

# **Partnership Board for Health and Wellbeing Report**

**Date: 16<sup>th</sup> November 2011**

**Report Title: Adult Safeguarding Performance**

**Agenda Item: 8**

**List of attachments to this report:**

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## **Summary**

### **Purpose**

- 1 To update the Partnership Board for Health and Wellbeing on the following areas:
  - adult safeguarding procedural performance and case activity since the last report in June 2011
  - progress on developments post the launch of Sirona Care and Health on 1<sup>st</sup> October 2011
  - progress on work with AWP
  - recent activity of the LSAB
  - progress of the Serious Case Review
  - new issues of concern

As Sirona Care and Health are now a CiC this report is from Commissioning solely rather the historical jointly presented commissioning and provider report the PBH&WB are used to receiving.

### **Recommendation**

- 2 The Partnership Board for Health and Wellbeing is asked to note the following:
  - adult safeguarding procedural performance and case activity since the last report in June 2011
  - progress on non delegated safeguarding arrangements post the launch of Sirona Care and Health on 1<sup>st</sup> October 2011
  - progress on work with AWP
  - recent activity of the LSAB
  - progress of the Serious Case Review

### **Rationale**

- 3 For the Partnership Board for Health and Wellbeing to be assured that adult safeguarding delivery arrangements in B&NES are developing and improving.

### **Other Options Considered**

- 4 None

### **Financial Implications**

- 5 The Board are asked to note the costs attached to the new safeguarding arrangements post the launch of Sirona Care and Health. Costs were agreed at the Cabinet meeting in September 2011.

## **Risk Management**

- 6 As noted in each report the Balanced Scorecard indicators seek to assure the Board that the Local Authority (responsible for the coordination of safeguarding cases and the provision and commissioning of safe services) and the PCT (responsible for the provision and commissioning of safe services) have robust monitoring arrangements in place.

## **Equality issues**

- 7 All Local Safeguarding Adults Board agencies are expected to review their safeguarding policies to ensure equality and diversity issues are incorporated. This is also a requirement from Care Quality Commission.

## **Legal Issues**

- 8 None

## **Engagement & Involvement**

- 9 The Local Safeguarding Adults Board and the sub groups reporting to it are made up of a wide range of commissioned services and partner agencies. Service users are involved in some aspects of the work and Board members recognise the need to develop further engagement and involvement in safeguarding.

The Board continues to look at ways to strengthen the engagement and involvement of service users; Sirona Care and Health support this through the Service User Involvement Facilitator.

If you would like this document in a different format, please contact the author

## The Report

### Background

1. As outlined in the summary report above the Partnership Board for Health & Well Being seek assurance at each meeting that adult safeguarding arrangements in B&NES are robust and that issues of concern are brought to its attention with plans to address these.

### Key Points

2. The report highlights four key areas:

- adult safeguarding procedural performance and case activity since the last report in June 2011
- progress on non delegated safeguarding arrangements post the launch of Sirona Care and Health on 1<sup>st</sup> October 2011
- progress on work with AWP
- recent activity of the LSAB
- progress of the Serious Case Review

### 3. Adult safeguarding performance and activity in B&NES

3.1 During 2010 to 2011 there were 293 new safeguarding referrals, this is a significant increase on previous years (in 08/09 there were 165 referrals received and in 09/10 186). The increase in referrals demonstrates that adult safeguarding is more widely understood. 33 of these cases were on going from March 2011 into April 2011.

3.2 Detailed analysis on the 2010 to 2011 safeguarding data is set out in the Local Safeguarding Adults Board Annual Report. This report will be discussed at the next LSAB meeting in December 2011 and will be available for the PBH&WB once the LSAB have agreed the content.

