

Cabinet

16 November 2011



Safeguarding Adults Board Annual Report

**Report of Corporate Management Team
Report of Rachael Shimmin, Corporate Director, Adults Wellbeing
and Health
Councillor Morris Nicholls, Portfolio Holder for Adult Services**

SUBJECT OF REPORT

- 1 To present the County Durham Safeguarding Adults Board Annual Report for 2010/11.

PURPOSE OF REPORT

- 2 The report provides information about the current position of the County Durham Safeguarding Adults Board, achievements in 2010/11 and plans for the future.

BACKGROUND

Safeguarding in its current context

- 3 There has been a significant rise in the referral rate for safeguarding adults within County Durham with an increase in referrals from 245 in 2006/7 to 1250 in 2010/11. This rise is as a consequence of a shift towards recognising and responding to issues in relation to safeguarding adults and increased publicity around abuse. The rise signifies the progressive and maturing agenda that places upon agencies the requirement to recognise and report inappropriate practices and behaviours that result in adults at risk being subject to harm.

This resultant increase in activity has placed considerable pressure on safeguarding services and has led to the introduction of a specific 'Safeguarding Lead Officer' team, which focuses on referrals relating to care homes, supported living and adult placements for people with learning disabilities and will reduce the workload on Integrated Team Managers. This team was established in February 2011 from within existing resources and became fully operational in March. It provides a county-wide service.

National developments

- 3 Nationally there have been some significant changes as a consequence of the changing financial landscape in public services and this has affected how all partner agencies deliver their interventions. There has been a major reorganisation of the NHS following the publication of The White Paper, 'Equity and Excellence: Liberating the NHS' which sets out proposals for a new

approach that encourages people to make decisions about their health and social care provision. It also sets out a number of commitments around giving people more information, control and greater choice about their care. The Law Commission has also reviewed adult social care and produced a number of recommendations which may be incorporated into a white paper due for publication in December 2011. Amongst their recommendations is the proposal to place Safeguarding Adults Boards on a statutory footing. This would further enhance the safeguarding adult's agenda, giving it greater priority within the core business of the key partner organisations.

ACHIEVEMENTS DURING THE YEAR 2010 /11

Performance & Quality

- 5 The performance and quality subgroup has focused on a number of areas both quantitative and qualitative that will help ensure that the partnership is delivering a first class service. Time scales for investigation are monitored to ensure that investigations are brought to a timely conclusion. The annual report highlights continued improvement in performance in this area despite the continued growth in referral rates. Social care and police records have been audited to ensure that recording practices are satisfactory and that working practices are being adhered to. Methods of determining service user satisfaction have been developed with a view to improving service delivery and there is periodic analysis of care home data with a view to prioritising preventative work and improving standards.

Policy and Practice

- 6 An annual review of the policies and procedures has taken place and a number of additions have been made such as a skin damage protocol, safeguarding and links to substance misuse and domestic abuse services, personalisation and Executive Strategy Meetings. The three documents; Statement of Commitment, Procedural Framework and Flowcharts and Supplementary Guidance, have now been reformatted and combined into one document for publication on the Safeguarding Adults website (www.safeguardingdurhamadults.info). The new format will make it more 'user friendly' and easier to navigate on the internet.

Training

- 7 The training provided by the Safeguarding Adults Board (SAB) has seen considerable developments during 2010 – 11, there are now a variety of methods and a number of different training modules are available for training delivery. SAB training has been delivered to 2,320 people during this period.

Communications & Engagement

- 8 The Safeguarding Adults Board website has been reviewed and new sections for policy, procedures and training have been created. A number of posters, leaflets and easy-read booklets are available and can be printed for use with service users and carers. The County Durham Safeguarding Adults Board also led a Regional Improvement and Efficiency Partnership (RIEP) funded two-week regional radio campaign delivered by Real Radio, designed to raise awareness of Safeguarding and how to report abuse. It was supported by a

poster campaign using illustrations designed and produced by the County Durham Communications and Engagement subgroup to which other Local Authorities could apply their own branding. The campaign won the Government to Citizen Communication honour at the Good Communication Awards for Local Government.

KEY ACTIONS FOR 2011 / 2012

- 9 There will be continued monitoring of performance data to ensure performance targets are met. There will be further development of methodologies for obtaining improved user feedback with a view to improving the quality of service delivery.
- 10 There will be a focus on the continued development of the lead officer posts and their compliance to procedure, decision making, risk management and issues concerning capacity. It is anticipated that good practice by this team will be used to raise standards of delivery across all agencies. There will also be a focus on forming strategic links with bodies such as GP consortia as the changes within the NHS unfold.
- 11 The Training Sub Group will continue to focus on the delivery of training to partner agencies within County Durham. There will be continued collaboration with Teesside University obtain accreditation for training modules.
- 12 The Communications & Engagement Sub Group will progress with work to raise the profile of the Safeguarding Adults Board to both professionals and in the community. There will also be a new focus on the use of volunteers to promote and distribute safeguarding in the NHS and at specific events.

PERSPECTIVES OF THE KEY PARTNERS

- 13 The key partners of the Safeguarding Adults Board have continued to develop their systems and procedures to ensure that they fulfil their obligations and demonstrate their commitment to safeguarding adults.

CONCLUSION

- 14 A great deal of developmental work has taken place within the last three years in County Durham. This includes the innovative ways of promoting adult safeguarding outlined above.
- 15 Other initiatives have included embedding effective and robust safeguarding systems and processes in practice across all partner agencies and it is worthy of note that despite the continuing rise of safeguarding activity positive performance and achievement of the partnerships targets continues.
- 16 This annual review highlights some of these developments and without the ongoing commitment from the Council and it's partners such progress would not have been possible.

RECOMMENDATIONS

17 It is recommended that Cabinet:

- a) Receive the annual report and note the ongoing developments achieved in this important area of work.

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Appendix 1: Implications

Finance - 1 Ongoing pressure on public service finance will challenge all agencies to consider how best to respond to the safeguarding agenda. The role out of accredited training may provide some income potential, the extent of which has not been realised

Staffing – 2 Within DCC arrangements have been put in place for the redeployment of staff to assist with increased work loads of frontline staff.

Risk – 3 All activities / initiatives are considered at subgroup and/or board level and are subject to multi agency scrutiny.

Equality and Diversity / Public Sector Equality Duty – 4 the consideration of equality and diversity is fundamental to work within Adult Safeguarding.

Accommodation - 5 N/A

Crime and Disorder – 6 Adult safeguarding is intrinsically linked with crime and disorder and this is covered in the SAB policies and procedures. There are well established interfaces with key personnel and processes within the Safe Durham Partnership.

Human Rights - 7 Human Rights are considered in all elements of Adult Safeguarding and this is included in the Safeguarding Adults Board policies and procedures.

Consultation - 8 Report available for all partner agencies

Procurement – 9 N/A

Disability Issues – 10 Working with people with disabilities is the core business of the Safeguarding Adults Board and this is covered by the SAB policies and procedures.

Legal Implications – 11 N/A