

LSAB Annual Report 2015/16



Foreword

I have pleasure in writing the introduction to this year's Annual Report.

This is our first year as a statutory board under the Care Act, although we have operated for some years as though we were. The Act has led us to aligning our policies and procedures within the statutory framework. We have revamped our sub-groups accordingly and the three statutory partners, Health, Police and the Local Authority, have clear leadership roles and accountability in chairing the new sub-groups.

We continue to be accountable to the Scrutiny Panel of the Local Authority and I am pleased to be able to report that in presenting last year's Annual Report, they stated that they were assured that the Board was discharging its duties effectively. The accountability to the two Clinical Commissioning Groups (CCGs) is met in attending a Governing Body meeting to present our Annual Report and to answer any questions that the members of the Governing Body wish to put.

We had a joint development session with the Local Children's Safeguarding Board at which some joint priorities were agreed. An area of work that has developed over the last twelve months is modern day slavery and the Board is actively engaged with the Cheshire Anti-Slavery Network. I met with the Police and Crime Commissioner to discuss with him and his team how the Board could more effectively support this important initiative. It is indeed worrying to learn that it is estimated that there are over 10,000 slaves in England today. Joint actions between agencies have been held in Cheshire West to rescue victims and arrest offenders. The Board is also actively engaged in the Channel Panel work and I attended one of the Panel meetings as an observer, at which I was impressed by the proportionate and measured way that each agency approached this important work.

The Board is well attended by all the agencies and everyone contributes proactively with constructive challenge at the meetings. We are very well supported by the Safeguarding Team and our Board Manager, Rob Butler. My thanks to each Board member and to their staff for all their commitment and energy over the last twelve months. Lastly Pauline Phillips, our administrator for so many years, retired last year and my thanks to her and best wishes for her future retirement.

Geoffrey M Appleton
Independent Chair LSAB



2015/16 Performance

MEASURE 1
Safeguarding referrals

2014/15	370
<u>2015/16 referrals</u>	<u>386</u>
2015/16 NW average	344

MEASURE 2
Referrals from primary care

2014/15	49
2015/16 referrals	38

MEASURE 3
Positive investigation outcomes for adults at risk

2014/15	55%
2015/16 outcomes	57%

MEASURE 4
Preferred outcomes sought from service users at the outset of investigations

2015/16 target	100%
2015/16 outcome	63%

MEASURE 5
Views of service users recorded at the conclusion of their investigation

2015/16 target	100%
2015/16 outcome	47%

Note around MEASURES 3, 4 and 5

It was not possible to configure the parts of our social care database relevant to measures 3, 4 and 5 in a way that made them mandatory for staff to complete. As such, they are extremely unlikely to be an accurate reflection of service user experience

Given our ongoing priority focus on Making Safeguarding Personal - ensuring that our work is driven by the circumstances and wishes of the adult at risk - we have now integrated mandatory fields for staff to record service user views at the beginning, middle and end of investigations. This is both in terms of their desired outcomes and how they would like the process itself to be conducted

Case studies

Referrals were received in 2013 regarding a CWaC carer, regarding allegations of jewellery theft from the homes of vulnerable people whilst the carer was supporting them. As well as their significant monetary value, the items taken held a great deal of sentimental value to the victims, leaving them extremely upset

An internal investigation was conducted which resulted in the carer being dismissed from work. At the same time, Cheshire Police led a criminal investigation and, several months later, the case went to court. Throughout the criminal investigation, social workers within the Safeguarding Unit carried out further enquiries and addition similar incidents came to light. These were referred to the police and resulted in the carer receiving a longer custodial sentence than had been ordered initially

Concerns were raised about a CWP (our local provider of mental health services) inpatient making numerous allegations against staff and other service users.

In response, a professionals meeting was arranged to discuss how best to manage these. An advocate was identified to support the service user in relation to the allegations and a safeguarding management plan was formulated - with the involvement of the service user and her advocate - outlining an agreed plan of how to manage any new allegations made.

This has resulted in assuring that all subsequent allegations made by the service user have been investigated individually, with clear evidence of assessments determining how it has been decided allegations are a result of her mental health presentation. For those allegations that cannot be determined to be a result of her mental health, actions have been taken to ensure concerns have been addressed and the service user continues to be listened to, safe and supported by others



Operation Brisbane started in March 2015 after members of the public raised concerns about the long-term abuse of vulnerable people in the Chester area

After becoming aware of the issues, the beat manager for Blacon worked with a sergeant from the Chester Anti-Social Behaviour Unit and Cheshire West and Chester's Adult Social Care Team to seek civil injunctions against a network of people. This was the first time the civil injunctions had ever been used by Cheshire Police, which carry powers to stop the offenders entering sheltered housing, supported living or care homes without permission, hold onto someone else's bank details and financial documents or a in an anti-social manner within West Cheshire

