

Warwickshire
Safeguarding
Adults Board

Annual Report

2017 - 2018



**SAFEGUARDING IS
EVERYONE'S
RESPONSIBILITY**
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Adults Board

KEY SAFEGUARDING FACTS FOR 2017 - 2018



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Warwickshire had a total population of **445,720** people aged 18+ years. **114,597** of these were aged 65+ years.

Quick facts

2183 Safeguarding concerns reported into Adult Social Care where it was suspected an individual subjected to a form of abuse or neglect.

74 Safeguarding enquiries related to people with physical support needs.

29 Safeguarding cases involved strangers who were unknown to the victim.

16 Safeguarding concerns related to neglect.

253 Safeguarding concerns went on to be investigated further as enquiries.

189 Safeguarding enquiries listed the source of risk as an individual known to the victim.

25 Safeguarding allegations involved alleged abuse by Service Providers.

Type and place of abuse

87
Safeguarding enquiries related to allegations of financial and material abuse.

35
Safeguarding enquiries related to allegations of psychological or emotional abuse.

47
Related to physical abuse.

165
Safeguarding allegations were alleged to have occurred in the victims home.

13
Occurring in care homes.

Gender, race and age

61%  **39%** 
More women were victims of alleged abuse than men.

190 **13**
WHITE BRITISH **BLACK, MINORITY and ETHNIC**
The majority of safeguarding enquiries related to White British people.


135 Safeguarding enquiries related to people aged 18-64 years old.

28 
Safeguarding enquiries related to people aged 85+ years old.

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Foreword by the Independent Chair

Our Annual Report has two main purposes. The first is to account formally for the work we have undertaken and to assure statutory bodies that we are meeting our duties under the Care Act. The second is to give an insight into the lives of the people needing safeguarding services; and demonstrate the importance of what we do to ensure that expressions of concern are heard and responded to effectively. This year's report, I believe, achieves both those aims and I am proud to present it to you.

The work of your Safeguarding Adults Board in Warwickshire represents considerable commitment to making safeguarding everyone's business and a passion to get it right each and every time. It is a challenge to us all and one made all the harder in times of budget reductions and increasing demands upon all our services. Given that pressure, it may seem strange that we have increased our public profile by the investment in our website and by reaching out to some groups in our community who may not be aware of the risk which they are experiencing and the fact that they can seek help. Unless we raise awareness and engage with all our community, we cannot have confidence that people will know where to take concerns and have them listened to.

New safeguarding categories such as Modern Slavery have given us cause to increase our understanding of this threat and improve the capacity of all our partner agencies to respond. Some longer standing aspects such as Financial Abuse through scams and extortion have grown exponentially, and we have had to develop our partnerships with excellent services such as Trading Standards to counteract this. In my position, with independence and oversight, I have the privilege of seeing some excellent work from committed staff – all too often taken for granted but I know it is appreciated and I always try to acknowledge this. This does not mean I am complacent. There is always room for improvement and one of the key tasks of the Board and its members is to challenge and devise means to give better and safer service.

This will be my final report after 4 years as the Independent Chair of your Board. I have been exceptionally well supported by the team here and always been given constructive access to all the agencies involved with safeguarding adults in the County. I have consistently found a positive response to the challenges and a willingness to put in time and effort to deliver what is needed. I wish to thank all with whom I have worked and I have confidence in your services and the work of the Safeguarding Adults Board going forward.



Mike Taylor

Independent Chair

WARWICKSHIRE SAFEGUARDING ADULTS BOARD

1. What is the purpose of the Annual Report?

Welcome to Warwickshire Safeguarding Adults Board's (WSAB) Annual Report for 2017-2018 .

The publication of the annual report is a statutory requirement on the part of the Safeguarding Adults Board. Its purpose is to inform you of the work of the Safeguarding Adults Board throughout the year, 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 by partner agencies 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 by different agencies to help them feel safe.

The data provides a breakdown of the levels of safeguarding concerns raised during the course of 2017-2018, the types of abuse being experienced by local people; and the outcomes of those people being helped to be safeguarded from abuse or neglect.

2. Who are the members of the Warwickshire Safeguarding Adults Board?

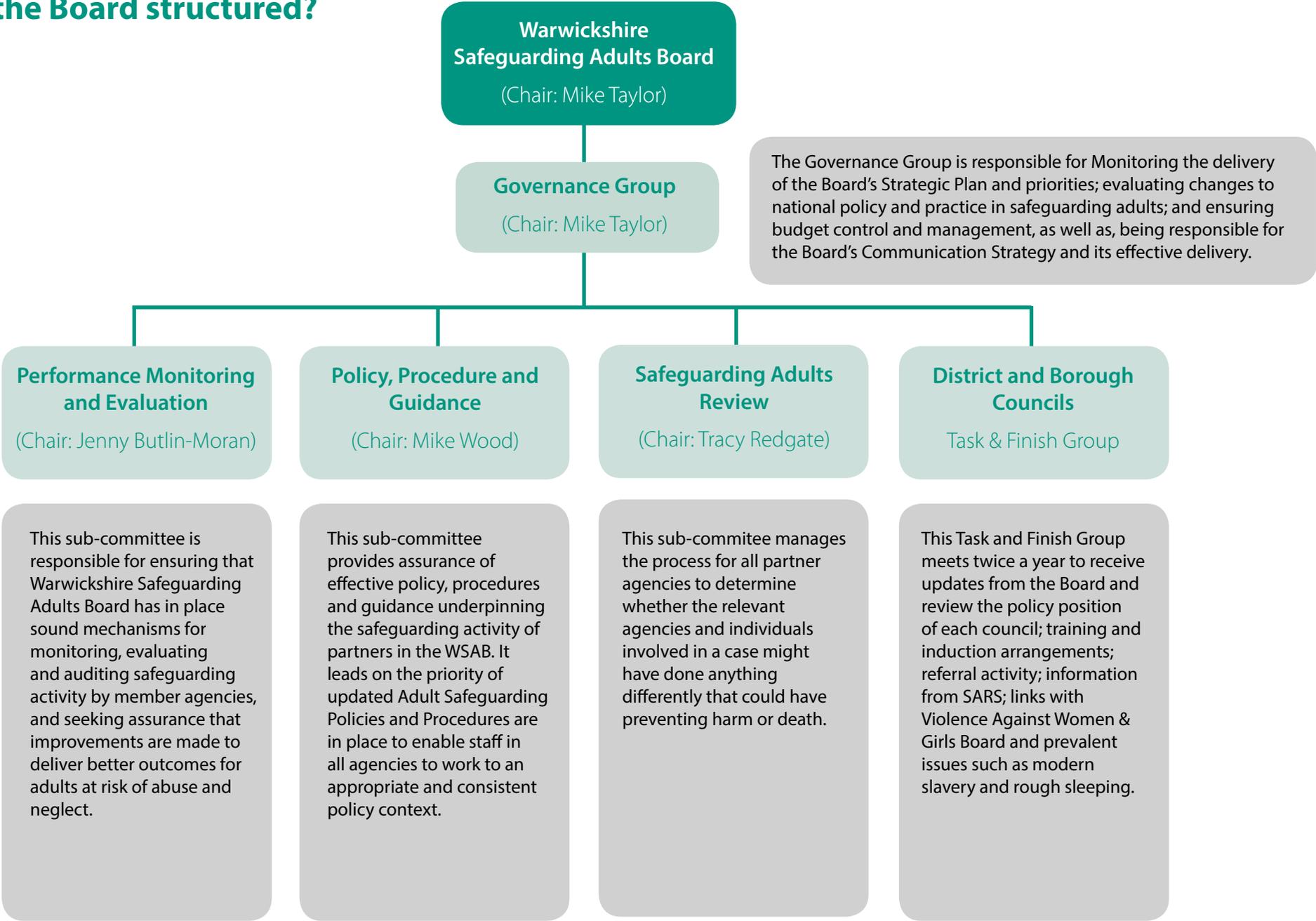
The WSAB membership comprises representation from the following partner agencies **in addition to the Lead Cabinet Member for Health and Social Care**. Each representative is responsible for sharing information between the WSAB and their agency and for identifying any necessary actions, ensuring these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

