



Warwickshire  
Safeguarding  
Adults Board

# ANNUAL REPORT

2015 - 2016



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## Foreword **BY INDEPENDENT CHAIR**

I am pleased to publish this Annual Report for the Warwickshire Safeguarding Adults Board. Our challenge has been to understand the changes brought in through the Care Act 2014 and ensure that all concerned with safeguarding adults work together effectively to meet their responsibilities in this complex area. Of vital importance to us is being certain that anyone with a concern about a person with care and support needs knows where they can raise this and that it will be listened to carefully and responded to sensitively.

We have been working hard to ensure a safe and effective service for all adults in Warwickshire; services which will inspire confidence and be delivered consistently. Good progress has been made and our commitment to our future published plan of work will build upon this.

I have a strong Board and there is capacity to challenge and support each other. We benefit greatly from the commitment of the Sub-Committee Chairs and Members, who invest time and effort to deliver our work programme. We would not be in this strong position without the excellent support of our Board Manager in keeping us to task and facilitating our wide range of tasks whilst ensuring effective governance.



**Mike Taylor**

**Independent Chair**

WARWICKSHIRE SAFEGUARDING ADULTS BOARD

# What is the purpose of the annual report?

Welcome to the 2015-2016 Warwickshire Adult Safeguarding Board (WSAB) Annual Report. The publication of an annual report is a statutory requirement on the part of the Safeguarding Adults Board as per the Care Act 2014. It serves to inform you of the work of the Safeguarding Adults Board throughout the year, it's transition into a statutory Board through the implementation of the Care Act 2014, its key areas of focus and priorities for safeguarding adults at risk of abuse and/or neglect.

The report aims to raise awareness of the work being undertaken across Warwickshire to safeguard adults who have care and support needs and who are experiencing, or at risk of, abuse or neglect. The case studies present real life experiences of individuals who have been supported through a safeguarding episode.

The data provides an insight into the levels of safeguarding referrals received, the types of abuse being experienced by local people and the outcomes of those safeguarding interventions.

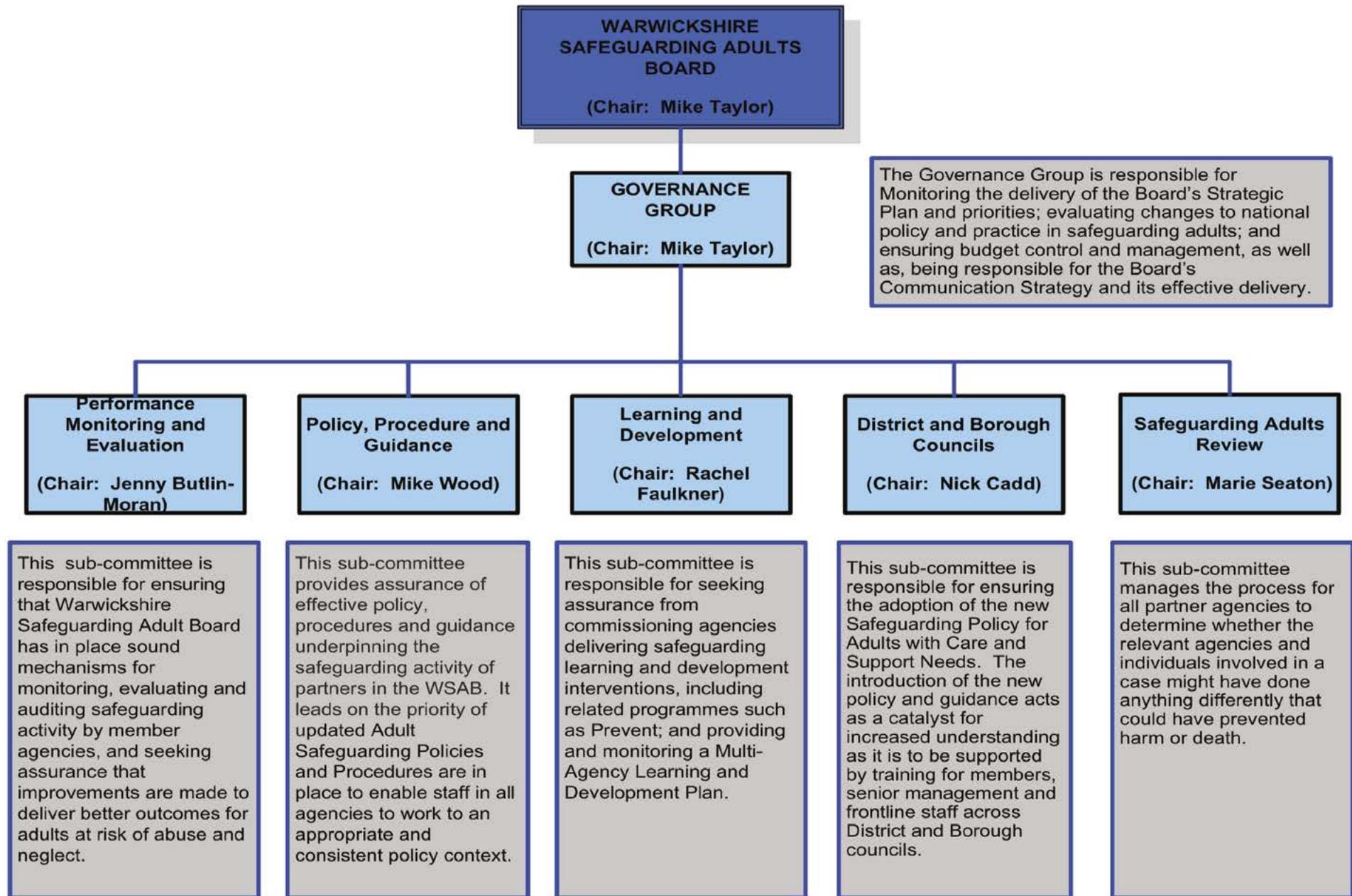
# Who represents the Warwickshire Safeguarding Adults Board?

The WSAB membership comprises representation from the following partner agencies **in addition to the Lead Cabinet Member for Health and Social Care**. Each representative is responsible for disseminating information between the WSAB and their agency and for identifying any necessary actions.

The Board is chaired by an Independent Chair appointed by the local authority and the Director of Adult Social Services (DASS) is the Vice Chair.

The WSAB Business Manager attends all meetings to provide professional advice to the Board. The Legal Advisor to the Board - designated by Warwickshire County Council considers agenda papers and attends as required to provide professional advice to the Board.