After safeguarding the individuals, the police were able to use the evidence that had been gathered as part of the civil investigation to pursue criminal proceedings against each of the nine defendants, who were all sentenced to between three months and three years in prison

An Inspector from the Chester Local Policing Unit said: *"This investigation has been at the heart of everything we do with regards to protecting vulnerable people*



The investigation was launched after concerns from the public were brought to the attention of Police Community Support Officers (PCSOs), who were engaging, listening and reacting to those concerns on their beats

It is very important that the public know that we're here for them, see that we take their concerns seriously and know that we - and all of our partners across the public sector - know that we're here for them"

Sub-groups

QUALITY ASSURANCE

Our Quality Assurance sub-group exists primarily to analyse safeguarding information from across the variety of stakeholder organisations with a responsibility to protect and support adults at risk of abuse and neglect. Revamped in the last year, it has chosen to replace targets with performance indicators, to allow a deeper insight into what data and broader evidence is telling us about how we are doing, and what those at the heart of safeguarding practice and investigations feel that we need to improve upon. Learning from this group will continue to inform safeguarding policy at Board level as well as day-to-day practice within individual agencies

New Chair: Paula Wedd, Director of Quality and Safeguarding **(NHS)**

AUDIT & REVIEW

If a case is identified where lessons can be learned, either from good practice or something that has been lacking, it is considered by our new Audit & Review sub-group. A multi-agency group of professionals will establish the most appropriate way to conduct that review, and ensure that the voice of the adult involved helps to shape that review and the outcomes that it seeks to achieve. Any learning that results will be circulated to stakeholder organisations across the borough to ensure that, as far as is possible, mistakes do not recur

New Chair: Sarah Hall, Detective Inspector **(Cheshire Police)**

DOMESTIC ABUSE

The recent Care Act specifically lists domestic abuse as a type of abuse appropriate to receive prevention and response strategies from public sector agencies. This has allowed us to build on existing momentum to raise awareness, intervene as early as possible and provide a wide range of services to victims and their families; including specialist support, recovery programmes, refuge accommodation and challenge for perpetrators. Our Domestic Abuse Strategy has also been recently refreshed

New Chair: Alison Kelly, **(NHS)** Director of Nursing and Quality

CHANNEL MAP

The Counter Terrorism and Security Act 2015 placed a duty on local authorities, the police, offender institutions, education and the NHS to safeguard those vulnerable to any form of extremist propaganda and exploitation. Since the creation of our Channel Multi-Agency Partnership, we have trained a wide variety of senior managers and schools in how to respond to concerns, developed a new Channel Strategy and Action Plan and ensured that the safeguarding and support needs of identified adults at risk were appropriately addressed

New Chair: Gavin Butler, Senior Safeguarding Manager **(CWaC)**

SERVICE USER INVOLVEMENT

Our new Service User Involvement sub-group is in the process of being developed. Making Safeguarding Personal is central to our Business Plan and will be a key aspect of our work moving forward. It is crucial that the circumstances, lifestyle and, above all, wishes of individuals are placed at the centre of our safeguarding practice - and this sub-group, which will comprise safeguarding professionals, the voluntary sector and strong representation from affected residents, will make a considerable contribution to achieving this

New Chair: Lynn Turnbull, Chief Executive **(Cheshire Centre for Independent Living)**

LEARNING & DEVELOPMENT

The Learning & Development sub-group is a joint group with the LSCB. This helps to develop greater partnership working between Boards and around the delivery of key training and development strategies. In the last year, it has helped to facilitate agreement on the approach to training staff in recognising and supporting those at risk of radicalisation and domestic abuse and has put plans in place to extend that joint working to include modern slavery, FGM, Forced Marriage and Honour-Based Violence

New Chair: Jill Broomhall, Director of Prevention and Wellbeing **(CWaC)**

and a word from our partners

Cheshire West and Chester Council

Local authorities have long been expected to lead in respect of adult safeguarding, but the Care Act - which came into force in April 2015 - formalised that as a duty. The Council's core duty has remained that of 'making enquiries, or ensuring that others do so, if it believes an adult who is in need of care and support as defined in the Act is subject to, or at risk of, abuse or neglect; and as a result of those care and support needs, is unable to protect themselves from abuse or neglect.' We have carried out that duty in response to more referrals than we received last year, meaning that a growing number of people have the knowledge and confidence to report concerns as and when they arise.