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

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.

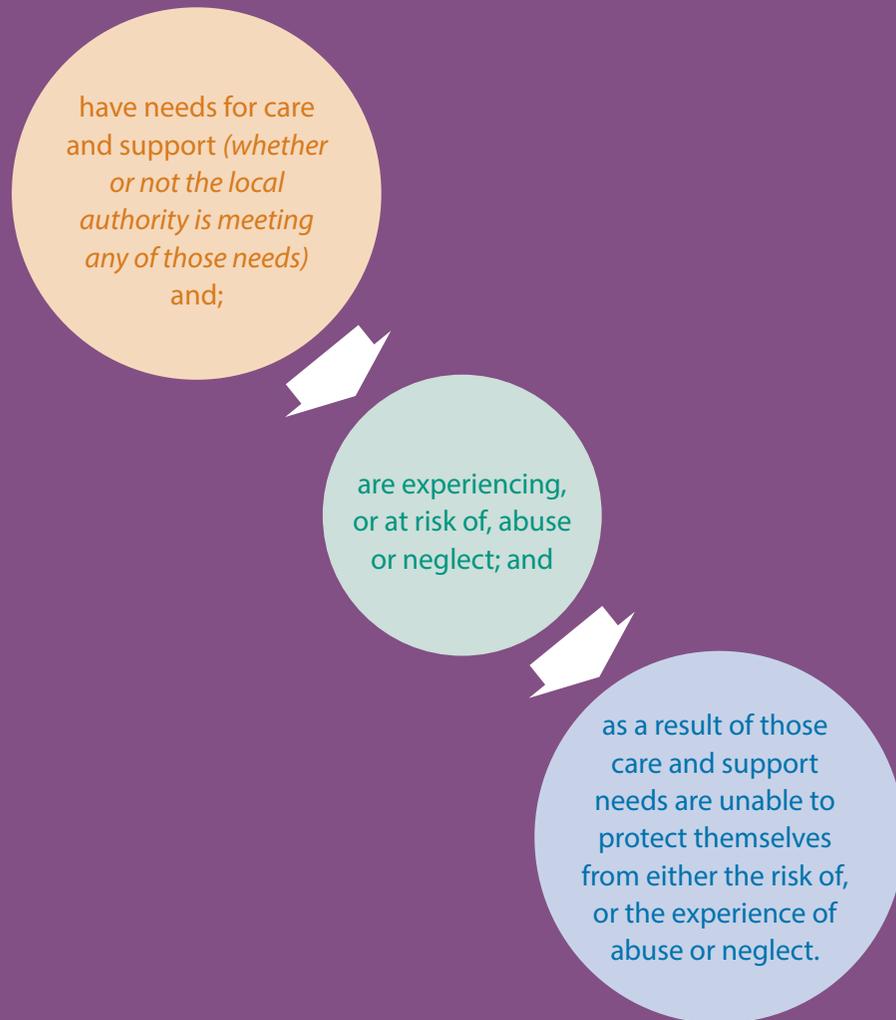
The WSAB Business Manager attends all meetings to provide professional advice to the Board. The Legal Advisor to the Board - designated by Warwickshire County Council considers agenda papers and attends as required to provide professional advice to the Board.

3. How is the Board structured?



4. 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:



5. What is the meaning of Safeguarding?

Keeping people safe is called Safeguarding. Safeguarding means people are protected from abuse and neglect. So that they are able to be as independent as possible and make choices about how they want to live.

ABUSE is when someone does or says things to make you upset or frightened. Abuse can happen in different ways. Sometimes you may not realise you are being abused but other people may recognise it.

NEGLECT is when your care and support needs are not being met.

6. What is the aim of Adult Safeguarding

The Care Act 2014 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.

7. What are the 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	Personalisation with the presumption of person-led decisions and informed consent.	It is better to take action before harm occurs.	Proportionate and least intrusive response appropriate to the risk presented.	Support and representation for those in greatest need.	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	Accountability and transparency in delivering safeguarding.
How it impacts on individuals	<i>"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."</i>	<i>"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."</i>	<i>"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."</i>	<i>"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."</i>	<i>"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."</i>	<i>"I understand the role everyone involved in my life."</i>

8. 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 safeguarding 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.

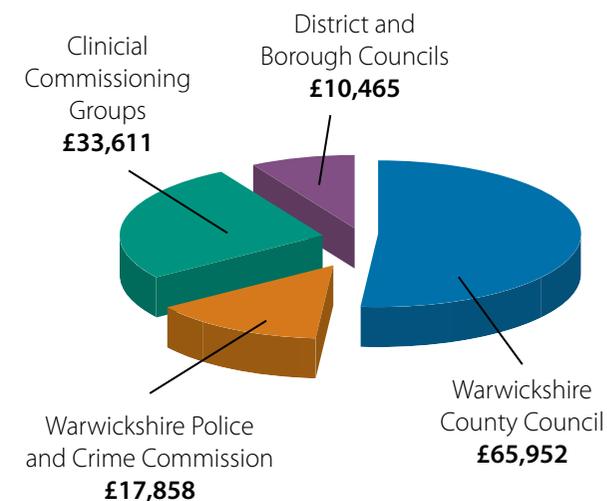
Strategic Objective

- 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.