<b>Warwickshire County Council</b>	<b>NHS England (Commissioning)</b>
<b>Warwickshire Police</b>	<b>George Eliot Hospital NHS Trust (Provider)</b>
<b>National Probation Service</b>	<b>South Warwickshire NHS Foundation Trust (Provider)</b>
<b>Warwickshire and West Mercia Community Rehabilitation Company</b>	<b>University Hospitals Coventry and Warwickshire NHS Trust (Provider)</b>
<b>Warwickshire Fire and Rescue Service</b>	<b>Age UK Warwickshire</b>
<b>Warwickshire District and Borough Councils</b>	<b>West Midlands Ambulance Service</b>
<b>South Warwickshire Clinical Commissioning Group</b>	<b>Healthwatch</b>
<b>Warwickshire North Clinical Commissioning Group</b>	<b>Age UK Warwickshire</b>
<b>Coventry and Rugby Clinical Commissioning Group</b>	<b>The Care Quality Commission</b>



# WHAT IS THE BOARD'S STATUTORY OBJECTIVE?

The Care Act 2014 sets out that the overarching objective of a Safeguarding Adults Board is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who:



# WHAT IS THE AIM OF ADULT SAFEGUARDING?

## The Care Act identifies the aims of adult safeguarding as:

- ▶ stop abuse or neglect wherever possible;
- ▶ prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- ▶ safeguard adults in a way that supports them in making choices and having control about how they want to live;
- ▶ promote an approach that concentrates on improving life for the adults concerned;
- ▶ raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- ▶ provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult;
- ▶ address what has caused the abuse or neglect.

# WHAT ARE SAFEGUARDING PRINCIPLES?

The Board's aim is to achieve its objectives whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion is underpinned by the following six principles:

Principle	Empowerment	Prevention	Proportionality	Protection	Partnership	Accountability
What does this mean	<p>Personalisation with the presumption of person-led decisions and informed consent.</p>	<p>It is better to take action before harm occurs.</p>	<p>Proportionate and least intrusive response appropriate to the risk presented.</p>	<p>Support and representation for those in greatest need.</p>	<p>Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.</p>	<p>Accountability and transparency in delivering safeguarding.</p>
How it impacts on individuals	<p>"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."</p>	<p>"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."</p>	<p>"I am sure that the professionals will work for my best interests, as I see them and they will only get involved as much as needed."</p>	<p>"I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able."</p>	<p>I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me."</p>	<p>"I understand the role of everyone involved in my life."</p>

# WHAT IS THE BOARD'S VISION?

The WSAB Strategic Plan sets out how it will assure itself that adults at risk of abuse and neglect, and carers are safeguarded across Warwickshire in accordance with the Care Act 2014. The illustration below articulates the Board's vision to safeguard its communities and shows the clear and measurable objectives which will direct the Board's actions and inform the work of the Warwickshire partnership.

## Vision

The work of the Board is based on the vision that people in Warwickshire have the right to live a life free from harm, where communities:

- have a culture that does not tolerate abuse
- work together to prevent abuse
- know what to do when abuse happens

Our values are based on understanding and promoting peoples' right to make informed decisions and the importance of maintaining dignity and respect for all.

## Strategic Objectives

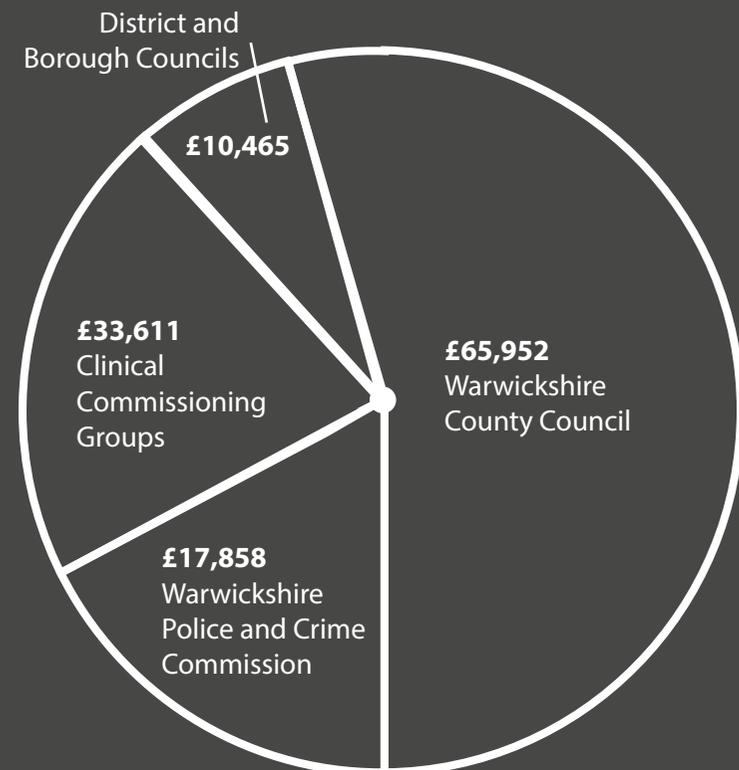
- To gain assurance from partner agencies that there is effective leadership, partnership working and governance for safeguarding adults at risk
- To listen to people who have been subject to abuse or neglect, and to seek assurance that people are able to be supported in the way that they want, are empowered to make decisions, and can achieve the best outcomes
- To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect
- To be assured of the safety and wellbeing of anyone who has been subject to abuse or neglect, and that appropriate action has been taken against those responsible
- To identify, and monitor the implementation of changes, which prevent similar abuse or neglect happening to other people
- To use the learning from Safeguarding Adults Reviews (SARs) – local and national – to inform the improvement and development of our services to people at risk of abuse and neglect

# HOW IS THE BOARD FUNDED?

The WSAB agreed an operating budget for 2015-2016 of £127,886 which included contributions from Warwickshire County Council, Police, Clinical Commissioning Groups (3), District and Borough Councils. This budget was sound and sufficient and is monitored and overseen by the Governance Group.

The Board holds a non-recurrent budget to apply to initiating any SARs or for the Chair to secure independent professional advice, when required.

## Partner contributions in 2015-2016



# WHAT DID THE BOARD ACHIEVE IN 2015 -2016?

## What we said we would do in 2015-2016

**Ensure updated Adult Safeguarding Policies and Procedures are in place to enable staff in all agencies to work to an appropriate and consistent policy context**

**Produce a Workforce Development Strategy and associated multi-agency training programmes**

**Produce a Communications Strategy**

**Review and update the WSAB website**

**Improve community involvement in reviewing the WSAB Strategic Plan for 2016 and beyond**

**Oversee the implementation of the principles embedded in 'Making Safeguarding' Personal**

**Develop reporting systems to increase WSAB understanding of the statistical data collected**

**Review national published Safeguarding Adult reviews (SAR's) and emerging case law and implications for practice, and advise WSAB**

The 2015-2018 Strategic Plan was a starting point for much of the Board's work and priorities were identified to respond to the implementation of the Care Act 2014. The Board has completed the majority of the work set out within the original Plan as detailed below. Areas requiring further development now form part of the priority areas of work within the refreshed Strategic Plan moving forward.

## What we did

The West Midlands Adult Safeguarding Policies and Procedures (WMPP) were updated to reflect the requirements of the Care Act 2014; this enables staff in all agencies to work to an appropriate and consistent policy context. The Board established an escalation process and oversaw the development of a common referral pathway and process from hospitals to the Safeguarding Adults Short Term Team; this is pending implementation.

The Learning and Development sub-committee worked with partner agencies to develop a multi-agency training programme, offering staff from across the partnership, providers and community and voluntary organisations the opportunity to access safeguarding training via e-learning modules and attend face-to-face training to help them improve their understanding and application of safeguarding processes.

A Communications Protocol is now in place which serves to provide a consistent approach to the management of media enquiries and key messages relating to safeguarding cases.

