

**Adults Well-being and Health Overview
and Scrutiny Committee**

20 December 2010



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 2009/10.

PURPOSE OF REPORT

2. The report is to provide information about the current position of the County Durham Safeguarding Adults Board, achievements in 2009/10 and plans for 2010/11.

BACKGROUND

Safeguarding in its current context

3. The Safeguarding Adults Board is now well established and has increased its membership to include independent and voluntary sector representation. There is an increased awareness of adult safeguarding which has resulted in a rise in referrals of 49% in the year 2009/10, much of which can be attributed to the substantial increase in the amount of training being delivered, especially to the voluntary and independent sector. In terms of support offered to the safeguarding function, a senior development officer has been recruited to develop policies and procedures, serious case reviews and review processes. An Occupational Therapist joined the Safeguarding and Practice Development Team to address issues connected with manual handling, restraint, activities and the provision of equipment. The safeguarding adults web site went live in January 2010 and has been updated with the latest policies and procedures, training events and information for service users and carers.

National developments

4. Nationally there are two major pieces of work currently being carried out; a review of "No Secrets" (department of health policy guidance) and the Law Commission Review, both of which would seek to place adult safeguarding on a statutory footing. This would formalise some of the more important protocols

and arrangements such as information sharing and how serious case reviews are conducted.

KEY DATA ON SAFEGUARDING ACTIVITY IN COUNTY DURHAM

5. There has been a significant and continued rise in the referral rate (49%). The numbers of referrals have risen from 246 in the year 2006/7 to 1079 in the year 2009/10. This increased workload has been managed without any significant increase in resources and is testament to the hard work and dedication to all of those involved in safeguarding adults. Further work will take place throughout the Autumn to implement a restructure of functions linked to safeguarding to better support front-line staff in responding to allegations of abuse and subsequent investigations.

ACHIEVEMENTS DURING THE YEAR 2009 /10

Performance & Quality

6. Quarterly performance reports are now part of the general performance management processes and focus on performance targets and areas for improvement and development. The processes for collecting this information can easily be modified to respond to changing requirements and ad-hoc enquiries. Performance information is being used to address areas of concern which are proactively targeted to ensure that standards are maintained and policies and procedures adhered to.

Policy and Practice

7. An annual review of the policies and procedures has taken place and a number of additions have been made such as the role of Social Care Direct and information regarding the Independent Safeguarding Authority. Policies and procedures are now embedded into commissioning procedures and there are comprehensive links to other procedures such as Honour Based Violence and Multi Agency Risk Assessment Conferences (MARAC). A number of issues identified during the audits of the SSID system and from the lessons learnt from the 'Baby P' serious case review have also been incorporated into the procedures. **The North East Improvement and Efficiency Partnership have cited Durham's safeguarding approach as best practice in a number of areas.**

Training

8. Classroom based alerter training is now well established and is being delivered to a significantly larger number of professionals, especially in the independent and voluntary sector. Alerter training is available as a distance learning package by CD ROM and workbook which has proved hugely popular, in particular, with care homes. Formal 'investigation training' and 'managing the process' modules have been fully developed and delivered. Promotional materials and administrative systems have been put in place to support the training programme.

Communications & Engagement

9. New Safeguarding Adults Board logo and imagery has been developed and adopted by the partnership and are being used on all relevant literature. A quarterly Dignity newsletter aimed at health and social care professionals and the safeguarding adults website, which provides information to both service users and professionals, have both been launched over the review period. A briefing note system has been introduced to provide information to lead officers regarding any key learning and developments. Developmental work has started with regard to obtaining service user feedback with a view to improving service delivery and to ensure that the views of service users are heard and considered.