9. How is the Board funded?

The WSAB agreed an operating budget for 2017 - 2018 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.



10. What did the Board achieve in 2017 - 2018?

The Strategic Plan priorities formed the focus of the Board's work throughout 2017-2018. Each sub-committee aligned its work plan to each of these priorities and identified what activities of work they would be undertaking to ensure delivery of these priorities.

The table below provides a breakdown of those collective activities and their impact.

What we said we would do in 2017-2018	What we did.....
<p>Making Safeguarding Personal (MSP)</p> <p>The Board will ensure that MSP is consistently understood by all agencies and applied in their safeguarding work.</p>	<p>Making Safeguarding Personal is about ensuring the voice of the individual is heard when supporting an adult with care and support needs who is at risk of, or exposed to abuse and/or neglect. It's about professionals working with them and listening to how they want to be supported and what outcome they want from the safeguarding intervention.</p> <p>The Board extended its membership to include representation from Warwickshire County Council's newly commissioned Advocacy Service (Voiceability) who will join the Board from July 2018. They will provide the Board with qualitative data on the views and experiences of individuals supported through safeguarding. This provides a means of hearing the voice of the service user, which will in turn influence where and what improvements need to be made in how we work with individuals at risk of experiencing abuse or neglect; as well as highlighting areas of good practice.</p> <p>So what is an Advocacy Service:</p> <p>This service seeks to ensure that people, particularly those who are most vulnerable in society, are able to:</p> <ul style="list-style-type: none"> • Have their voice heard on issues that are important to them. • Defend and safeguard their rights. • Have their views and wishes genuinely considered when decisions are being made about their lives. <p>Advocacy is a process of supporting and enabling people to:</p> <ul style="list-style-type: none"> • Express their views and concerns. • Access information and services. • Defend and promote their rights and responsibilities. • Explore choices and options <p>An advocate is someone who provides advocacy support when you need it. An advocate might help you access information you need or go with you to meetings or interviews, in a supportive role. You may want your advocate to write letters on your behalf, or speak for you in situations where you don't feel able to speak for yourself.</p> <p>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.</p>

What we said we would do in 2017-2018	What we did.....
<p>Safe Services</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 SAR sub-committee has continued to look at lessons being learned from SARs, Domestic Homicide Reviews and Serious Case Reviews across the country. They have used the opportunity to reflect on/challenge local safeguarding practices against the key learning points raised within these reports. Work also continues to raise awareness and confidence in the use of safeguarding adults reviews (SARS) by partner organisations to help wider learning opportunities.</p> <p>The Safeguarding Board is now also represented on the Learning Disabilities Mortality Review (LeDeR) Programme Steering Group.</p> <p>So what is the role of the LeDeR Programme Steering Group:</p> <p>This was established to support local areas to:</p> <ul style="list-style-type: none"> • Review the deaths of people with learning disabilities, • identify learning from those deaths; and • Take forward the learning into service improvement initiatives. <p>The Core principles and values of the LeDeR programme are:</p> <ul style="list-style-type: none"> • To value the on-going contribution of people with learning disabilities and their families to all aspects of our work. • To take a holistic perspective looking at the circumstances leading to deaths of people with learning disabilities and don't prioritise any one source of information over any other. • To aim to ensure that reviews of deaths lead to reflective learning which will result in improved health and social care service delivery. • To embed reviews of deaths of people with learning disabilities into local structures to ensure their continuation.

What we said we would do in 2017-2018	What we did.....
<p>Listening and Engaging</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 extended its work with Equality and Inclusion Partnership (EQuIP) formerly known as Warwickshire Race Equality Partnership to continue the work of raising awareness and understanding of abuse/harm across the BME communities. This included the delivery of 8 workshops within a community setting to:</p> <ul style="list-style-type: none"> • introduce the new safeguarding website and help people navigate their way around the different aspects and features available to them; and • Help community coordinators to develop a better understanding of <ul style="list-style-type: none"> - safeguarding - referral pathways - handling confidential disclosures - assessing risks - the importance of Making Safeguarding Personal by engaging them in decision making <p>Feedback from people who attended these workshops confirms there is now a more heightened awareness of the different types of abuse and neglect, ability to recognise it when it's happening and knowledge of who they can talk to if they have concerns.</p> <p>See Case Study 1</p>
<p>Workforce Training</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 Learning and Development Task and Finish Group started work on developing a competency framework to provide standardised expectations for safeguarding training across partner organisations. This will also provide the Board with a framework for seeking assurance from partners on the quality of safeguarding training being delivered to their staff.</p> <p>The Board's Performance Monitoring and Evaluation Sub-committee undertook an exercise to audit case files to review the effectiveness of multi-agency practices when raising safeguarding concerns. This exercise highlighted a number of key areas which still needed to be improved i.e.</p> <ul style="list-style-type: none"> • Clearer recording of information when submitting a safeguarding concern • Seeking the consent of the individual at risk of/experiencing abuse or neglect before submitting a safeguarding concern • Ensuring people raising safeguarding concerns receive feedback on their referrals <p>This information was subsequently shared with partner agencies to ensure these areas get incorporated into their organisational training content. The audit will be re-run periodically to assess the effectiveness of any changes.</p>

Case Study 1:

Empowering, engaging and informing people in order to develop resilience

Empowering communities to recognise the potential for abuse or neglect, to raise concerns and to act on these is a key priority for the Safeguarding Board.

Involving users and user led organisations in educating the community can be a powerful way of getting the messages across to people in a way they will understand.

Warwickshire EQuIP delivered eight workshops in community settings, on behalf of the Safeguarding Board, to raise awareness of support available to anyone at risk of or suffering from abuse or neglect. Workshops were delivered to elderly/ vulnerable service users / community members and volunteers and coordinators in an environment where they felt safe. The service users/ community members were made aware of who to contact if they ever have any concerns about safeguarding. They were made aware of and given details of who can support them.