Work is on-going to develop an independent website for the Board to provide safeguarding advice, guidance and information for professionals dealing with safeguarding incidences; the general public; service users and carers.

Age UK Warwickshire and Healthwatch Warwickshire were engaged to support the development and consultation of the Board's Strategic Plan for 2016-2017. Work continues to further expand community engagement opportunities through existing Community and Voluntary organisations operating across Warwickshire.

Board partners have provided assurance on the management and approach to 'Making Safeguarding Personal' within their respective organisations.

Safeguarding data is now routinely collected and evaluated to identify key areas of practice requiring further improvement and development across the partnership. It also supports the identification of gaps in knowledge and practice and informs the Board's multi-agency training programme.

The Board's SAR's sub-committee has Identified learning from SARs, Domestic Homicide Reviews and Serious Case Reviews in other local authority areas and at regional and national levels across the WSAB, which has helped inform changes in local safeguarding practices.

## Safeguarding Adults Reviews (SARs)

A SAR is a process for all partner agencies to determine what the relevant agencies and individuals involved in a case might have done differently that could have prevented harm or death of an individual. The aim is to identify the lessons that can be learned from particularly complex or serious safeguarding adults cases, where an adult in vulnerable circumstances has died or been seriously injured and abuse or neglect has been suspected.

In the past 12 months, the Board's SAR's sub-committee considered two cases where it was decided that the criteria for a SAR was not met. However, learning was identified and shared in both cases.

The criteria were not met because agencies had repeatedly tried to support the adult and, whilst there were examples of where practice could be improved, there were no actions or omissions causing or implicated in the death or concerns about how agencies had worked together.

## Making Safeguarding Personal (MSP)

Making Safeguarding Personal (MSP) is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded.

Making Safeguarding Personal has remained a key priority for the WSAB and has been endorsed within the refreshed West Midlands Policy and Procedures for Safeguarding and informs local operating procedures.

The Board continued to seek assurance from partners on the engagement of individuals experiencing abuse or neglect, their families and/or their carers to establish their desired outcomes from the safeguarding process; identify risks and manage expectations.

Throughout 2015-2016 the adult safeguarding team in Social Care and Support continued to pilot the outcomes recording model. The following results are based on 87 adults in 2015-16 who were subjected to a safeguarding referral and support:

- It was possible to gain the desired outcomes of 82 (94%) of these adults at the start or later in the adult safeguarding process.
- Of these 82 adults, it was possible to review whether the adult had been supported to achieve these outcomes in 67 cases – 77% of the total.
- Of these 67 adults, 51 (76%) felt they had been supported to fully achieve the outcomes they expressed, and 14 (21%) partly achieved the outcomes they expressed. Two adults felt their outcomes had not been achieved, although one of these adults was supported to negotiate different outcomes through the process than those they originally wanted. None of the adults were unhappy with the outcomes they did achieve.
- Of these 67 adults, 49 (73%) felt safer than before the enquiry, 16 (24%) felt partly safer, and 2 (3%) of people did not feel any safer.

## Multi-Agency Training

The 2015-2016 multi-agency training programme offered opportunities for face-to-face training sessions, as well as, e-learning courses. The programme delivered 37 face-to-face sessions which comprised of the following courses and was accessed by 608 staff from across the Warwickshire Safeguarding Adults Board partnership as illustrated below; this is on top of training undertaken at individual agency level:

Training Course	Number of Agency Staff who accessed the training courses
Exploring Self Neglect	49
An introduction to the Mental Capacity Act	70
An introduction to the Deprivation of Liberty Safeguards	61
Safeguarding Adults Level 1: Recognising and Responding to Adult Abuse and Neglect	207
Safeguarding Adults Level 2: Working within the Multi-Agency Safeguarding Adults Procedures	185
Safeguarding Adults Level 3: Managing the Multi-Agency Safeguarding Adults Procedures	36

# 10. WHAT ARE THE BOARD'S PRIORITIES FOR 2016-2017?

The following table provides a detailed breakdown of the priority areas of work agreed as part of the refreshed Strategic Plan for 2016-2017. Each of the Board's sub-committees has developed a corresponding work plan which aims to deliver against the following priorities:

PRIORITY	Making Safeguarding	Safe Services	Listening and Engaging	Workforce Training	Transitions	Informing
What we will do	<p>The Board will ensure that MSP is consistently understood by all agencies and applied in their safeguarding work.</p>	<p>The Board will ensure there are proper procedures in place to address any shortcomings in policy and practice and a readiness to share learning from Safeguarding Adults Reviews (SAR's) and 'near misses'.</p>	<p>The Board will ensure there is a clear understanding of the language and context of all types of abuse alongside, a sound and intelligible application of policy and procedures.</p>	<p>The Board will seek assurance that agency induction and training programmes contain sound safeguarding elements and that multi-agency training is delivered to a high standard and is well attended by all partner organisations.</p>	<p>The Board will identify times of transition in respect of specific groupings e.g. young people leaving care or vulnerable adults being moved into alternative accommodation and promote the need for safeguarding to form part of the assessment and delivery of care plans related to these needs.</p> <p>The Board will test out potential for working together with the WSCB in all elements of work programmes and respond to issues raised.</p>	<p>The Board will produce materials which are readily understood and which resonate with individual circumstances and life experiences, using all means of communication with the public and across agencies.</p> <p>It will review current information available to the public and develop an awareness raising strategy and communications campaign.</p> <p>The potential for links with WSCB needs to be realised in this context.</p>

# APPENDIX. 1 Partner Organisation Reports

## Coventry and Rugby Clinical Commissioning Group Annual Report Statement for 2015 - 2016

### Overview of 2015-2016

Mental Capacity Act (MCA) and Deprivation of Liberty Safeguard (DoLS) was delivered to GP practices across Coventry & Rugby. This has resulted in a greater awareness of the legislation. The CCG will continue through 2015/16 to carry out themed reviews within its commissioned services to gain assurance that MCA/DoLS is being appropriately implemented.

The CCG has representation at the Board and sub-committees.

The Lead Nurse for Safeguarding Adults for Warwickshire from the CCG continues to work closely with the WCC safeguard Team and inputs into the work plans of the sub-committees. The Lead Nurse is an active member of the adult MASH implementation group.

### Key Achievements

- Delivery of MCA/DoLS training to GP practices.
- Implementation of the Care Act and compliance with the Care Act now embedded within the NHS Standard Contract and included in the Key performance Indicators (KPIs)
- Transforming care programme, vulnerable adults being moved from Learning Disability Hospitals to a more suitable environment within the community.

### Governance Arrangements

Coventry & Rugby CCG has updated their safeguarding policy and procedures in line with implementation of the Care Act and in conjunction with the West Midlands Safeguarding Adults Policy and Procedures.

The Lead Nurse for Safeguarding Adults has oversight of the safeguarding cases that are referred to the WCC safeguard team whereby they are health funded. The lead nurse supports the investigation of these cases supporting Making Safeguarding personal, ensuring the individual is involved in the decision making and supported by advocacy services where appropriate.

As commissioners of care CCGs carry out themed reviews/inspections of its commissioned services. Safeguarding, MCA/DoLS and Making Safeguarding Personal are all areas that are reviewed. An MCA audit of the acute hospital provider will be taking place during 2016.