However, to effectively protect and support adults at risk, we must not limit our view of what constitutes a safeguarding concern. To that end, we have been working to address it in all of its forms. The Council set up, and Chair, a new multi-agency Channel group which seeks to identify people who may be vulnerable to extremist propaganda and exploitation, protect them from radicalisation and, if necessary, support them to change direction in a way that will help them. We have developed a new Hate Crime Strategy, providing a framework from which partners across the borough can tackle its root causes, provide appropriate support for victims and ensure effective action against perpetrators - and we have continued to develop our Domestic Violence and Abuse Service. The Care Act specifically lists domestic abuse as a type of abuse appropriate to receive prevention and response strategies from local authorities and partner agencies; and the ongoing work of our 'high risk' Domestic Abuse Family Safety Unit (DAFSU) and Independent Domestic Violence Advocates, located within multi-agency teams across the borough, continues to make excellent progress in addressing it. Our DAFSU also received Leading Lights accreditation - the independent mark of quality for domestic abuse services - in the last year.

Looking ahead, we will continue to protect and support adults at risk in the areas of safeguarding outlined above; along with ensuring that anyone vulnerable to other forms of abuse - including modern slavery, DoLS, FGM, forced marriage, honour-based and financial abuse - are kept safe from harm.

National Probation Service

A major continuing focus for the NPS is the safeguarding of domestic violence and abuse victims who remain at risk. We provide a victim contact link for serious cases where a no-contact condition and exclusion zones have been imposed on offenders licence - and risk management is at the heart of resettlement planning. Offenders who are themselves at risk of exploitation and radicalisation are linked directly into the Prevent and Channel processes. Another emphasis for parole officers is the safe resettlement of elderly offenders, often sexual offenders, who themselves require care and support on release from lengthy prison sentences. Close liaison with adult social care, medical and other support agencies is a theme of that work.

The six safeguarding principles, with “protection “and “accountability” at its centre, are at the heart of our work, and a greater emphasis via the Complex Dependency process is now placed on supporting adults at an earlier stage, to prevent acute intervention at a more advanced stage of need. This is welcomed by practitioners and managers.

East Cheshire NHS Trust

The Trust has worked in partnership with LSABs to ensure that robust safeguarding arrangements are in place. The focus in the last year has been on; Independent Domestic Violence Advocate (IDVA) presence to support the development and delivery of adult safeguarding by health professionals, both in community and acute settings; an interactive MCA and DoLS conference, funded by NHS England, to inform staff across the public and private sector; and further awareness raising in relation to FGM, human trafficking and modern slavery, which were identified by the Trust as areas of emerging risk

Mid Cheshire Hospitals NHS Foundation Trust

Mid Cheshire Hospitals NHS Foundation Trust (MCHFT) places great emphasis on safeguarding vulnerable adults who use its services. The Trust is represented by the Executive Lead for Safeguarding at the Local Safeguarding Adult Boards (LSABs) and the Strategic Lead at a number of LSAB sub-groups.

Safeguarding referrals for each quarter are reviewed and any potential themes identified. Two such themes have been the increasing number of confused patients involved in safeguarding concerns, and an increase in those involving an element of domestic abuse. Fortunately, we now have the support of our hospital based Independent Domestic Violence Advocate, which has proved to be an invaluable acquisition to the safeguarding team. The Trust has identified the need for a Dementia Strategy and this was discussed at a recent collaborative workshop with the Alzheimer’s Society following their Fix Dementia Care in Hospitals report.

MCHFT continues to place the voice of our most vulnerable patients at the centre of the care provided. The “voice of the adult “ case studies are presented on a regular basis to both the Executive Safeguarding Group and the Safeguarding Assurance Group. In support of this, training sessions have been updated to include advice and guidance for staff on issues such as the Care Act, female genital mutilation, human trafficking and modern slavery.

Areas of focus for 2016/17 include transition from children’s to adult services, the establishment of a specific phlebotomy clinic for adults with a learning disability, the Dementia Strategy (including John’s Campaign) and reduction in harm events such as falls and pressure ulcers.

Cheshire Police

Cheshire Police has worked together with Cheshire West and Chester Local Safeguarding Adult Board to protect some of the most vulnerable members of our society. Following a significant re-structure, Cheshire Police continue to prioritise our safeguarding responsibilities; all front line staff are provided with up-to-date learning in relation to vulnerability and are supported by a Public Protection Directorate (PPD). Specialist officers within PPD are dedicated to safeguarding those most at risk and, in a landmark case last year, saw the successful prosecution of a number of individuals who had been targeting adults at risk in the community (Operation Brisbane). Cheshire Police continues to seek to prevent abuse, protect those most at risk of abuse and pursue those responsible for abuse in all its forms; including significant work undertaken in relation to our identification of, and response to, domestic abuse, honour-based abuse, human trafficking and modern slavery