What we said we would do in 2017-2018	What we did.....
<p>Transitions</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 Warwickshire Safeguarding Children's Board in all elements of work programmes and respond to issues raised.</p>	<p>The Board continued to seek assurance on the effectiveness of arrangements for children (young adults) with care and support needs, transitioning across to adult social care from children social care, where they still have care and support needs.</p> <p>Members of WSAB worked with Warwickshire Safeguarding Children's Board to explore the feasibility of the two boards combining some of their agendas and work programmes to improve efficiency and use of resources. The two Safeguarding Boards now hold their meetings on the same day and also share an Independent Chair who manages both the agendas and meetings allowing for any crossover of items to be considered.</p>
<p>Informing</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 Warwickshire Safeguarding Children's Board needs to be realised in this context.</p>	<p>The Board successfully launched its new joint website for the two Safeguarding Boards across Warwickshire. Visitors to the website can now access information pertaining to both adults and children's safeguarding through a single portal by visiting www.safeguardingwarwickshire.co.uk. The website allows for most of its content to be translated into multiple languages for those communities where English may be their second language.</p> <p>The Board has received complimentary feedback on both the quality and accessibility of the content and continues to use this as a channel for promoting information, which is current and relevant to its readers.</p> <p>The Board developed a Safeguarding Guide for Councillors, introducing them to the different types of abuse and neglect, providing advice and guidance on how to report incidents; and how to also keep themselves safe and free from the risk of abuse.</p> <p>See Case Study 2</p>

Case Study 2:

Safeguarding is everybody's responsibility

www.safeguardingwarwickshire.co.uk is a new website for adults, children, young people, families, and professionals to keep everyone in Warwickshire safe and protected from harm of abuse and neglect.

The website provides clear and straightforward information to individuals who may be victims of abuse or neglect; their family, friends and carers; and people who work with them. It also contains important information about current safeguarding issues, how to recognise the signs and where to report any concerns.

www.safeguardingwarwickshire.co.uk is easy to navigate. Information can be translated into different languages and accessed through a screen reader.

The website has been produced jointly by Warwickshire's adults and childrens safeguarding boards.

Reporting safeguarding concerns

Worried about a vulnerable adult?

If you feel an adult is experiencing, or is at risk of abuse or neglect, but is unable to look after themselves due to their care and support needs, then contact Adult Social Care on: 01926 412080. Our adult social care teams can offer advice and support to you and, where necessary, arrange appropriate services.

Worried about a vulnerable child?

If you are worried about any child and think they may be a victim of neglect, abuse or cruelty, during office hours contact MASH on 01926 414144. If the concern can not wait until the MASH reopens and is an Emergency, then please contact the Emergency Duty Team on 01926 886922. In an emergency you must always contact the Police by ringing 999.

Want to report a crime or concern about abuse?

To report a crime or raise a concern about abuse with Warwickshire Police, you can phone non-emergency number on: 101. But if it is an emergency always dial 999.



Pictured: L-R: Mike Taylor, Independent Chair, Warwickshire Safeguarding Adults Board and David Peplow, Independent Chair, Warwickshire Safeguarding Children Board and demonstrate the new website.

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.

The Board received two SAR referrals during 2017-2018, which were considered by the SAR sub-committee. Neither referral was found to meet the SAR criteria for a review. However, both referrals provided an opportunity for the sub-committee to draw on information from partner organisations involved in the care and support of the individuals concerned and scrutinise their safeguarding practices. A number of actions were agreed against each of the referrals and the delivery of these actions was overseen by the SAR sub-committee.

Advocacy

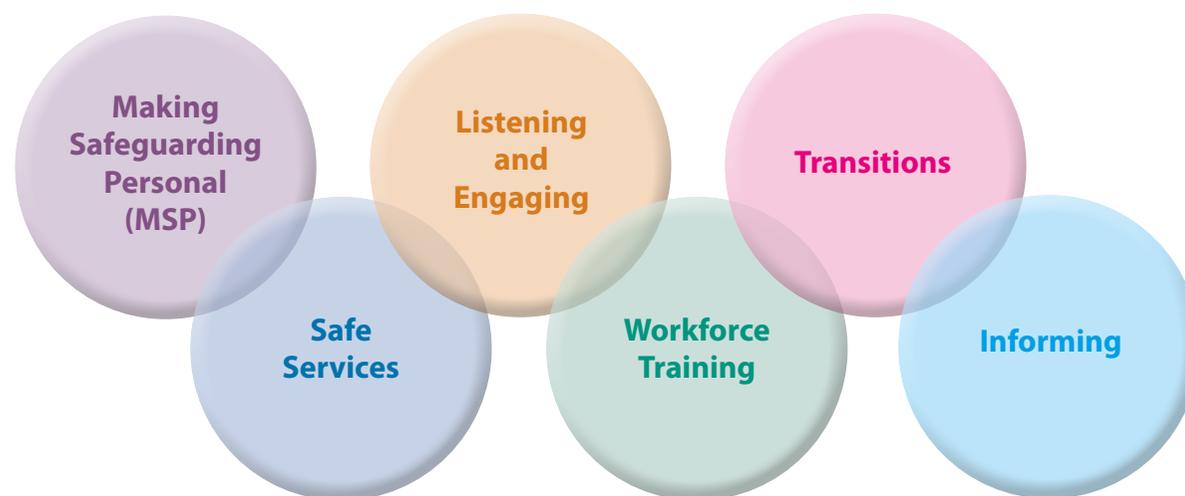
Section 67 of the Care Act 2014 imposes a duty on local authorities to arrange for an independent advocate to be available to represent and support certain persons for the purpose of facilitating those persons' involvement in the exercise of functions by local authorities. Advocacy is a process of supporting and enabling people to:

- Express their views and concerns
- Access information and services
- Defend and promote their rights and responsibilities
- Explore choices and options

In 2017-2018, **22** people with care and support needs were supported by an advocate to help them with their safeguarding issues.

11. WHAT ARE THE BOARD'S PRIORITIES FOR 2018-2019?

The Board priorities remain the same as the previous year, in line with the 2015-2018 Strategic Plan. This enables the Board to ensure improvements and changes implemented thus far are fully embedded within safeguarding practice, across the partnership.