The CCG keeps central and personal records of its workforce training. Statutory and Mandatory training is monitored via the online system.

Face to face briefing events on PREVENT, MCA and Safeguarding are delivered to staff and Governing Body members. Information is sent out via the newsletter informing GP's and staff of relevant changes and updates for example the Adult MASH.

### Future Plans for 2016-2017

- CCGs supporting Making Safeguarding Personal with increasing focus on Personal Health Budgets for a wider range of individuals
- Shared learning from Safeguarding Adults Reviews (SAR's) and Domestic Homicide Reviews (DHR's)
- Policies and procedures will clearly outline the context of all types of abuse and assurance from commissioned services regarding the application of such policies to continue.
- Training assurance will continue to be monitored by the CCG from its commissioned services. Training programmes will continue to be delivered to a high standard.
- The transitional programme will continue in respect of specific vulnerable adults being moved to alternative accommodation.
- The CCG website will be kept up to date accordingly to ensure information to staff and members of the public is available. The CCG will continue to work alongside its partner organisations to raise awareness and attend events to support the safeguarding agenda.

## Warwickshire North Clinical Commissioning Group Annual Report Statement for 2015 - 2016

### Overview of 2015-2016

Following agreement at the Protected Learning Time (PLT) safeguarding session the IRIS project went live in Warwickshire North in September 2015 having successfully recruited an advocate educator.

Level 3 training events will continue to be provided at PLT (PLT) sessions on request.

Mental Capacity Act (MCA) and Deprivation of Liberty Safeguard (DoLS) training was delivered to GP practices across Warwickshire North, resulting in a greater awareness of the legislation. During 2016/17 the CCG will continue to carry out themed reviews within its commissioned services to gain assurance that MCA/DoLS is being appropriately implemented.

The CCG has representation at the Board, the Governance Group and sub-committees. The Lead Nurse for Safeguarding Adults for Warwickshire North CCG continues to work closely with the WCC safeguard Team and inputs into the work plans of the sub-committees. The Lead Nurse is an active member of the adult MASH implementation group.

### Governance Arrangements

Overseen by a CCG Safeguarding Group, which reports into Clinical Quality and Governance Committee, Warwickshire North CCG has updated its safeguarding policy and procedures in line with implementation of the Care Act and in conjunction with the West Midlands Safeguarding Adults Policy and Procedures.

The Lead Nurse for Safeguarding Adults has oversight of the safeguarding cases that are referred to the WCC safeguard team where they are health funded. The lead nurse supports the investigation of these cases supporting Making Safeguarding personal, ensuring the individual is involved in the decision making and supported by advocacy services where appropriate.

As commissioners of care CCGs carry out themed reviews/inspections of its commissioned services. Safeguarding, MCA/DoLS and Making Safeguarding Personal are all areas that are reviewed. An MCA audit of the acute hospital provider will be taking place during 2016.

The CCG keeps central and personal records of its workforce training. Statutory and Mandatory training is monitored via the online system.

### Key Achievements

- GP safeguard and Domestic Abuse training delivered across Warwickshire North
- Delivery of MCA/DoLS training.
- Implementation of the Care Act and compliance with the Care Act now embedded within the NHS Standard Contract and included in the Key performance Indicators (KPIs)
- Transforming care programme, vulnerable adults being moved from Learning Disability Hospitals to a more suitable environment within the community.
- Incorporation of safeguarding element into assurance processes regarding provision of Personal Health budgets.

### Future Plans for 2016-2017

- CCGs supporting Making Safeguarding Personal with increasing focus on Personal Health Budgets for a wider range of individuals
- Shared learning from Safeguarding Adults Reviews (SARs) and Domestic Homicide Reviews (DHR's)
- Further develop assurance processes for provider safeguarding responsibilities.
- Training assurance will continue to be monitored by the CCG from its commissioned services. Training programmes will continue to be delivered to a high standard.
- Safeguarding assurance of those moved to alternative accommodation under the Transforming Care agenda.
- The CCG website will be kept up to date accordingly to ensure information to staff and members of the public is available.
- The CCG will continue to work alongside its partner organisations to raise awareness and attend events to support the safeguarding agenda.

## South Warwickshire Clinical Commissioning Group Annual Report Statement for 2015 - 2016

### Overview of 2015-2016

During 2015/16 South Warwickshire CCG, in response to a domestic homicide review, supported safeguarding level 3 and Identification & Referral to Improve Safety (IRIS) Domestic abuse training for all GP practices.

The IRIS training for the South commenced May 2015 following the appointment of an Advocate Educator in March 2015. Training was held within each GP practice for all staff. All 36 GP practices across south Warwickshire have received training. The feedback from the training was very positive and referrals from GPs to the Independent Domestic Violence Advisors have increased as a result.

Mental Capacity Act (MCA) and Deprivation of Liberty Safeguard (DoLS) training was delivered to GP practices across south Warwickshire, resulting in a greater awareness of the legislation. During

2016/17 the CCG will continue to carry out themed reviews within its commissioned services to gain assurance that MCA/DoLS is being appropriately implemented.

The CCG has representation at the Board, the Governance Group and sub-committees.

The Lead Nurse for Safeguarding Adults for South Warwickshire CCG continues to work closely with the WCC safeguard Team and inputs into the work plans of the sub-committees. The Lead Nurse is an active member of the adult MASH implementation group.

Face to face briefing events on PREVENT, MCA and Safeguarding are delivered to staff and Governing Body members. Information is sent out via the newsletter informing GPs and staff of relevant changes and updates for example the Adult MASH.

### Governance Arrangements

Overseen by a CCG Safeguarding Group, which reports into Clinical Quality and Governance Committee, South Warwickshire CCG has updated its safeguarding policy and procedures in line with implementation of the Care Act and in conjunction with the West Midlands Safeguarding Adults Policy and Procedures.

The Lead Nurse for Safeguarding Adults has oversight of the safeguarding cases that are referred to the WCC safeguard team where they are health funded. The lead nurse supports the investigation of these cases supporting Making Safeguarding Personal, ensuring the individual is involved in the decision making and supported by advocacy services where appropriate.

As commissioners of care CCGs carry out themed reviews/ inspections of its commissioned services. Safeguarding, MCA/DoLS and Making Safeguarding Personal are all areas that are reviewed. An MCA audit of the acute hospital provider will be taking place during 2016.

The CCG keeps central and personal records of its workforce training. Statutory and Mandatory training is monitored via the online system.

### Key Achievements

- GP safeguard and Domestic Abuse training delivered across South Warwickshire to all 36 practices
- Delivery of MCA/DoLS training.
- Implementation of the Care Act and compliance with the Care Act now embedded within NHS Standard Contract and included in the Key performance Indicators (KPIs)
- Transforming care programme, vulnerable adults being moved from Learning Disability Hospitals to a more suitable environment within the community.
- Incorporation of safeguarding element into assurance processes regarding provision of Personal Health budgets.