West Cheshire and Vale Royal Clinical Commissioning Groups

The *Care Act 2014* sets out statutory responsibility for the integration of care and support between health and local authorities. NHS West Cheshire and Vale Royal Clinical Commissioning Groups (CCGs) are committed to working in partnership with our local and neighbouring social care services

The CCGs have continued to ensure that the organisations we commission services from provide a robust and effective system that safeguards children and adults at risk of abuse or neglect. We have been fully engaged with the West Cheshire LSAB, worked well in partnership with the local authority to fulfil our statutory safeguarding responsibilities - and our Director of Quality and Safeguarding at West Cheshire CCG chairs the Board's Quality Assurance sub-group. We have also made sure that effective processes are in place to learn from cases where adults are either seriously harmed or are suspected to have suffered abuse or neglect

As commissioners, we have sought assurance that all health providers from whom we commission services (both public and independent sector) have comprehensive single and multi-agency policies and procedures in place to safeguard and promote the welfare of children and protect adults at risk; that health providers are linked into LSAB; and that they have contributed to multi-agency working

Safeguarding children and adults at risk is core to the business of Clinical Commissioning Groups. Within our objectives and values we hold ourselves and partners to account for the outcomes and the decisions we make. The LSAB Annual Report validates priorities and recommendations which have been achieved to strengthen the commitment and partnership working.

Cheshire and Wirral Partnership NHS Trust

CWP supports the work of the West Cheshire LSAB with the Associate Director of Nursing and Therapies (Physical Health) attending the Board and the Head of Safeguarding attending CWaC's Domestic Abuse Strategic Management Board. CWP also contributes to numerous sub-groups of the respective LSAB Board and Domestic Abuse sub-group. CWP actively supports multi-agency meetings including Channel and MARAC and continues to champion adult safeguarding with a comprehensive training programme, which includes core safeguarding, MCA/DoLS, domestic abuse and Prevent. It also provides safeguarding advice and supervision to its staff and has successfully launched a quarterly newsletter to update employees on key issues as well as producing a number of briefings on key safeguarding topics, such as FGM and modern slavery, throughout the year

Countess of Chester Hospital

The Countess of Chester Hospital has worked in partnership with LSABs to ensure that all safeguarding arrangements are in place. During the last twelve months, the Countess has had a focus on increasing training with staff around safeguarding issues and ensuring that they are trained appropriately and effectively. In May this year, we employed a new Safeguarding Lead Nurse whose aim is to focus further on staff training, alongside the development and awareness raising of the carers charter within the hospital. Learning disabilities is high on the agenda along with ensuring that new staff are fully competent and confident to raise issues prior to working within the hospital

Healthwatch

Healthwatch Cheshire West plays a central role in enabling people's view and experiences of health and social care to be heard. Our engagement and signposting activities with communities enables and supports people to understand how the health and social care system works, to express their views and share their experiences.

Healthwatch has the statutory right to access a range of health and social care services through the Enter and View process to observe services as they are happening and to speak with residents or patients and their families. In 2015/16 Healthwatch undertook 49 Enter and View visits, bringing our total visits since 2012 to over 100. Reports containing observations and recommendations are shared directly with the service provider, the Local Authority, CCG and the Care Quality Commission, and with the public via our website.

Volunteers who undertake the visits and Healthwatch staff have all undertaken safeguarding training and are aware of the importance of reporting anything they observe when undertaking their work with Healthwatch. Healthwatch Cheshire West has built a strong relationship with the Safeguarding Adults Board and looks forward to continuing to work closely in the coming year to ensure the safety of all adults at risk

Age UK

Age UK Cheshire has continued to work in partnership with the LSAB to ensure high quality safeguarding processes are in place which are person - led and outcome focused. Age UK Cheshire's advocates have continued to support individuals to ensure that their voices are heard and that their wishes and feelings are respected where there are safeguarding concerns

Looking ahead
The Local Safeguarding Adults Board in 2016/17



We will continue to work towards our Strategic Vision *to make the lives of our adults at risk safer and happier* by focusing on our six safeguarding Priorities of **Empowerment, Prevention, Proportionality, Protection, Partnerships** and **Accountability**



This will be enabled by a number of actions within our 2016/17 Business Plan, including; a new Communications Strategy; continued training for staff; regular review of information and service user feedback; and close working with other Boards and stakeholder groups



We will measure our progress and development areas even more closely through a new, multi-agency performance indicator report that will allow our Board to make accurate and pre-emptive strategic decisions in the best interests of all who need our protection and support



We will also establish meaningful ways in which to measure our progress in Making Safeguarding Personal for those who come into contact with us, to ensure that processes and outcomes reflect and respect their wishes as far as possible



and we will remain actively aware of emerging trends and best practice around broader safeguarding issues such as modern slavery, radicalisation, FGM, honour-based violence, forced marriage and Deprivation of Liberty Safeguards