

**Report to:** Overview And Scrutiny Committee  
Adult Services Panel

**Date:** 8<sup>th</sup> September 2008  
16<sup>th</sup> September 2008

**Subject:** Adult Safeguarding Board- Annual Report and Action Plan

**Report of:** Director Of Adult Services

**Contact officer:** Mr. George Ellis, Customer Relations Manager 01942 827797 Ext 2797

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**Purpose / summary:** To bring to the attention of the Committee, the Annual Report accepted by the Wigan Adult Safeguarding Board and the subsequent Action Plan accepted by the Adult Safeguarding Board based on agreed priorities

**Alternative options considered and reason for selecting the one recommended:** None

**Recommendation / decision:** The Committee is asked to note both attached reports and support the activities carried out by the Safeguarding Board in order to promote the protection of vulnerable adults within the Borough

The decision will be made as a result of this report and will be published within 48 hours

**Risks / Implications:**

Financial:	None
Staffing:	None
Policy:	None
Equal Opportunities – Has a Diversity Impact Assessment been conducted? No	None
Wards affected:	All

**Property Implications – Does the proposal involve a reduction, addition or change to the Council’s asset base or its occupation?**

No

**If yes, have the property implications been agreed with the Corporate Property Officer?**

**Does this proposal have significant implications for the Council and the local population? Yes**

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

**Does this proposal involve a new policy or procedure or significant changes to an existing policy or procedure? No**

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Has the Service Director – Borough Solicitor confirmed that the recommendations within this report are lawful and comply with the Council’s Constitution? **No \***

Has the Service Director – Corporate Services confirmed that any expenditure referred to within this report is consistent with the Council’s budget? **No \***

Are any of the recommendations within this report contrary to the Policy Framework of the Council? **No \***

\* delete which applicable

**For Cabinet reports only :**

Categorisation of the report:	<b>x</b>
Discussion leading to a decision	
Monitoring	
Sharing for corporate understanding	

	<b>x</b>
Discussion	
Decision	
Information	

**Tracking/Process:**

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council
16/09/08	8/09/08		

List of Background Papers in accordance with Section 100D of the Local Government Act 1972:

Title of document	Which meeting did it go to?	Date of meeting	Copy available from?
Wigan Adult Safeguarding Board- Annual Report 2007-2008	Adult Safeguarding Board	12 <sup>th</sup> . May, 2008	Adult Services Department, Civic Centre, Millgate, Wigan
Wigan Adult Safeguarding Board Action Plan 2008-2009	Adult Safeguarding Board	4 <sup>th</sup> . August,2008	Adult Services Department, Civic Centre, Millgate, Wigan

Proper Officer Bernard Walker

Date 27<sup>th</sup> August 2008

## **1. BACKGROUND**

- 1.1 The Wigan Adult Safeguarding Board is a multi-agency forum charged with responsibility for overseeing policy, procedures and practice in relation to the protection of vulnerable adults within the Borough.
- 1.2 Chaired by the Director of Adult Services the Adult Safeguarding Board has made significant progress in a short time in order to:-
  - Develop appropriate strategies for safeguarding adults.
  - Providing training for staff across all relevant agencies in respect of safeguarding.
  - Monitor practice and related issues.
  - Identify the nature and location of adult abuse.
  - Bring agencies together to improve practice and meet inter-agency responsibilities.
- 1.3 As a relatively new body, the Adult Safeguarding Board recently accepted the second Annual Report produced to review activities undertaken and confirm future developments (Appendix 1).
- 1.4 Following acceptance of the Annual Report a specific Action Plan was produced to respond to priorities identified and provide a framework to guide future activity (Appendix 2).

## **2. PROPOSALS**

- 2.1 Both the Annual Report and Action Plan are presented for information without any specific proposal being made.
- 2.2 The Committee is requested, however, to support the activities of the Adult Safeguarding Board in recognition of the requirement of the Council to accept corporate responsibility for the safeguarding of vulnerable adults within the borough.