### Future Plans for 2016-2017

- CCGs supporting Making Safeguarding Personal with increasing focus on Personal Health Budgets for a wider range of individuals
- Shared learning from Safeguarding Adults Reviews (SARs) and Domestic Homicide Reviews (DHR's)
- Further develop assurance processes for provider safeguarding responsibilities.
- Training assurance will continue to be monitored by the CCG from its commissioned services. Training programmes will continue to be delivered to a high standard.
- Safeguarding assurance of those moved to alternative accommodation under the Transforming Care agenda.
- The CCG website will be kept up to date accordingly to ensure information to staff and members of the public is available.
- The CCG will continue to work alongside its partner organisations to raise awareness and attend events to support the safeguarding agenda.

## Warwickshire Police and West Mercia Police Annual Report Statement for 2015 - 2016

### Overview of 2015-2016

Warwickshire Police has a vision of 'protecting people from harm', which focuses our activity on the delivery of the Adult Safeguarding Board priorities as set out in the strategic plan. We actively work to make a difference with adult safeguarding in our communities.

### Governance Arrangements

Warwickshire Police were inspected by the HMIC in December 2015. The findings highlighted that Warwickshire Police generally provided a good service in identifying vulnerable victims and responded appropriately with its partners, and the public could be confident that many victims felt supported. There were areas identified for improvement, and it was recommended that we should improve our response to vulnerable victims by reviewing the behaviour of staff towards vulnerability and evaluating the effectiveness of its training. It also recommended that we should improve our support to Victims of Crime, specifically in relation to the use of special measures.

We are addressing the HMIC recommendations to address the issues identified and have promoted a more consistent approach in relation to the understanding and managing the adult safeguarding process. All new to role staff have an input on safeguarding. Service delivery is also developed through engagement in Serious Case Review processes. A dedicated Detective Inspector for Strategic Safeguarding is responsible for thematic reviews of SCR learning to ensure service delivery takes into account the lessons to be learnt & ensure action plans are seen through to conclusion.

### Key Achievements

- We have ensured that officers' adult safeguarding awareness has been developed, and encouraged engagement with police training departments and other agencies. Outside agencies, for example Women's Aid, have been involved in delivering training to all staff in respect of Domestic violence issues.
- We directly engage with both service providers and our adults with care and support needs in the community. Training has helped to improve general understanding around the concept of safeguarding being every one's responsibility. By adopting a victim focused approach and working in unison with partner agencies, there have been positive outcomes for our adults with care and support needs.
- The Warwickshire Police Harm Assessment Units across the alliance have now been used to staff the Warwickshire Multi Agency Safe guarding Hub (MASH). The HAU is concerned with our response to Safeguarding Adults and Children. They provide a single point of contact for statutory safeguarding activity, referrals both into and out of the force and deal with requests for information from partners that relate to immediate safeguarding activity within the MASH. They will enable improved oversight of the quality and flow of information between agencies, resulting in the ability to safeguard the vulnerable and provide the right response as quickly and efficiently as possible.

### Key Challenges

We have introduced a new investigative model within Warwickshire Police which blends within it existing members of specialist Protecting Vulnerable People (PVP) teams and the local CID departments, thereby retaining those specialist staff but spreading them out across the larger teams to share that expertise and experience. There is an expectation that more detectives will be exposed to protecting the vulnerable thus making protecting vulnerable people everyone's business and in line with the forces vision

to be great at protecting the vulnerable. There has been an increase in officers in this area of investigation to complement this change. The teams will identify appropriately trained staff to deal with Vulnerable Adults and require outstanding actions to be passed to those remaining on duty to complete. One of the expected outcomes is that this will appropriately expedite investigations. All Operational staff will have continual access to safeguarding processes, information and supervision.

### Future Plans for 2016-2017

The force has defined its vision for the future of policing, and highlights that 'Protecting people from harm' is at the core of everything we do. The overriding ambition over the next five years is to become 'great' at protecting the most vulnerable from harm. Over the next two years we will be increasing vulnerability related training courses to ensure that officers have the knowledge and training to complement their new priorities. Additional courses will take place from

June 2016, which includes two new courses – Serious Sexual Assault Investigative Development Programme (SSAIDP) and Professional Curiosity. The issue of vulnerability is threaded throughout the content of other courses currently delivered. Whilst the new investigation model has commenced, there remains a Strategic PVP team to ensure an overview of policy, procedure, communication and leadership.

## Warwickshire County Council Annual Report Statement for 2015 - 2016

### Overview of 2015-2016

Warwickshire County Council's Future Directions paper aims to uphold the core purpose of the Council "to make Warwickshire the best it can be" through evidence of best practice and a culture of continuous improvement.

#### People Group

The key focus for Social Care and Support in the People Group in 2015-16 was to introduce and embed the operational Care Act duties from date of implementation on 1st April 2015; the adult safeguarding duty of enquiry under section 42 of the Care Act, and the advocacy duties under section 68 of the Care Act. WCC has supported the adoption of the revised regional West Midlands Adult Safeguarding Policy and Procedures, and particularly the strong focus on personalised adult safeguarding practice that these procedures reinforce. A key operating principle of the adult safeguarding team with Social Care and Support is "to work alongside service users and carers, including those people who direct their own support or who fund their own care, to promote empowerment and wellbeing, enable positive risk taking, and enable people to develop resilience and strategies to keep themselves safe and prevent risk of abuse or neglect."

#### Warwickshire Fire and Rescue Service

During 2015 Warwickshire Fire and Rescue Service (WFRS) started a training programme for all operational (including Chief Fire Officer and Deputy Chief Fire Officer) and support staff, in line with the Child Protection and Safeguarding Policy which sets out the Service's strategy, procedures and responsibility. WCC policy, to receive Child Protection and Safeguarding training. 27 courses took place with a total of 242 members of staff receiving the 3 hour training session.

#### Communities Group

##### Localities and Partnerships Team

The Localities and Partnerships Team (LPT) has a contract with Warwickshire CAVA and provided training sessions for Voluntary and Community Groups around safeguarding issues. Approximately 30 groups attended on outcome better awareness. Specialist advice given to groups on a one to one basis.

##### Armed Forces Community Covenant

- Partnership working across the sub region (Coventry, Solihull and Warwickshire) to provide support and signposting for vulnerable ex forces personnel.
- Referring to national and local charities e.g. the Veterans Contact Point in Nuneaton.
- Projects such as the Ex-Armed Forces project from CWPT, which works to ensure that Ex- Service personnel receive the right mental health support at the right time - (received Highly Commended Recognition awards in the National Positive Practice Mental Health Awards 2015)

##### Priority Families Programme

The Priority Families Programme commenced Phase 2 of the Department for Communities and Local Government (DCLG) Troubled Families Programme in April 2015. This is a 5 year programme and Warwickshire will be required to work with 2680 families who meet at least 2 of the following 6 criteria. In 2015-16, Warwickshire attached 914 families and claimed payment by results for 60 families who had made significant and sustained progress:

- Crime, Anti-Social Behaviour
- Educational Attendance
- Worklessness
- Domestic Abuse
- Children who need help (Social Care)
- Health

### Governance Arrangements

All Groups in the Council are subject to WCC governance arrangements. Phil Evans and Dr Gordana Djuric attend WSAB.

Warwickshire Fire and Rescue Service (WFRS) have a Senior Lead Officer and 2 Safeguarding and Child Protection Officers. A policy has been produced and is available to all staff via the Document library (this is to be reviewed and updated to reflect the new senior lead due to a WFRS restructure). Process map, posters, relevant Chief Fire Officers Association guidance booklets on safeguarding have been sent to stations and asked to be displayed to assist in making staff aware. Articles within the internal staff on line magazine also help raise staff awareness.