APPENDIX. 1 Partner Organisation Reports

Clinical Commissioning Groups

(South Warwickshire Clinical Commissioning Group; Coventry & Rugby Clinical Commissioning Group; Warwickshire North Clinical Commissioning Group)

	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
<i>Making Safeguarding Personal</i>	<ul style="list-style-type: none"> • The SWCCG now have dedicated health practitioners and administrative support to focus further on taking the Personal Health Budget agenda forward and WNCCG/CRCCG are in the process of recruiting dedicated health professionals. • Through the assessment process we ensure that the adult, their families and their carers are fully involved in decision making, applying the Mental Capacity Act when appropriate, and supported by advocacy when needed. • Continued to promote the Making Safeguarding Personal Agenda when engaging with people to ensure a person centred approach, enhancing safety, choice and control. 	<ul style="list-style-type: none"> • Continue to raise awareness of the Making Safeguarding Personal Agenda and ensure it is embedded into practice.
<i>Safe Services</i>	<ul style="list-style-type: none"> • Ensured Governance structures are in place to review and refresh policies and procedures as required. • Quality schedules include themed reviews/inspections to seek and gain assurance that commissioned services are providing safe, effective quality care. • Actions plans were developed, implemented and reviewed as required. • Shared learning from SCRs/DHRs and SARs within training sessions, learning forums, reflective practice within supervision. • Continued to work with partners to reduce out of area placements for individuals with learning disabilities or mental health needs and support timely repatriation to local services. 	<ul style="list-style-type: none"> • Continue to work collaboratively with partners and seek assurance that commissioned services demonstrate they are providing safe, effective quality care. • The CCGs are all involved with the LeDeR programme. LeDeR supports local areas to conduct standardised reviews of all deaths of people with learning disabilities in accordance with the National Guidance on Learning from Deaths (2017). The purpose of the review is to identify potentially avoidable factors that may have contributed to the person's death and use the lessons learned and actions identified to guide improvements to service provision in order to reduce premature deaths for people. The LeDeR Programme will also collate and share the anonymised information about the deaths of people with learning disabilities, from a national perspective, so that common themes, learning points and recommendations can be identified and taken forward into policy and practice improvements improving outcomes for this vulnerable client group.

	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
Listening and Engaging	<ul style="list-style-type: none"> • Embedded the newly defined categories of abuse across agencies by supporting training sessions, dissemination of updated policies and procedures ensuring they are further understood. 	<ul style="list-style-type: none"> • Continue to raise awareness and engage with individuals, talking and listening to their views. Analysis of feedback to contribute towards the commissioning of services.
Workforce Training	<ul style="list-style-type: none"> • Continued to review and update training programmes ensuring they are delivered to a high standard. • IRIS (Domestic Abuse Training) continues to be integrated into GP training. • Safeguarding training continues to be provided for General Practice. Designated health safeguard leads within practices have been identified and bespoke training has been delivered. • Available training is promoted via electronic communications. • Work is on-going with care homes. End of Life support is supported by a Macmillan GP. 	<ul style="list-style-type: none"> • Continue to raise awareness by delivering a high standard of training programmes. Continue to seek assurance that it is embedded into practice.
Transitions	<ul style="list-style-type: none"> • Collaborative working continues taking the Transforming Care Agenda forward. • The CCGs have been working closely with the WSAB and WSCB to support collaborative working. • Development of community learning disability services continues, driven by the Transforming Care programme. 	<ul style="list-style-type: none"> • Continue to work collaboratively with partners to take the Transforming Care Agenda forward, as well as transitions work for children with complex needs.
Informing	<ul style="list-style-type: none"> • The Lead Nurse Safeguarding Adults for the CCG continues to work closely with WCC, supporting audits around the referral process and continues to raise the profile of abusive behaviour across healthcare commissioners and providers. 	<ul style="list-style-type: none"> • Continue to work alongside WCC raising awareness, sharing of pertinent information within the organisation to ensure the workforce is fully informed.

Warwickshire Police and West Mercia Police

	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
<i>Making Safeguarding Personal</i>	<ul style="list-style-type: none"> • Referrals are increasing which tends to show that Police are cognisant of problem solving by using partners rather than repeatedly attending incidents involving the same people and places. 	<ul style="list-style-type: none"> • Our current policing model is such that there will be a continuance of what is stated above for last year. Together with our internal audit strategy we will look to ensure we continue to seek ongoing improvements in this area.
<i>Safe Services</i>	<ul style="list-style-type: none"> • Every effort continues to be made to meet our statutory responsibilities and ensure multi agency meeting attendance requirements are met. Occasionally this has proved challenging when the model we have implemented is such that departments that formally had responsibility to attend are no longer in place. • Our commitment to the MASH has continued, further more we have continued to supplement the team with 2 additional Detective Sgts whose role it is to provide early advice and link with partners, to be the gatekeepers of demand to the front line and whenever possible provide the continuity to early strategy meetings. • In addition our new model has added 4 staff (not yet identified or posted based on Detective vacancies) that will be dedicated to dealing with Child protection issues. 	<ul style="list-style-type: none"> • We will continue to carry out our statutory responsibilities and ensure our contribution to multi agency meetings remains. • Our commitment to the MASH will continue. • Our internal pathways that are in place will remain in place.
<i>Listening and Engaging</i>	<ul style="list-style-type: none"> • The embedding of the Police Victim management unit has demonstrated great value with high levels of victim satisfaction being evidenced. There is evidence of positive utilisation of partners to problem solve long running issues. • Over and above this there is a great deal of organisational emphasis on our statutory duty towards the victim code and charter. Inputs have been given to staff facilitated by the Police and Crime Commissioner's office. • This year we also introduced our own vulnerability audit programme. This has already led to learning for individuals. 	<ul style="list-style-type: none"> • We will continue to invest in our victim management unit in order to bring the best service (with partners) to vulnerable victims of crime. • We will continue to listen and engage with Victims of Crime and will continue to treat them in accordance with their needs by safeguarding them and directing them to the right support in a timely manner. • We will continue to listen and engage with our workforce and partners in order to have a continuous learning approach to our business.

	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
Workforce Training	<ul style="list-style-type: none"> The vulnerability audit strategy/process is now embedded within Warwickshire and continues to be expanded throughout the alliance. Learning has been taken from each area of business that has been audited. Examples of this include Domestic Abuse, where it has been noted that learning is required regarding Coercive Control, positive action, outcome 16. 	<ul style="list-style-type: none"> Our Audit programme will guide the developmental needs of individuals and teams. In addition we have 'experts' in various areas of business and are about to embark on inputs for front line staff regarding domestic abuse. The inputs will cover positive action, evidence gathering, controlling and coercive behaviour and victimless prosecutions amongst other areas. Added to this we are also about to embark on training for front line staff regarding vulnerable adults I think that it would be beneficial to prepare a short presentation for shifts about Vulnerable adults and the mental capacity act, deprivation of Liberty and the process for Court of protection. In order to facilitate this we will liaise closely with the Mental Health Team and Adult Social Care.
Transitions	<ul style="list-style-type: none"> Currently we are working on reviewing the picture for transition from children's to adult services for those at risk/ victim of Child Sexual Exploitation (CSE). This work is being led by the local authority CSE co-ordinator (Nigel Jones) in partnership with the NWG. This work involves a benchmarking exercise, recommendations and ongoing work with both services to review and implement relevant recommendations/ changes in Warwickshire. We would hope to see benefits for vulnerable people and partners when this work comes to fruition. 	<ul style="list-style-type: none"> Currently we are working on reviewing the picture for transition from children's to adult services for those at risk/ victim of CSE. This work is being led by the local authority CSE co-ordinator (Nigel Jones) in partnership with ourselves and the NWG. This work involves a benchmarking exercise, recommendations and ongoing work with both services to review and implement relevant recommendations/ changes in Warwickshire. We would hope to see benefits for vulnerable people and partners when this work comes to fruition.