## **3. CONCLUSION**

- 3.1 The Annual Report captures present and future demands being made across agencies to ensure that vulnerable adults are safeguarded. The Action Plan also identifies priorities which will be pursued during the forthcoming year through an agreed Action Plan.
- 3.2 It is thought that the Adult Safeguarding Board now has a strong platform on which to build and a framework to guide future developments.

# **Adult Safeguarding Board**

## **Annual Report 2007 – 2008**

**Authors: G. Ellis  
E. Lamprell**

**May 2008**

## **Introduction**

This report is written on an annual basis for Wigan Adult Safeguarding Board. It is intended that its contents will enable the Board to review the activities undertaken on its behalf during the year. By monitoring those activities and taking a strategic overview of relevant safeguarding issues, the Board will be in a position to consider and review the strategies necessary for it to implement. This is necessary in order to ensure that the safeguarding procedures and practices within Wigan are able to respond effectively to the demands made of them. Those same procedures and practices must be able to demonstrate that they provide a safe and robust system to protect vulnerable adults within the Borough.

The report provides evidence of the way the system has worked during the year and identifies key issues for further consideration. Whilst specifically written for the Board, the report needs to be read by all partner agencies and used by them to consider how they can fill our joint responsibilities for safeguarding.

## **Summary**

There has been a significant increase in the number of safeguarding referrals made. This has risen from 136 to 270, an increase of nearly 100%. When this is compared with just 15 cases recorded two years ago it is easy to see the phenomenal growth involved. This is reflected in other authorities and is certainly not unique in Wigan. There is no doubt that systems used to identify and record referrals have significantly improved. However, it is thought that the increase is primarily due to the work undertaken to promote awareness of safeguarding and the procedures to key staff and partner agencies. The two main prongs of this work are the extensive training that has been completed (see section on training) and the direct contact of the Adult Safeguarding Coordinator (ASC) with social work teams and key partners who have also raised awareness with staff. The contribution of C.S.C.I. in promoting safeguarding procedures within regulated organisations is also thought to have been very helpful.

Within these overall figures, those for people with learning difficulties (21 to 57) and within mental health (43 to 101) have shown the biggest increase whilst those for older people (60 to 93) have also shown a sharp increase. Information about the category of person referred should help discussion in strategic planning (see section on referrals).

There has been some improvement in the collation of data about what happens following a referral. More emphasis has been placed on trying to identify how many strategy meetings and case conference are held, how many cases have been completed and within what timescales necessary action has been undertaken. However, there is still a long way to go before we can be confident that figures obtained are comprehensive and accurately reflect practice.

On a similar note, it has not been possible to give any priority to the formal monitoring of the quality of practice. Given the volume of work generated in providing advice and support to staff dealing with the increased number of referrals it has once again been a year of fire fighting. One significant event, however, which has already started to improve practice, is the establishment of a post within the Police to lead on safeguarding. Close ties have already been established with the post holder and the benefits that have followed are building momentum.

Last year's report gave a commitment to undertake a number of tasks and it is pleasing to note that many of these have been successfully achieved. Data collection has been improved, the SWIFT administrative system has been extended into safeguarding, closer working relationships have been forged with the Police and feedback about particular cases to managers has helped improve the system.

It has not been possible to build on the initial review of procedures or to develop working relationships within the P.C.T as much as was hoped. There also remains a need for a Publicity Strategy to be produced to ensure that information is produced for a variety of audiences (public, staff, carers, voluntary organisations etc) and in a format that is suitable.

During the year the Department of Adult Services was successful in obtaining approval for a growth bid to invest in safeguarding. The proposed structure that was suggested as a background to this bid has been accepted by the Board and it is very much hoped that the injection of new resources will enable us to make even greater progress during the year to establish a truly safe and robust, multi-agency safeguarding system within the borough.

- **Referrals**

In order to gain a more accurate picture of the referrals received, the ASC has been working with the Department of Adult Services Swift I.T. Project, team to establish a database. This will enable us to more effectively collect and collate information and to run reports as required.