## Key Achievements

WCC has supported the adoption of the revised regional West Midlands Adult Safeguarding Policy and Procedures, and particularly the strong focus on personalised adult safeguarding practice that these procedures reinforce.

**Armed Forces Community Covenant**, an ex-Armed Forces project from Coventry and Warwickshire Partnership Trust, which works to ensure that Ex- Service personnel receive the right mental health support at the right time has received Highly Commended Recognition awards in the National Positive Practice Mental Health Awards, 2015.

**No Rogue Trader Zones** - there are currently 7 No Rogue Trader Zones across Warwickshire. The residents of the Binley Woods No Rogue Trader Zone were surveyed 1yr after its introduction. Of the 42% of residents who responded:

- 71% felt the stickers displayed on lampposts are keeping rogue traders away from their roads.
- 76% feel more confident about sending unwelcome callers away from their doors now that they are in a No Rogue Trader Zone.
- 78% feel that they and their homes are safer in a No Rogue Trader Zone.
- 89% feel that the No Rogue Trader Zone in their area has been a success and should continue.

**Rapid Response to Doorstep Crime** - over £26,000 was saved for Warwickshire residents as a result of rapid intervention. This figure does not include cases where the potential loss cannot be quantified (e.g. see case study below):

- A lengthy investigation came to a satisfactory conclusion before the Courts. The directors and sales reps of a rogue double glazing /roofing company were found guilty of misleading and acting aggressively towards its customers. The 6 defendants were sentenced to 30mths imprisonment (x2), 12mths imprisonment suspended for 2yrs (x3), 9mths imprisonment suspended for 2yrs (x1). The Judge sent a strong warning to other double glazing companies using aggressive and misleading practices in vulnerable consumers' homes in order to sign them up to expensive home improvement contracts.

### Truecall

- 26 telephone call blocking units installed in the homes of vulnerable adults.
- Since the beginning of the project 15,489 nuisance calls have been blocked. This is 15,489 times that a vulnerable resident would have had to get up to answer an unwanted telephone call - potentially from a scammer. 43% of all calls received were nuisance calls. These are now silently intercepted by Truecall.

### Awareness raising with key organisations/people in a position to spot potential financial abuse:

- Awareness raising sessions were carried out at branches of NatWest and Barclays. A number of referrals have been made as a direct result – stopping vulnerable adults handing over large sums of cash to scammers (see case study section).
- Training was carried out for 75 staff at the Rugby sorting office. Shortly afterwards a member of staff identified a scam victim in Rugby. Trading Standards and the Police intervened very successfully, collecting a large volume of scam mail from the lady and safeguarding her against further financial abuse of this nature.

**Hate Crime** - the Warwickshire Hate Crime Action Plan has been developed and activities carried out around raising awareness. During Hate Crime Awareness Week four events were organised by the Community Safety Team (two each on 13th and 14th October 2015). They featured Sylvia Lancaster (mother of Sophie Lancaster) and involved a wide range of staff in particular local police.

**General crime prevention campaigns** - crime prevention activities have been targeted at vulnerable groups such as the elderly or those living in remote locations including canals. Reassuring activities include the establishment of protected villages and allotments where property marking and other measures have been carried out.

**Prevent** - on 12th May 2015, the Community Safety team organised a 'Prevent' conference involving variety of stakeholders and this was used to create the County's

Prevent Action plan (reported to WSAB). Following discussions with the Home Office, plans were put in place to appoint a Prevent Officer whose role is to help partners implement the action plan.

**Channel Panel** - during 2015/16, several cases were discussed at the Channel Panel and actions taken to reduce the risk/likelihood of vulnerable individuals being drawn into violent extremism.

**Cybercrime** - in 2015, a survey was undertaken by the observatory supported by the Office of the Police and Crime Commissioner and the Community Safety team. This discovered that many residents were vulnerable to online exploitation/abuse. Steps were taken to appoint cybercrime advisors to address these issues.

**Domestic Homicide Reviews (DHRs)** - during 2015-16, the team worked on 8 Warwickshire DHRs and 2 out of county DHRs. The multi-agency review panels include the safeguarding leads and WSAB members from partner agencies providing reassurance to panels and report authors that any adult safeguarding issues are appropriately identified and addressed. Two of these reviews are cases that had Safeguarding Adults Reviews been a requirement at the time of the death, the cases would have been considered for joint DHRs/SARs.

### Identification and Referral to Increase Safety (IRIS)

- WCC has funded and commissioned the nationally accredited IRIS programme from Stonham (who provide our DA support service). IRIS is a domestic abuse training, support and referral programme aimed at GPs. The programme also provides specialist support workers linked to GP surgeries. During 2015-16, 72% of referrals from GPs to IRIS were over 41 years, compared to 31% in the main DA service, 26% of IRIS referrals identified as having a disability and 62% mental health difficulties. The training for GPs from IRIS is not only impacting on domestic abuse referrals, one GP stated that in the 5 years before IRIS he made 1 safeguarding referral, in 3 months since receiving the IRIS training he had made 3 safeguarding referrals.

## Key Challenges

### People Group

Responding to and managing a growing overall volume of adult safeguarding referrals, but within this, a growing proportion of inappropriate referrals routed into adult safeguarding pathway. Service redesign to accommodate and gain best value from a local adult MASH model.

### WFRS

The key challenge was to arrange and organise the training taking into consideration all the different shift patterns in WFRS and the day to day work of responding to emergencies and training to ensure safeguarding competences are kept up to date. Collaboration between operations and the training department identified times that crews would be available.

### Trading Standards

Staff redundancies have directly affected ability to deliver and further develop the Truecall project. A solution to this has yet to be identified.

### Public Health

The key challenge has been monitoring awareness related to Adult Safeguarding and ensuring that all commissioned services are compliant with all the safeguarding and other requirements.

## Future Plans for 2016-2017

The focus for Social Care and Support in the People Group in 2016-17 is:

- To continue to embed Care Act compliant and person-centred adult safeguarding practice.
- To introduce the Making Safeguarding Personal sector outcome measures into all adult safeguarding case recording through implementation of the MOSAIC recording system.
- To continue to contribute to the ongoing development of the regional adult safeguarding policy and procedures, and associated guidance.
- To develop and implement the adult MASH.

### Community Safety Team

- Safeguarding measures will be specifically included in tenders for the re-commissioning of Domestic Violence and Abuse services and feature in the planning for future commissioning of Drug and Alcohol Treatment Services.
- The 'Safe Places' scheme principally for People with Learning Disabilities but with plans to expand to other groups has been taken on by the

team.

- Prevent - the Prevent Officer is in post and will be charged with assisting the county prevent implementation plan.
- Cybercrime - Cybercrime Advisors are in post and will carry out activities targeted at the most vulnerable.
- Reducing Reoffending - a reducing re-offending event incorporating the nine action strands (April 2016) will help to develop a refreshed reducing reoffending action plan to help partners understand how they can contribute to the agenda and how the actions of each agency can impact on others. The overall aim is to increase the support to individuals with a consequential reduction in harm to them and society.
- Domestic abuse workstream in MASH will be developed and supported.
- Consideration will be given to the use of new legislative powers to protect vulnerable adults (e.g. injunctions under the Anti-social behaviour, Crime and Policing Act 2014).