Sexual Exploitation

The Transitions Service has worked with a young woman with mild learning disabilities who was a victim of Child Sexual Exploitation (CSE). Although the young woman did not technically meet the criteria for Transition services, due to her level of risk and the fact that she was pregnant, the team worked closely with the CSE team to plan support to protect her from further CSE risk. This work involved trying to support the young woman to understand she was a victim of CSE, to commission a psychologist to assess her capacity in relation to her being able to consent to the 'perceived relationship' with the perpetrator, and understand the risks he posed and his intentions. The approach was multi-agency between children's and adult social care, CSE Team, Police and Adult Safeguarding. The outcome was positive in that the perpetrator was detained and deported and therefore risks were managed, however the young woman was unable to keep her baby, and struggled to understand that she was a victim of CSE. The work highlighted a need for further training for adult services in managing CSE cases and has led to an agreement that work will be undertaken with Warwickshire CSE, Missing & Trafficking Coordinator to develop protocols and procedures for working with such young people.



	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
Informing	<ul style="list-style-type: none"> • The Vulnerability Strategy delivery plan was an integral part of the delivery for Police during the last year however this year the focus is more around the delivery against organisational areas requiring improvement. This will leave the DCI and Supt responsible for vulnerability to proactively focus on emerging themes and issues as and when they arise. • Whilst much focus continues to be placed on ensuring the victim code and victim satisfaction are key to delivering our service, it remains that we are very often required to make challenging decisions in the areas of vulnerability. There will be a drive to ensure we will be victim focussed rather than victim led, this is clearly an area of risk in areas such as domestic abuse where very often victimless prosecutions should be sought where possible, despite a victim not wishing for that route to be undertaken. • Citizen's academies continue with vulnerability being a discussion point within them. The theme of our Youth academy was vulnerability, inputs were given by partners around victim blame, sexting, CSE and hate crime amongst others. This was attended by approx 170 young people over a weekend who left the event able to much more able to discuss and identify areas of risk for both victims and perpetrators. • The new policing model has maintained the central Strategic vulnerability team. This team supports the local policing Chief Inspectors across the alliance with responsibility for Vulnerability. The central team continues to look at consistency of procedures throughout the alliance. • Vulnerability continues to be a major theme for policing and our ambition to be 'great at protecting the most vulnerable' remains. This is always at the forefront of our communications. • We do believe the alliance is now more mature regarding the fact that areas within the alliance differ re partners, finance and staffing and therefore, we will continue to work with others to maximise our potential as a partner agency. 	<ul style="list-style-type: none"> • As above we will continue to maximise opportunities regarding this area. Being 'great at protecting the most vulnerable' remains as our ambition and is highlighted at every opportunity.

Working with families



Warwickshire Police reported a high risk domestic abuse situation where a 36 year old woman "Karen" was at significant risk from her husband. Through MASH processes and early sharing of information it was identified that the couple had two primary school age children, and that Karen is the main carer for her mother, who lives nearby and has Parkinsons Disease. Children's services commenced a single assessment to assess and identify risk to the children. Risk to Karen's mother was considered through MASH discussion, and there was no indication of any direct risk of harm being posed to Karen's mother as a result of the domestic abuse. Referral and use of formal Adult Safeguarding Enquiries would have been a disproportionate response for Karen's mother, but it was known that the whole situation was having a massive impact on Karen's wellbeing, and there was a concern that the support she provides to her mother could well be disrupted or impacted. Following the decisions made in the MASH, information was shared with the social worker for Karen's mother, and the Police Domestic Abuse Risk Officer involved with Karen asked her directly about the impact of the domestic abuse risk on her caring role. This led to Karen being supported to complete an updated Carers Assessment that looked at her role and support needs as a carer, what support she was able to continue to give her mother, and what things she needed more help with.

Safeguarding and Mental Capacity



An individual living unsupported in the community and committing sexual offences was also being exploited due to their complex mental health needs. Police worked very closely with other professionals to Safeguard the general public and the individual.

Police considered management of this individual through MAPPA but their lack of capacity meant that they had no criminal convictions.

Police continued gathering and sharing relevant information to ensure that a current capacity assessment was conducted. Police then requested consideration in relation to a Deprivation of Liberty Order, this involved professionals from the Learning disability team, Adult Social care and mental health teams. The consequence of this excellent multi agency working meant that the individual was placed into supported living whereby they now have 24/7 care without opportunity to commit offences or indeed being exploited.

