenges and priorities for each sub group in 2017-18. The report is available on the LSAB Safeguarding website <https://www.safeguarding-bathnes.org.uk/>
- 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 for the second year of the business plan is available on the public website: [LSAB Business Plan 2015-18](#) (Year end March 2017)

4. LSCB and LSAB Stakeholder Day



In line with this collaborative approach of the joined training sub groups for the B&NES Adults and Children's Safeguarding Boards, it was agreed that this year's stakeholder's day would be a joint event between the two boards. It was hoped this approach would encourage practitioners from all sectors to take a 'Think Family' approach to working with those impacted and affected by Domestic Violence and Abuse.

The joint event provided a valuable opportunity to share ideas and information and establish clarity about respective roles and responsibilities to aid positive working across organisations. However, the variety of professionals attending the day led to additional complexities in creating the programme content as domestic abuse is a multifaceted topic and there would be a differing level of knowledge held within the room. To try to balance the learning needs of the adult's and children's workforce it was agreed that it was important to give an overview of the subject, then focus on specific areas which are prevalent in the work undertaken with families, including the importance of understanding coercive control.

The whole day was facilitated by Michelle Winter, who also ran a workshop, introduced table top discussions and enabled group feedback. Michele is a registered Independent Social Worker and qualified teacher (for adults, she has many years' experience of private, third and statutory sector social care/social work including around Safeguarding Adults and Domestic Abuse. Until recently Michele was a Trustee for a Bristol based organisation that worked with young people and their parents affected by parental abuse. Michele has written on the interrelationship between Safeguarding Adults and Domestic Violence and Abuse.

5. Outcomes and Safeguarding Activity

- During the reporting period 2016 – 17 B&NES received 1,496 new alerts/referrals (now called concerns). This is an increase of 32% compared to the previous year. In the Board's 2015-16 report it was noted that the level of concerns received had been the highest ever recorded by the Council. As 2015-16 was the first year of reporting post Care Act implementation it was not known if this increase would be a one off, related to the initial impact of the new statutory duty, or if it reflected a new sustained volume of work. As the figures for 2016-17 show, the increased

level of activity has continued and responding to these concerns is taking additional time for all the agencies concerned.

- During 2016-17 the 1,496 concerns of abuse or neglect related to 996 people. This means that 33% of concerns were about an individual who had already had at least one other safeguarding concern raised during the year. Having more than one concern raised does not mean that the person has not been appropriately supported after the first concern was raised. It may be that the person did not require safeguarding support, as the issue raised concerned: 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 will be reviewed by lead professionals in Virgin care, AWP and the Council's Safeguarding and Quality Assurance Team. A report on their findings will be presented to the LSAB in December 2017.
- Of the concerns received during 2016-17, 547 resulted in support being provided through the safeguarding process. 63% of all concerns raised did not require a safeguarding response and were either supported through: the provision of information and advice; a social care assessment; action taken by the Council's contracts and commissioning teams or support from another agency.
- **Number of Individuals involved in Concerns by Primary Support Reason**
The categories for describing the needs of the individual have changed in the last two years. Previously the LSAB reported on the service user group the individual came under. This reporting has now been replaced by information on the person's primary support reasons. As the categories are different it is not possible to provide a full comparison with previous reporting. The data available on raised regarding people with learning disabilities, is however comparable and shows a slight fall from last year's 18% of total concerns to 17% for 16/17.

Primary Support Reason	Physical Disability	Sensory Support	Support with Memory and Cognition	Learning Disability	Mental Health	Social Support	No support reason	Not Known
No.	496	24	101	201	161	85	118	6
%	42%	2%	8%	17%	13%	7%	10%	0.5%

- **Percentage of Concluded Enquires by Abuse Types**

Abuse Type	SAR National 2015-16	B&NES 2015-16	B&NES 2016-17
Physical	26%	23%	25%
Psychological	15%	20%	17%
Financial or Material	16%	18%	14%
Neglect and Acts of Omission	34%	28%	34%
Other types of abuse	9%	11%	10%

- Other types of abuse, as reported above, include sexual abuse, organisational abuse, modern slavery and sexual exploitation. During 16/17 there was a significant decrease in the number of concluded enquiries involving sexual abuse and organisational abuse but an increase in the numbers of enquiries involving domestic violence. There were no instances of an enquiry being undertaken into concerns relating to Modern Slavery and one enquiry undertaken regarding sexual exploitation. The Board will continue to monitor the number of concerns raised regarding Modern Slavery and Sexual Exploitation and resulting enquiries.
- Reported setting of alleged abuse
There was a further decrease this year in the number of safeguarding enquiries where the alleged abuse had taken place in the service user's own home (from 39% in 2015-16 to 37% 2016-17). The percentages of enquiries regarding alleged abuse in care homes (residential and nursing) has increased in comparison with last year and is higher than the reported England National for 2015-16. This year the national reporting has separated out the data on Care Homes between nursing and residential and the Hospital reporting into Acute, Mental Health and Community Hospital's. Once the 2016-17 national data is available the Board will be provided with information regarding our performance in this area in comparison with both the national average and comparable authorities.

	SA National Average 2015-16	B&NES 2015-16	B&NES 2016-17
Own Home	43%	39%	37%
Community Service	3%	6%	5%
Care Home	36%	31%	39%
Hospital	6%	9%	8%
Other	12%	15%	11%

Whilst the Board is committed to Making Safeguarding Personal it recognises the importance of ensuring cases do not drift. Compliance with safeguarding procedural timescales, therefore, continues to be monitored. Performance to timescales has significantly declined during the year. This has been raised throughout the year with the agencies involved. The Board's Quality and Performance sub group and the Council Commissioners will continue to monitor future performance closely, ensuring that the Board and corporate performance requirements are met alongside the requirement to make the safeguarding process person centered and focused on the individual's outcomes.