A great deal of work has been undertaken in order to input all referrals onto the system but priority has been given to input referrals for 07/08. There is some very early information which will not be able to be transferred due to the fact that the early forms did not collect the variety of information which we now collect. However, these are still recorded on the previous spreadsheet system.

There are still some difficulties with the system but most of the initial teething problems have now been resolved. However, there is still some way to go before we have a robust system in place. This will be more easily achieved when we have appointed to the support officer post identified for the new infrastructure to be set up.

Most of the social work teams are now completing the necessary data forms electronically and sending them to the ASC promptly, although there are still some teams who are not as efficient and further work will be done to address this in the coming year.

The amount and type of data requested has also increased which has led to the data forms becoming difficult to complete and input onto the system. Work has already started to revise the format to make it more user friendly.

Membership of the Greater Manchester Adult Protection Forum has been useful, as work has been undertaken with colleagues from that group to develop a consistent way of collating and interpreting the data in order to have a more accurate and meaningful comparison of figures across local authorities within the region. It is hoped this can then be shared at the National Forum.

For the period 1.4.07.to 31.3.08 there has been a significant rise in the number of referrals, details of which are given below. This reflects the significant amount of work which has been undertaken in the past year.

- **Statistics**

<b><u>Client Category</u></b>	<b><u>1/4/05 to 31/3/06</u></b>	<b><u>1/4/06 to 31/3/07</u></b>	<b><u>1/4/07 to 1/3/08</u></b>
<b><u>Older People</u></b>			
Number of referrals	6	60	93
Number of completed cases	6	54	73
<b><u>Learning Disabilities</u></b>			
Number of referrals	2	21	57
Number of completed cases	2	16	41
<b><u>Physical &amp; Sensory Disabilities</u></b>			
Number of referrals	2	12	16
Number of completed cases	2	8	13
<b><u>Mental Health Under 65's</u></b>			
Number of referrals	5	12	35
Number of completed cases	5	9	20
<b><u>Over 65's</u></b>			
Number of referrals	N/K	31	66
Number of completed cases	N/K	19	31
<b><u>Substance Misuse</u></b>			
Number of referrals	0	0	2
Number of completed cases	0	0	0
<b><u>Carers</u></b>			
Number of referrals	0	0	1
Number of completed cases	0	0	1
<b><u>Total</u></b>			
Number of referrals	15	136	270
Number of completed cases	15	106	179

- **Nature of Abuse**

Further analysis of the recorded data shows that the most reported type of alleged abuse is physical abuse with this group providing 47% of all referrals. 22% of referrals were for financial/material abuse; 11% were for neglect/acts of omission, 8% were sexual abuse, and 7% psychological abuse.

- **Location**

The information recorded demonstrates that the majority of referrals concern people living in their own home, with the second highest level of incidents being reported within care homes. There has been a couple of occasions where a number of referrals have been made within a particular home at the same time. This has presented various practical problems not least being the need to coordinate investigations effectively and use individual cases as part of the overview of what is happening in a care home.

Since January 2008 a separate record of incidents relating to residential and nursing homes has been kept. This identifies 11 establishments where there have been reported incidents and subsequent investigations, and 1 in extra care housing.

Of those cases 4 involved suspected financial abuse of the resident by a relative/carer/friend and 8 involved possible abuse by a fellow resident. There were 17 cases of a suspected abuse/neglect by care /nursing staff. The total number of residents involved in all establishments is 32, with 1 person having 2 separate incidents reported.

- **Case Conferences**

Experience of case conferences held have identified the need to develop a more consistent approach to them. Information needs to be collated and systems developed to ensure that these are carried out in a timely and appropriate manner.

Currently the vulnerable adult does not attend the majority of these conferences and whilst there may be good reasons for this in some cases we need to ensure that wherever possible they and/or their advocate are invited to attend. Another area for improvement is the taking and distribution of the minutes of the meetings.

- **Multi Agency Working**

Over the past year the ASC has continued to liaise extensively with partner agencies.