	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
<p><i>Making Safeguarding Personal</i></p>	<p>Adult Social Care</p> <ul style="list-style-type: none"> • Adult Social Care's new reporting framework in MOSAIC now includes reporting fields that gather and report information on whether the adult was supported to express the outcomes they want to achieve at the start of the enquiry process, whether they are supported to achieve those outcomes by the end of the enquiry process, and whether they feel safer as a result. • Adult Social Care developed and piloted a new practice approach to core assessment, support planning and review processes. The Care Act 2014 requires local authorities to 'consider the person's own strengths and capabilities, and what support might be available from their wider support network or within the community to help' in considering 'what else other than the provision of care and support might assist the person in meeting the outcomes they want to achieve'. This allows the person to lead, and be in control of, an independent day-to-day life as much as possible. This will contribute to the protective networks to help an adult stay safe from abuse or neglect. <p>Fire and Rescue Service</p> <ul style="list-style-type: none"> • All new recruits received training in Safeguarding • Operational guidance has been implemented to report and record safeguarding issues and to raise awareness - so that safeguarding referrals can be done at the incident. • All retained Duty system stations trained in the Safe and Well check as well as identifying Adult Safeguarding issues and how to report and record them. • Safeguarding has been embedded into induction training for new Wholetime recruits. <p>Trading Standards</p> <ul style="list-style-type: none"> • Thirteen doorstep interventions carried out to protect consumers and investigate property repair crime. • TrueCall devices are offered to Warwickshire residents meeting the vulnerability criteria. They are identified in a number of ways including referrals from safeguarding, social work or similar WCC teams and via CACS complaints. In the 2017/18 period three devices were fitted. • Provision of 80 yellow advice packs and provision of personalised target hardening advice to victims to prevent future incidents. • Warwickshire Trading Standards launched a new No Rogue Trader Zone in Monks Kirby covering 10 roads and 123 households. In total, there are 10 No Rogue Trader Zones covering 2933 households receiving ongoing support. 	<p>Adult Social Care</p> <ul style="list-style-type: none"> • Adult social Care will evaluate the first year's data as it emerges following the rollout across the whole of Adult Social Care of recording MSP measures within Adult Safeguarding Enquiries. • The case file audit tool and procedure will be reviewed to identify their impact and improvements. An improved version will be implemented in 2018/19. <p>Fire and Rescue Service</p> <ul style="list-style-type: none"> • Safe and Well - Prevention team will continue to work with complex Safe and Well visits, where for example alcohol or drug dependency has been identified. The team will continue to fit deaf alarms for those who need the service. <p>Trading Standards</p> <ul style="list-style-type: none"> • Doorstep crime (rapid response doorstep interventions to assist consumers) – consumer led interventions (doing what the consumer wants). Investigations and formal court action against the perpetrators to prevent them from targeted vulnerable residents in the future are taken where appropriate. • We will continue to support elderly and vulnerable people who are at risk of becoming victims of fraud perpetrated by phone. This will be done by increasing the number of TrueCall devices fitted in the homes of these individuals. In the first quarter of 2018/19 devices have already been fitted in homes of four Warwickshire residents. <p>Public Health</p> <ul style="list-style-type: none"> • Public Health and Strategic Commissioning will mobilise new advocacy service contracts, both statutory and non-statutory services, which will help vulnerable people have their voice heard in their care and treatment, and to raise complaints about NHS funded or provided care.

	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
Safe Services	<p>Adult Social Care</p> <ul style="list-style-type: none"> • Adult Social Care has continued to embed and develop effective partnership working across several risk management forums, including: <ul style="list-style-type: none"> - Designated leads and regular attendance at MARAC and MAPPA. - Access for Staff to the DASH RIC via the People Group Policies and Procedures intranet pages, and directly through the Adult Safeguarding recording platform in the client records database: MOSAIC. - Standing attendance at the CSE, Missing and Trafficked monthly operational group. - Physical staffing within the Warwickshire MASH that supports inter-agency information sharing, risk identification and risk management. • A new case file audit procedure and tool has been implemented in Adult Social Care. It includes Making Safeguarding Personal and customer and carer voice. • The Adult MASH function continues to deliver timely and effective information sharing. Early discussion of concerns and information sharing with Police has led to improved identification of cases that do not meet Care Act adult safeguarding thresholds, but where other action, information or advice would be of benefit. This has led to adults having a targeted and more appropriate service offer/provision at an earlier stage. It has also reduced duplication across agencies. <p>Fire and Rescue Service</p> <ul style="list-style-type: none"> • Warwickshire Fire and Rescue sit as a member of the multi-agency Suicide Prevention Group • Warwickshire Fire and Rescue trialled use of premises to drug and alcohol services for appointments carried out in local areas <p>Public Health</p> <ul style="list-style-type: none"> • Public Health has established a Multi-agency steering group for suicide prevention in Warwickshire to implement the Suicide prevention strategy. • A second audit of coroner’s records was completed to add to the local intelligence of deaths by suicides. Through the STP, Mental Health and Emotional Wellbeing programme a successful bid for NHSE funding to enhance the suicide prevention work across Coventry and Warwickshire was submitted, and work is now underway to progress the delivery plan. 	<p>Adult Social Care</p> <ul style="list-style-type: none"> • To engage with the refresh of the Warwickshire Violence Against Women and Girls Strategy. <p>Public Health</p> <ul style="list-style-type: none"> • Public Health and Strategic Commissioning will continue to ensure that all commissioned service providers delivering public mental health services are meeting their safeguarding adults’ responsibilities, with standing items regarding this on all contract performance review meetings with providers.

	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
Listening & Engaging	<p>Trading Standards</p> <ul style="list-style-type: none"> • ‘No Rogue Traders Here’ (good trader scheme) – in response to customer feedback we continue to engage with a service provider to provide a local Trading Standards Approval scheme which makes choosing traders safer for consumers (www.noroguetradershere.com free phone 0800 233 5000) • We continue to also support the national ‘Buy with Confidence’ approved trader scheme, offering consumers a wider choice. 	
Workforce Training	<p>Trading Standards</p> <ul style="list-style-type: none"> • In 2017/18, Warwickshire Trading Standards ran 14 safeguarding adults scam/rogue trader workshops with a range of WCC services that work with/support elderly and vulnerable people. The workshops covered how scams/doorstep crime are perpetrated and signs to watch out for when dealing with vulnerable adults who may be falling victim to scammers. Real-life case studies were included. • In 2017/18 Trading Standards delivered training to bank staff at six branches of the Nationwide. This is an ongoing project to engage with banks and building societies in Warwickshire. 	<p>Trading Standards</p> <ul style="list-style-type: none"> • We will continue to offer safeguarding adults talks to WCC services working with elderly and vulnerable individuals to support safeguarding. In addition, we will also offer workshops to the staff of other organisations such as charities providing similar services. In 2018/19, we will be providing training workshops to Age UK staff and volunteers. • We will continue to offer talks to bank staff under the Banking Protocol. • Doorstep crime aide memoir being developed within CENTSA for distribution to the Police and other organisations. <p>Public Health</p> <ul style="list-style-type: none"> • Public Health and Strategic Commissioning will prioritise work to ensure that people with co-existing mental health and substance misuse conditions receive appropriately integrated care and treatment from mental health and substance misuse services, ensuring that staff working in both service areas receives appropriate training and development to further enhance joint working between the two service areas.