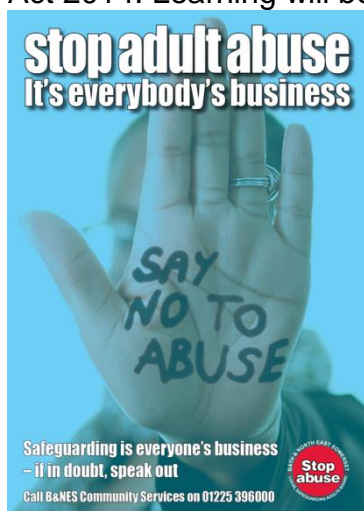
For further analysis of the safeguarding activity undertaken in 2016-17 please see the full Annual Report on the LSAB website at:

<https://www.safeguarding-bathnes.org.uk/>

6. Outcomes for the LSAB

During 2016 and 17 the LSAB has also:

- a) Welcomed to the Board one representative from Bath College and two new independent Lay members. The Lay Members ensure that we have an independent community voice giving friendly challenge to the work of the Board. 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 a joint working plan and joint stakeholder days in order to promote 'Think Family'
- 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 July 2017.
- d) Progressed joint working with the LSCB to raise awareness of Female Genital Mutilation (FGM) with the development of a poster and information leaflet.
- 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 went live in September 2016, and developed more robust systems for monitoring dissemination of policies and procedures.
- f) Implemented a Multi-Agency Safeguarding Hub for children and adults which went live in September 2016.
- g) Undertook a self-assessment safeguarding audit for all LSAB members and providers in B&NES to which all LSAB members responded and 42 providers as well.
- h) Developed 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.



- 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) In January 2017 the Chair of the LSAB, Reg Pengelly notified the Council Chief Executive and LSAB that he intends to stand down as Chair after four years of service. Reg will leave the LSAB in September 2017. The Board started the recruitment process and a new Chair was appointed in May 17. Robert Lake will take the reins in September 2017.
 - c) Working across boundaries in collaboration with other agencies to develop a policy responding to sexual exploitation.

7. Making Safeguarding Personal

Since 2016 local authorities have been asked to report on Making Safeguarding Personal outcomes. 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 15/16 was the first year of reporting in this area the reporting was voluntary and therefore was not published in the national report. The table below, therefore, only compares B&NES activity for 15/16 and 16/17.

Desired outcomes requested from the individual or their representative and whether these were achieved

Was the individual asked?	B&NES 15/16	B&NES 16/17
Yes and outcomes expressed	73%	78%
Yes but no outcomes expressed	0.4%	9%
No	7%	4%
Don't Know	7%	3%
Not recorded	13%	2%
Where outcomes were expressed were they		
Fully achieved	70%	85%
Partially Achieved	27%	11%
Not Achieved	2%	1%

Factsheets have been developed with MSP sub-group, Awareness, Engagement and Communications Sub-Group and Sirona Team Managers. The publication of

these factsheets was delayed to coincide with the new multi-agency Safeguarding Procedures in September 2016. All 6 factsheets will be available on the LSAB website when completed. An Easy Read version is also being developed with a service user focus group in 2017-18.

Two Safeguarding Chairs from the Council Safeguarding and Quality Assurance Team developed and tested a range of questions to be discussed with people during face to face discussions at the end of the safeguarding process. A total of 8 interviews were undertaken, some of the responses obtained are described below:

- In response to 'did you feel listened to' – 'I was listened to throughout and they took my concerns seriously. They treated me with utmost respect and dignity and sensitivity at all times in view of what had happened. I or they couldn't control his behaviour but it couldn't have been handled any better'.
- In response to 'Do you feel Safer?' – 'I feel a lot safer. I have more appropriate accommodation and don't have to go back to where abuse took place. The police took my concerns seriously which hasn't always happened. I am also able to access professionals for ongoing support'.
- In response to 'Is there anything else you think the council (or other organisation) could have done better?' 'I think that something should be encouraged or enforced to make it obligatory for all information to be shared. Even if a professional is unable to attend a meeting they should still send something to be presented or be available on the phone. Another stated 'I didn't really know what was happening, I didn't understand what safeguarding was and nobody gave me any information that I could read or have my family help me understand'.

The September 2016 the Board agreed to face to face interviews being undertaken on a monthly basis from April 2017. The Council's Safeguarding and Quality Assurance Team will be contacting 5 people every month to obtain their views. The number undertaken may vary dependent on whether the individual or their representative agrees to the discussion.

8. Independent Chair's Closing Summary



I am happy to report yet again that the Board and the members of its various sub groups have worked tirelessly to ensure that policies, procedures and guidance are up to date, that we are sighted on what is going on and that effective outcomes are achieved, that the training of professionals is robust and timely and that whenever there are lessons to learn, we act promptly to implement improvements.

I wish to commend the agencies that contribute both funds and people to maintain the work of the Board and in particular I commend members of our sub groups who devote their efforts to delivering and updating the essential infrastructure that facilitates effective safeguarding. Substantial efforts have been

made to ensure compliance with the requirements of the Care Act 2014 and I am pleased to report that finally this work is complete.

Overall there is much evidence to support the view that B&NES is still a safe place in which to live and that when a concern arises, our professionals across every agency work tirelessly to help and support people through. However there is a significant role that should be played by everyone. It has never been more important that we are all prepared to report any concern about the safety or welfare of those who are ill - equipped to protect themselves.

Safeguarding is and always should be everybody's business.