KEY ACTIONS FOR 2010 / 2011

10. We will look at ways in which service user feedback can be used in the performance framework in an attempt to determine user satisfaction. The group is exploring how performance data from partner agencies can be better utilised and how data can be further used to prioritise preventative work with care home providers.
11. Multi Agency Safeguarding policies and procedure will undergo a complete re-formatting, combining three policy documents into one comprehensive document. Executive Strategy Meetings will be subjected to a complete review to ensure that they remain fit for purpose. There will be a focus on lead officer compliance to procedure, decision making, risk management and issues concerning capacity.
12. The Training Sub Group will continue to focus on the delivery of four levels of training whether that be as classroom base delivery or as a distance learning package in the form of CD ROM, workbook or e-learning. Work has commenced on the development of a suite of modules covering all aspects of adult safeguarding and which will be designed to be in tune with National Occupational Standards. Consultation is taking place with Teesside University with a view to obtaining accreditation for all of the training modules and the establishment of a degree level qualification.
13. The Communications & Engagement Sub Group continues to raise the profile of the Safeguarding Adults Board across a number of communication mediums such as the internet, posters and the radio. Methods of obtaining service user feedback will continue to be developed and information on safeguarding processes is being developed in the form of a user and carer leaflet and easy read formats which cover three aspects of safeguarding. All posters, leaflets and easy read literature will be available on the website.

PERSPECTIVES OF THE KEY PARTNERS

14. The key partners on the Safeguarding Adults Board have continued to develop their systems and procedures to ensure that they fulfil their obligation and demonstrate their commitment to safeguarding adults.

CONCLUSION

15. A great deal of developmental work has taken place within the last three years in County Durham. This has included embedding effective and robust safeguarding systems and processes. The annual review highlights some of these developments. This work would not have been possible without investment from the County Council and NHS County Durham.
16. In recognition of the progress made in raising standards and developments in practice; in particular in the independent and private sector care environments, safeguarding practitioners working in the Safeguarding and Practice Development Team have achieved a number of accolades. These include:
 - Department of Health. Transforming Community Services Innovation Award (2009). Improving Quality through multi-disciplinary safeguarding.
 - Durham County Council. Adults, Wellbeing and Health (2009-10). Service Improvement Award
 - NHS County Durham and Darlington. Genesis 3 Winning Success Story (2009).

The service has also featured positively in a number of publications as outlined in appendix 2.

RECOMMENDATIONS

17. It is recommended that the Adults, Well-being and Health Overview and Scrutiny Committee:
 - a) Receive the annual report and note the significant improvements made to practice in this area.

Contact: Lesley Jeavons, Head of Adult Care, Adults Wellbeing and Health
Tel: (0191) 383 6476

Appendix 1: Implications

Finance - Ongoing pressure on public service finance will challenge all agencies to consider how best to respond to the safeguarding agenda.

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

Equality and Diversity - Adult safeguarding is intrinsically linked with equality and diversity and this is covered in the SAB policies and procedures.

Accommodation - N/A

Crime and disorder - 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.

Sustainability - N/A

Human rights - Adult safeguarding is intrinsically linked with human rights issues and this is covered in the SAB policies and procedures.

Localities and Rurality - N/A

Young people - Adult safeguarding is linked to safeguarding activity within CYPS. There are arrangements in place through the LSCB and Safer Durham Partnership Board which support the interface.

Consultation - Report available for all partner agencies

Health - Health organisations are part of the partnership and are fully consulted on all matters.

Appendix 2:

Publications

Occupational Therapy News (College of OT Publications), Sep 2010

National Mental Health Development Unit website (www.nmhdu.org.uk)

Department of Health. 'Living well with dementia. Views from the North East' July 2009. (www.connectforcare.com/living.pdf)

County Durham Business Board. Report on Safeguarding Adults Practice Officers. May 2009. (www.countydurham.nhs.uk)

NHS Darlington 'Nursing, AHP and Patient Safety Newsletter' Issue 2, July 2010 (www.countydurham.nhs.uk)

Durham County Council 'Dignity Newsletter' July 2009. Published on Durham Safeguarding Adults website (www.safeguardingdurhamadults.info)

Conferences (Guest Speakers)

Durham County Council – Dignity Conference, 3rd March 2010

Care Matters Partnership – 'Supporting Older People: Best Practice in the Prevention and Management of Elder Abuse' London 12th October 2010

NHS North East and Safer Care North East 'Safeguarding Adults Conference' 14th October 2010