The Police appointed a full time officer to Adult Safeguarding in September 2007 and a good working relationship has developed since then. The ASC and the Police representative meet on a monthly basis to discuss any issues which arise. A meeting also took place with her manager who is head of the Public Protection Unit, the ASC and Line Manager. It was agreed that these meetings will also take place on a regular basis i.e. quarterly. There has been positive feedback from the social work teams about how well this appointment is working. As the procedures become more embedded into practice and staff become more confident it will also lead to more successful outcomes for the victims of abuse where a crime is involved.

Monthly meetings with the regional manager from CSCI are now taking place which are proving useful to both parties in highlighting areas of concern and sharing information.

Wrightington , Wigan and Leigh NHS Trust have established a Safeguarding Board which deals with both Adults and Children and Young Persons

Safeguarding issues. As a result the ASC was invited to talk to the head of department in the A.&E Dept. and the Maternity Unit to talk about the multi agency procedures. Their representative on the Safeguarding Board remains the same and she has developed internal procedures for the Trust which accurately reflect the joint procedures.

Within the P.C.T. the ASC has also visited the Continuing Care Community Matrons, and gave a presentation to the Therapy and Nursing Clinical Managers.

Wigan and Leigh Housing also recently invited the ASC to a meeting of their newly formed Safeguarding Adults group to discuss issues regarding the procedures, training and the Mental Capacity Act. A discussion also took place about the possibility of visiting sheltered housing schemes to do some awareness raising sessions with their residents in the future.

In November last year the ASC was invited to talk to the POPPS Services.

All of this shows a commitment from partner agencies to Adult Safeguarding, however there remains a great deal more work in these areas especially the large organisations such as the Health Trust and The PCT. There also needs to be more work done with the private, independent and voluntary sectors, to increase awareness of abuse and the procedures.

- **Training**

A more in depth report on training of Adult Services Department will be provided by Debbie Brown from the Staff Development and Training Team from the Department of Adult Services. In this brief comment it is intended to give an overview of the last years work and the issues and information which have been highlighted.

The Basic Awareness Course continues to run on a monthly basis, and is a multi agency course. There has been a significant increase in both the numbers attending this course and the breadth of attendees from the various sectors. The feedback has also been positive. Work is being done to identify if there are particular agencies/sectors who are not taking up the training.

Experience over the last twelve months has highlighted the fact that certain providers have their own procedures and training by independent trainers for awareness of abuse. Many are unaware that they have to make sure their own procedures reflect Wigan's multi agency procedures, and attend the departments training. These providers have been contacted by the ASC and given access to the procedures and given details of the training programme. The attendance at courses will be monitored to ensure staff from these agencies attend the training in the future.

Other work has identified the various skills needed by staff in the Adult Services Department, particularly around interviewing skills, recording, report writing, and case conferences. As a result a meeting has been held with the Training Officer in the Children and Young Persons Service to talk about their training around case conferences and the ASC will be attending one of their training sessions in the near future. A meeting with Steve Pugh from Salford University who provides the training for Days 1, 2, and 3, and the managers courses, has addressed how

we want to develop this in the future. This will be included in the Training Strategy to be developed in the forthcoming year.

- **Publicity**

Although there has not been a specific Publicity Strategy accepted by the Board, the leaflet “Safeguarding and protecting vulnerable adults from abuse” (produced by the Department of Adult Services) has been widely distributed. Some 1200 have been used during the year (2, 450 last year) and discussions have been held with Adult Services reviewing officers to ensure they are given to carers as part of the review process. It is hoped to roll this out to all reviewing officers in the near future.

The production of a Publicity Strategy with resultant expansion in the use of publicity materials is one of the priorities identified for the forthcoming year.

- **General Comments**

The past year has shown both a significant increase in the number of cases acted upon and an increase in extremely complex and challenging cases. The nature of Safeguarding Adults procedures (i.e. not having the backing of legislation, and the need to ensure issues of choice, consent and capacity are addressed, whilst dealing with situations of risk) is reflected in the increased involvement of the council’s legal department in cases.