## APPENDIX. 2 Service User Case Studies

### CASE STUDY: Physical Abuse within a Care Home

In September 2015 a staff member from a care home in south Warwickshire contacted the Care Quality Commission (CQC) and made an anonymous referral, reporting that she had witnessed another member of staff assault one of the residents. This was reported to Social Services Safeguarding Adults, who in turn made a referral to the police. An investigation was instigated and it was established that the incident had occurred 3 - 4 yrs previously and the resident who had been assaulted had since died (not as a result of any injury).



A Safeguarding meeting was held involving Safeguarding Adults, Contract Monitoring, Police and the owner of the care home. Initially the owner of the home believed the allegations to be malicious, but did consent for safeguarding measures to be put in place. It was agreed that the Police would lead the investigation supported by Social Services Safeguarding Adults. The CQC completed an independent visit to the care home.

As a result of the police investigation it was established that the deputy manager had been abusing and bullying a number of vulnerable elderly residents at the home for some time. She was charged with offences of common assault and ill-treating a person without capacity. She subsequently appeared before Warwick Crown Court where she received a suspended sentence.

### CASE STUDY: Financial Abuse in Dementia Care Home

In October 2015 a social worker and an independent advocate reported concerns that an elderly resident of a care home was being financially abused - funds had been taken from his account and his PIN number changed. Early indications were that a staff member from the care home was responsible. The care home specialised in dealing with residents that suffered from dementia. Social Services made further safeguarding enquiries at the care home and discovered that money had also gone missing from other residents.

The investigation required the Police, Social Services Adult Safeguarding, Independent Advocates, the Office of Public Guardian and medical professionals to work together, in the interests of the vulnerable residents of the care home. It was established that over a four year period the manager of the care home had stolen more than £47,000 from vulnerable residents, and had used this money to fund an extravagant lifestyle. She was recently jailed for a term of three years imprisonment.



## CASE STUDY: Financial Abuse by Rogue Builders

A member of staff at a bank, trained in spotting potential financial abuse of vulnerable adults, became concerned about a pattern of withdrawals from an elderly man's account.



The police were called. The customer had already paid £120,000 for work around his home and garden. Every day the workman turned up he had demanded another £2,500 in cash - the customer did not feel able to stop it. The police officer did not know how to assess the true value of the work, but she had been made aware of the work of Trading Standards through various awareness raising events. Trading Standards brought in the expertise to value the work done - at less than £16,000! A full investigation is underway with a view to prosecuting the perpetrator for fraud.

## CASE STUDY: Postal and Phone Scams

A family member came to Trading Standards for help when she discovered her elderly mother in law was being targeted by scammers, both over the phone and through the post. Thousands of pounds had gone missing from her mother in law's account, believed to have been paid out to scammers. Her mother in law was suffering from dementia. Trading Standards intervened, sorting through the 27 dustbin liners full of scam mail. Where possible, approach was made to stop unnecessary subscriptions to overpriced health products etc. A Truecall was installed to stop scammers operating by telephone. Working closely with the lady's daughter in law it was possible to safeguard this very vulnerable lady from further financial abuse by scammers.



## CASE STUDY: Abuse within the home

Brenda is a 74 year old woman who lives alone in a privately owned property. She has a diagnosis of Alzheimer's and at the time of referral was receiving informal support for her care and support needs from a husband and wife (Mr and Mrs G) who she had met a few years previously in the local pub. Brenda has no children and her nephew, while holding Lasting Power of Attorney (LPA) for finances as well as health and welfare, at the time of the referral believed she retained the capacity to manage her day to day finances. A referral was received from an extended family member concerned Brenda was being financially exploited by the couple.

While the private arrangements appeared to be working well, with Brenda being settled and happy with arrangements, it became apparent through enquiries that she may have lacked the mental capacity to protect and manage any aspect of her financial affairs. This was confirmed by a formal Mental Capacity assessment undertaken jointly by social worker and GP. However, due to Brenda having a degree of awareness of her circumstances, a balance was struck regarding what and how information was appropriately shared with her.

After visiting Brenda as well as Mrs G, due to suspicions being aroused, Warwickshire Police were contacted to complete a background check on the couple. The results confirmed strong reason to suspect the potential for significant financial abuse was occurring. On examination of Brenda's financial affairs

there was reason to believe this had been for some time. The social worker worked with the nephew (as LPA) and the local bank manager to immediately secure Brenda's finances.

In the knowledge that support from the couple needed to end, sensitive consideration was required to minimise any potential distress to Brenda who was not only very happy with the support and companionship provided, but also unable to comprehend the risks they posed. Close contact was maintained between the Police, LPA, GP and the new support agency identified, in preparation for the arrest of the couple. Focus was maintained throughout the process on the potential impact on Brenda, not knowing how she would react to such a significant change in her circumstances and routine.

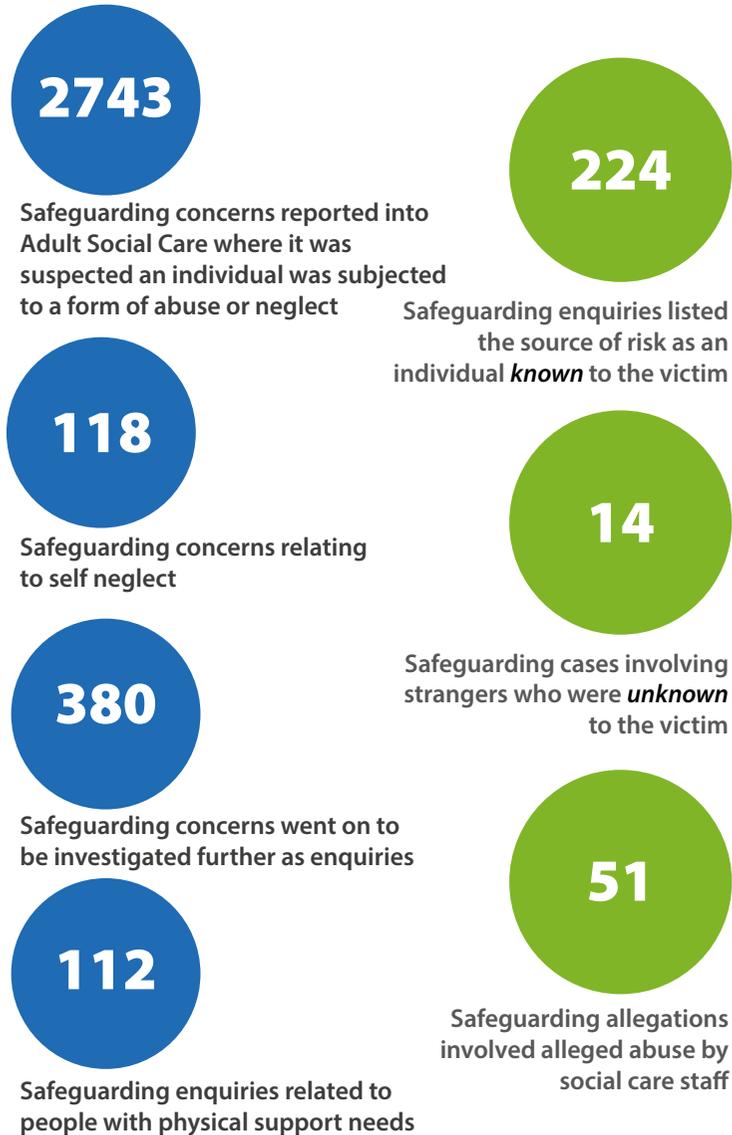
With effective information sharing and coordination between all concerned regarding the details of Brenda's needs and preferences, the transition was managed almost seamlessly, and Brenda fortunately adapted very well. The couple were arrested and after a lengthy Police investigation, Mr G was charged and sentenced to two years in prison for fraud.