	What we did in 2017 – 2018.....	What we plan to do in 2018 – 2019.....
Transitions	<p>Adult Social Care</p> <ul style="list-style-type: none"> • The Transitions team completed training in the followings areas to ensure their staff are fully versed on their roles within the safeguarding context: <ul style="list-style-type: none"> - Prevent e-learning - Hate and Mate Crime e-learning - Safeguarding e-learning - Safeguarding Level 2 training - Safeguarding Level 3 training for managers 	<p>Adult Social Care</p> <ul style="list-style-type: none"> • Adult Social Care Transitions will continue its work with Children’s SEND social care, Leaving Care and Children’s Safeguarding, Education (Special Educational Needs) and Health to improve communication and the transition pathway for young people moving into Adulthood via actions under the Preparing for Adulthood Health and Social Care work stream and WCC SEND programme. This will also ensure that information on safeguarding risks regarding individuals are appropriately shared between agencies working with a young person to minimise risk of harm. • The Transitions Service and Adult Safeguarding Service are due to start work with Warwickshire CSE, Missing & Trafficking Coordinator to develop strategies for supporting YP at risk of, or who have experienced, CSE, to ensure Safeguarding plans are robust, manage risk and keep the YP safe from exploitation and harm.
Informing	<p>Trading Standards</p> <ul style="list-style-type: none"> • In Scams Awareness Month 2017, Warwickshire Trading Standards supported this national initiative by warning residents about the biggest scams affecting them (via a number of communication methods including press releases). Advice was provided on how to avoid scams. In National Consumer Week 2017 the service focused on ‘free trial’ subscription scams with help and advice. These campaigns targeted differing groups in society including the elderly and vulnerable. • In 2017/18, Warwickshire Trading Standards issued 47 scam email alerts which are cascaded to thousands of individuals and groups across Warwickshire. These help to warn elderly and vulnerable people about new and emerging scams. These email alerts are also publicised via social media. 	<p>Trading Standards</p> <ul style="list-style-type: none"> • We will seek to continue to protect the most vulnerable in our society from scams and frauds by supporting national campaigns, including Scams Awareness Month 2018 and National Consumer Week 2018 and issuing warnings and advice via a number of communication outlets including press releases, email alerts and social media.

Property repair cold caller



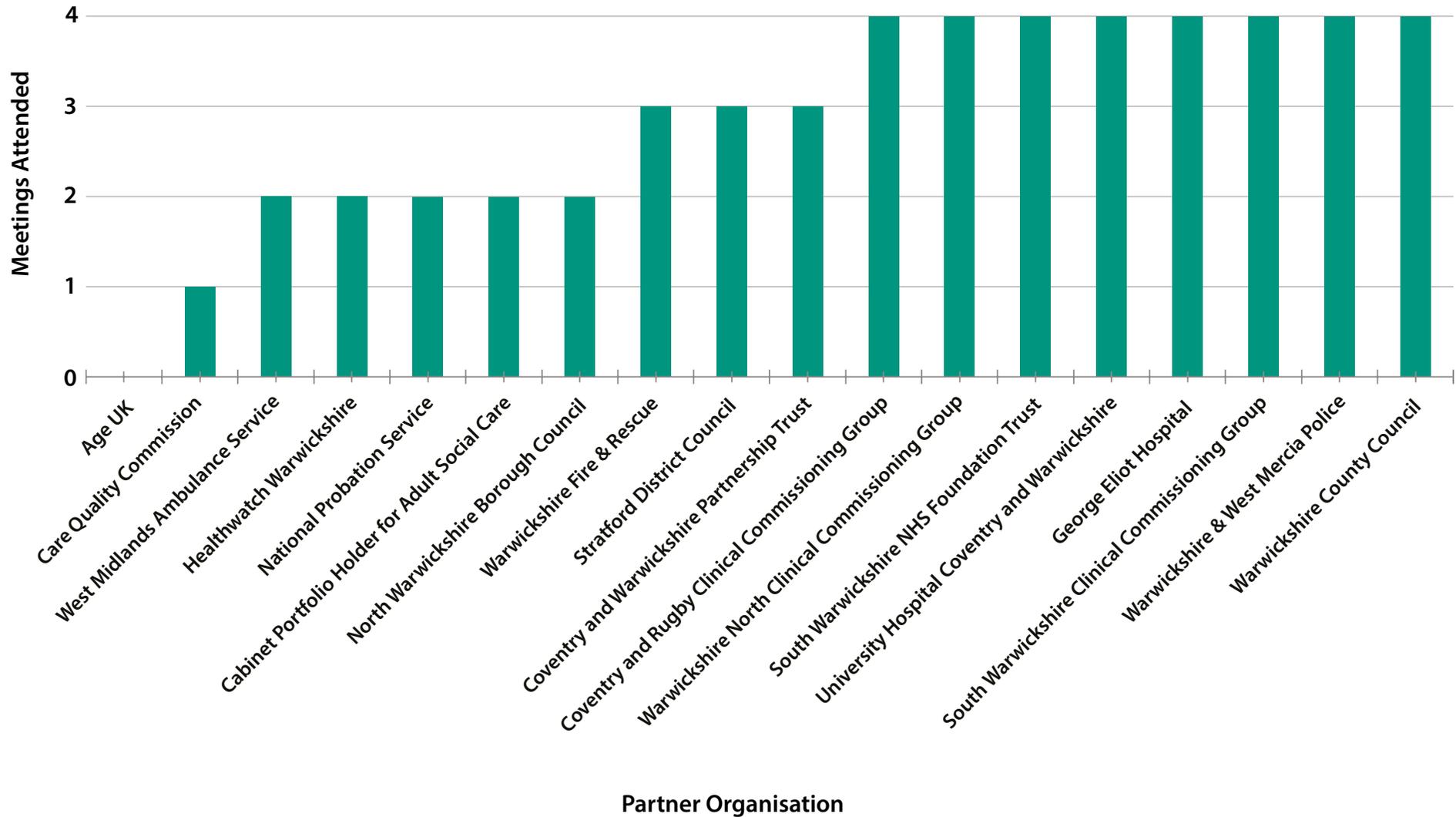
Consumer called Trading Standards requesting assistance for landscaping work carried out to the front of her house – trader had taken the consumer to the bank to withdraw money and not completed the landscaping work. Consumer was distressed and unsure what to do. A response was provided to the consumer to gather information and support the victim. Trading Standards Officers negotiated with the trader on the consumer's behalf and provided target hardening advice to ensure the victim felt confident to deal with people (and avoid being a repeat victim).

Telephone scam



Consumer's relative called Trading Standards requesting assistance for her father who had sent several thousands of pounds by cheque to a person who contacted him on the phone. Consumer was asked to send a cheque to Claims Advisory Service in order to make his claim (this was a scam). Trading Standards visited the consumer to provide education to the consumer and engaged with the relatives to find a practical solution (to ensure the consumer was not a future victim). Trading Standards identified an ongoing investigation into the person responsible and assisted in providing the witness for the benefit of their investigation.

APPENDIX. 2 Partner Agency Attendance at Board Meetings 2017 - 2018





If you have any queries relating to this report or require additional information regarding the Warwickshire Safeguarding Adults Board (WSAB) please contact the WSAB Business Manager via WSAB@warwickshire.gov.uk