One particular case has led to the involvement of a barrister as the case and the multi agency procedures have been taken to judicial review. Another case has also invoked a legal challenge from the alleged abuser. Once the outcome of these cases are known it will be necessary to examine them in detail to learn from them for future developments.

A detailed investigation into one particular home also identified the need to have a protocol to deal with coordinating similar situations in the future.

Some work to raise awareness among the department’s service users has begun. Assistance has been provided to the older persons day service managers to develop an awareness raising programme for those who attend their services. Similar work is also being undertaken in the learning disabilities service. These exercises need to be expanded into other service areas and with raising awareness amongst the general public.

A significant amount of time has been spent during the year in participating in the RIPFA “Safety Matters – Change Project”. The ASC has reported on this project to the Safeguarding Board. While the project has now come to an end it is hoped that a guidance handbook for staff will be published, as a result of this project, in the near future.

- **Future Plans**

The main priority for safeguarding, as in any year, is to ensure that all cases referred to safeguarding procedures are acted upon promptly and appropriately. We must have no doubt that any victim or potential victim of abuse, wherever and whenever it occurs, will be protected and cared for appropriately. Within the

demands created by responding to referrals we must look to strengthening safeguarding by:

- Making more people (public, carers, staff, organisations) aware of the issues involved and how to act when concerns arise.
- Continually improve the practice of safeguarding through monitoring, feedback and training.
- Review and improve procedures in line with local, regional and national developments.
- Develop and improve on strategies that guide the multi-agency activities and practices undertaken within the remit of the safeguarding board.
- Provide the necessary multi-agency investment in safeguarding that is required for us to meet our objectives.

This is a very broad and all encompassing statement of intent that will take more than one year to achieve. A number of specific activities have been identified as needing priority, however, and during the forthcoming year it is intended to:

- Review procedures in detail and produce updated procedures.
- Recruit staff to the agreed safeguarding infrastructure and make significant impact on safeguarding practices as a result.
- Review and update the Safeguarding Board Strategy.
- Produce a Training Strategy that will help deliver specific levels of training dependent on individual's needs and responsibilities.
- Produce a Publicity Strategy to broaden and extend the use of various forms of publicity.
- Use better data mechanisms to monitor practice and use information obtained to improve it.

**Wigan Adult Safeguarding Board****Action Plan 2008-2009**

This Action Plan is based on information contained in the 2007-2008 Safeguarding Annual Report and discussions held at the meetings of the Board. It sits alongside day to day actions being undertaken by the Board and individual agencies to improve Safeguarding procedures within the Borough.

<b>Action Required</b>	<b>Lead Person</b>	<b>Others Participating</b>	<b>Date For Completion</b>
Recruit staff to new Safeguarding Structure	G. Ellis	E. Lamprell and rep from another agency to be part of Interview Panel	End of October 08 (for appointments – starting dates will depend on circumstances)
Update Multi-Agency Procedures to meet contemporary requirements	G. Ellis/M. McKenzie	Nominated Representatives from partner agencies	March 2009
Produce Publicity Strategy and subsequent publicity	E. Lamprell	Nominated Representatives from partner agencies	December, 2008
Produce Training Strategy	D. Brown/E. Lamprell	Nominated Representatives from partner agencies	December, 2008

Significantly improve safeguarding administrative system and data collection	Safeguarding Services Support Officer	-	December, 2008
Amend procedures for Serious Case Review so that they are more flexible and allow more efficient analysis of multi-agency procedures	E. Lamprell	Nominated Representatives from partner agencies	December, 2008
Produce New Business Plan and Constitution for Safeguarding Board	B. Walker/ S. Forshaw/G. Ellis	Nominated Representatives from other agencies as appropriate and necessary	March, 2009

Whilst individual people have been identified to “lead” on particular actions, emphasis must be given to the need for all actions to be taken and agreed on a multi-agency basis which requires the support and commitment of all partner agencies.

**B. Walker**

Chair of Safeguarding Board