3.3 From April to September 2011 there have been 155 referrals (in addition to the 33 on going cases; therefore 188 cases in total being progressed during this period). Of the 188 cases 137 have been terminated. The outcome of the terminated cases is set out in the table below:

#### 3.4 The table below sets out the outcome April to September 2011 terminated cases:

Case Terminated at the following Stage	Outcome						
	NFA	No Case to Answer	Not Determined/ Inconclusive	Not substantiated	Partly Substantiated	Substantiated	Total
Stage 3 Decision not to progress SA	37	4	2	1	0	0	44

procedure							
<b>Stage 4</b> <b>SA Strategy discussion / meeting</b>	0	12	7	7	4	6	36
<b>Stage 5</b> <b>Investigation</b>	0	2	5	5	2	5	19
<b>Stage 6</b> <b>Planning meeting</b>	0	0	6	8	0	2	16
<b>Stage 7</b> <b>Review meeting</b>	0	5	0	1	4	11	21
<b>Total</b>	37	23	20	22	10	24	<b>136</b>

Note: 1 case outcome is missing

### 3.5 Analysis of adherence to safeguarding procedural timescales

3.6 The new performance targets for procedural timescales have been agreed for 2011/2012 by LSAB members, B&NES Council and PBH&WB in June 2011. The table below sets out the PBH&WB for the first time progress against these.

### 3.7 Progress on Procedural Timescale Indicators

Indicator	Target	% Completed on time from April – Sept 2011		RAG	Direction of travel from previous report
1. % of decisions made in 48 working hours from the time of referral	95%	CH&SCS	100% 121/121		↑
		AWP	81% 13/16		↓
		<b>Combined</b>	<b>98%</b> 134/137		↔
2a. % of strategy meetings/discussions held within 5 working days from date of referral	90%	CH&SCS	94% 75/80		↑
		AWP	100% 20/20		↑
		<b>Combined</b>	<b>99%</b> 95/100		↑
2b. % of strategy meetings/discussions held with 8 working days from date of referral	100%	CH&SCS	99% 79/80		New +
		AWP	100% 20/20		New
		<b>Combined</b>	<b>99%</b> 99/100		New
3. % of overall activities/ events to timescale	90%	CH&SCS	95% 270/284		↑
		AWP	92% 61/66		↑

		<b>Combined</b>	<b>95%</b> 331/350		↑
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+ This one breach occurred in April 2011, the reason for the breach was not accepted as valid. Given the target for this is 100% this position is not recoverable and will remain red, however further breaches have not occurred.

Note: the report refers to CH&SCS performance rather than Sirona Care and Health as the CiC was not launched until 1<sup>st</sup> October 2011 and the data relates to figures from April to 30<sup>th</sup> September 2011 when the organisation was still called CH&SCS

3.8 Breach reports for procedural timescale misses are provided on a monthly basis as are exception reports for cases that are concluded as Not Determined and Inconclusive; repeat referrals are also monitored routinely.

3.9 The Commissioner continues to carry out two case file audits of AWP and Sirona Care and Health safeguarding cases per month. Learning from the audits is routinely shared with managers who in turn discuss this with case coordinators.

3.10 Sirona Care and Health are conducting a two month pilot (October and November 2011) gathering increased feedback from service users who have been through the safeguarding procedure. Progress will be reported to the LSAB in December 2011.

3.11 Data on staff training is being collected by Sirona Care and Health and will be provided as soon as this is available.

#### **4. Progress on new non delegated safeguarding arrangements post the launch of Sirona Care and Health on 1<sup>st</sup> October 2011**

4.1 A specific Safeguarding and Deprivation of Liberty Safeguards service specification is included as part of the overall contract with Sirona Care and Health and sets out a range of qualitative and quantitative indicators.

4.2 The specification sets out the new arrangements that Sirona Care and Health and the Council will deliver in order to ensure non delegated safeguarding functions are carried out. The Council, through Adult Care Commissioning, are responsible for auditing all safeguarding decisions made from stage 1 to 3 of the procedure; authorising all safeguarding decision made from stage 4 to stage 7 of the procedure and Chairing all safeguarding meetings.