Brenda continues to receive support from the same registered homecare agency and is described by her LPA as being very settled. Her finances are now fully managed by her LPA and her funds are described as steadily rising again.

# APPENDIX. 3 Safeguarding Activity Data 2015-2016

## DID YOU KNOW in 2015-2016

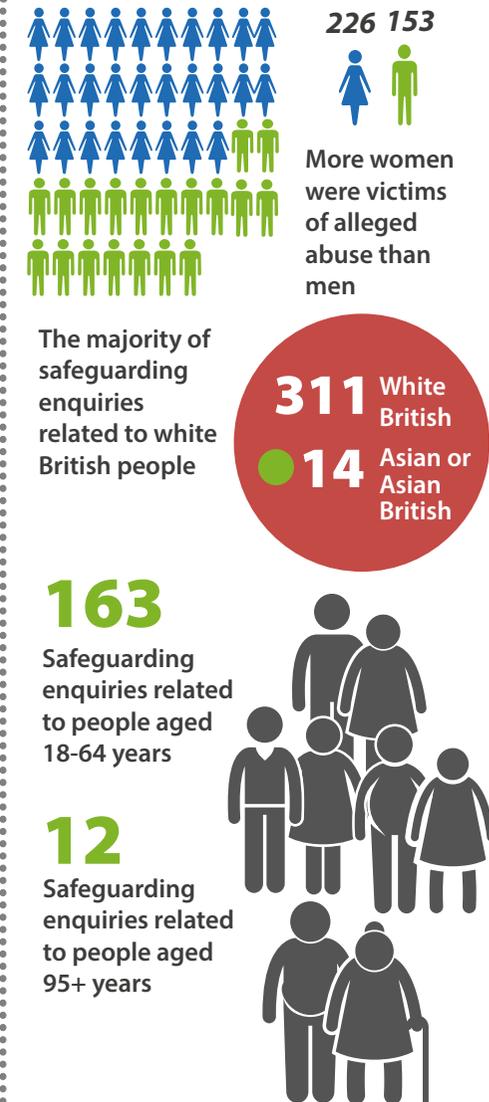
### Quick facts



### Type and place of abuse

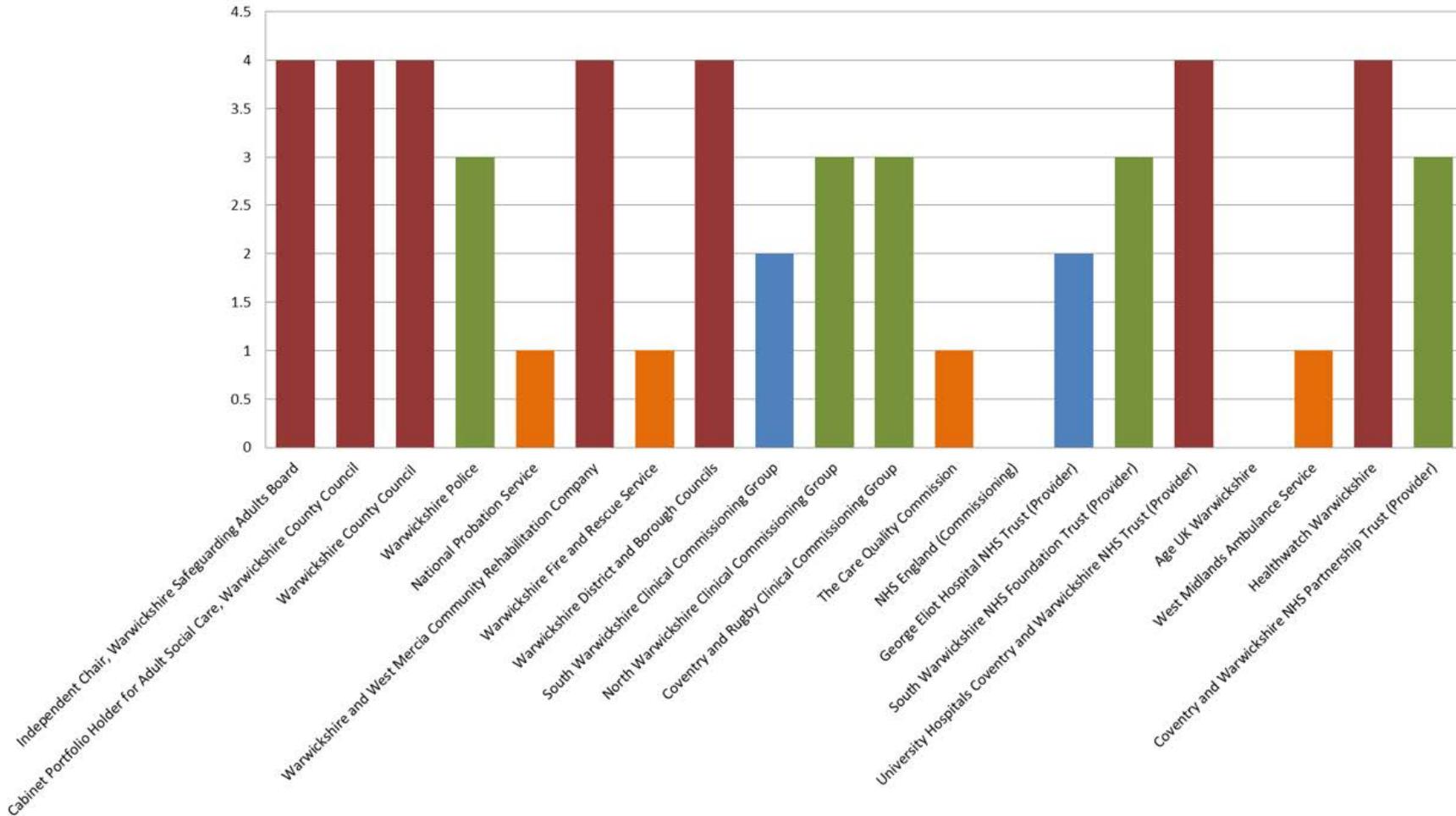


### Gender, race and age



# APPENDIX. 4 Board Members Attendance Record

**Partner Agency attendance at Board meetings throughout 2015 - 2016**  
(Out of a total of 4 meetings)





If you have any queries relating to this report or require additional information regarding the Warwickshire Safeguarding Adults Board (WSAB) please contact the following:

WSAB Business Manager via [WSAB@warwickshire.gov.uk](mailto:WSAB@warwickshire.gov.uk)