4.3 Funding has been agreed by the Council to enable Council Commissioners to undertake non delegated safeguarding responsibilities; two Team Managers have been recruited and the recruitment of a third is underway.

4.4 The existing LSAB Multi – Agency Safeguarding Policy remains the same, however the Multi-Agency Procedures require slight amendments in order to reflect the new arrangements and draft changes will be discussed with the LSAB in December 2011.

4.4 A variety of 'practical' arrangements have been put in place to ensure the new arrangement works successfully and meetings with Sirona Care and Health staff are in place to ensure staffs are able to discuss and review these.

#### **5. Progress on work with AWP**

5.1 The six Local Authorities that commission AWP have now met twice with AWP senior staff (the most recent meeting was September 2011). An agreement has been reached regarding performance indicators and all Local Authorities are using the indicators proposed by B&NES. An agreement has also been reached about the data that AWP collect and about the timeliness of reporting. AWP have confirmed that new administration arrangements will be in place for 1<sup>st</sup> November 2011. This will go some way to address data and recording concerns.

5.2 B&NES have agreed a secure network with AWP to enable safe arrangements for sharing service user information. This will also address data and recording concerns.

## **6. Recent activity of the Local Safeguarding Adults Board (LSAB)**

6.1 Since the last report the LSAB have met in July and October 2011 for its regular meeting and in September 2011 for a safeguarding workshop to discuss its strategic plan and direction of travel.

6.2 The following activity has taken place during the July and October 2011 meetings:

- The Training and Development group have convened a one off meeting to review its work plan. The group has struggled for multi-agency participation at its recent meetings, however following the one off meeting the group has been revived.
- The Mental Capacity Act group presented a DOLS annual report, reviewed with the LSAB the work plan and proposed a Mental Capacity Act Policy. This was adopted and a launch is planned in the New Year.
- The Policy and Practice group have appointed a new chair from the voluntary and independent sector. The group have discussed further the application of local Thresholds guidance and are in the process of finalising a draft guide to Consent and Self Neglect.
- The Safeguarding and Personalisation group are progressing through the actions identified in the South West Safeguarding and Personalisation Framework. Early work regarding the development of risk enablement panels has started.
- The Quality Assurance, Audit and Performance Management group have reviewed all LSAB member agencies Safeguarding Policies to ensure they fit with the Multi-Agency Safeguarding Policy; have undertaken a further two multi-agency audits and have agreed with Sirona Care and Health that an audit of all safeguarding alerts will be carried out. The audit findings will be reported back to the LSAB in December 2011.
- The Awareness, Engagement and Communication group have worked with Sirona Care and Health to develop a service user outcomes / feedback questionnaire for those who have been through the safeguarding adults procedure. Sirona Care and Health are piloting this for two months and will report back to the LSAB. The group have also agreed a generic safeguarding induction training pack which will be published on the Council website.
- The LSAB along with the LSCB are considering a proposal to develop an overarching Children and Adults Strategic Safeguarding Board. A joint LSCB and LSAB workshop to discuss this further has been arranged in January 2012.

- Members have discussed the new safeguarding arrangements with the introduction of Sirona Care and Health.
- In addition the LSAB have discussed the Law Commission Adults Social Care proposal; the Government Statement about adult safeguarding; the Social Care Outcomes Framework and have updates on Winterbourne View and Southern Cross.
- The LSAB have discussed the Serious Case Review report and progress on this is detailed separately below.
- **7. Progress of the Serious Case Review**
- The Serious Case Review process has now been concluded and in addition to individual organisational action plans have been developed to deliver improved service and reduce future risk. In addition an over -arching Action Plan to ensure that lessons learnt are embedded across the community and that change and improvements identified in the Serious Case review Report are implemented.
- LSAB agreed that summary document should be drawn up and made public. The content has now been agreed and will be published on the Bath and NES Website.

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<b>Background papers</b>	<i>None</i>