

Dudley Safeguarding Adults Board **Annual Report** 2015/16



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Executive Summary

Our Annual Report for 2015/16 covers the work the Dudley Safeguarding Adults Board has undertaken from April 2015 to March 2016.

It also outlines our future plans for 2016/17.

During 2015/16 we set ourselves three priorities. These were:

1. To keep adults safe and hear their voice
2. To ensure adult safeguarding is made personal by the appropriate support at the right time and place
3. To improve safeguard outcomes for adults, families and carers by ensuring effective partnership working and accountability

We analysed each priority in detail and formulated core aims and objectives for each of them which formed individual plans of action for 2015/16. We are pleased to report significant progress for these action plans.

Our action plan to keep adults safe and hear their voice has focused around partner agencies better reporting outcomes for people in the safeguard process, a review of transition arrangements and a better sharing of practice which recognises issues of mental capacity. The board has also needed to consider current financial and personnel resources and the impact this will have upon these initiatives.

As far as our second priority is concerned much work has been done to ensure that adult safeguarding is made personal by ensuring appropriate support at the right time and place. Engagement has ensured that the safeguard response is proportionate and actually empowers the individual.

The board has also ensured that the new elements of The Care Act - self-neglect, domestic violence, modern slavery, advocacy, Prevent and mental capacity are all fully embedded in partner agencies. Alongside this work a multi-agency audit took place to consider proportional decision making at the initial stages of a safeguarding enquiry to ensure that lessons are learned.

For our third main area of focus - improving safeguard outcomes for adults, families and carers by ensuring effective partnership working and accountability, much work has been done. We have worked to ensure senior and lay representation at the board to facilitate the development of assurance structures within its framework. We have also worked to ensure that partnership arrangements have continued to work with our local communities to develop awareness and support those hard to reach groups. Finally we have facilitated improved partnerships by ensuring effective resolution of professional differences by the development of an effective escalation policy.

There remain challenges around these three core priorities and we have formulated action plans for 2016/7 around each of these areas and progress is underway, which will continue to be monitored.

The board spent some time during 2015 consulting with local community groups to establish public perceptions of adult abuse and of the board itself. Feedback has indicated a limited understanding of adult abuse across all age ranges and has highlighted the need for communications to avoid jargonistic terms and communicate in plain English. The research also indicated a limited awareness of the board itself and of reporting mechanisms. As a result of this piece of work the board has updated their website, rewritten their safeguarding literature to ensure an easier understanding and produced an easy read safeguarding booklet.

In addition partners have worked to better promote safeguarding awareness throughout their organisations.

A plethora of multi-agency training has taken place over 2015/16, spreading the safeguarding message across partner agencies, as well as amongst local organisations. Details of this training can be found in this report.

The Care Act 2014 has had a major impact upon developments during this period and one of these has been the arrangement of safeguarding adult reviews. A Serious adult review (SAR) sub group has been developed to effectively discharge the board's responsibilities in this area. Alongside this the Supreme Court ruling in May 2014 regarding the extension of DoLS has resulted in much work being undertaken to manage the increase in DoLS assessments. A new scheme for DoLS safeguards is now being consulted on for implementation in 2017. Preventing extremism and domestic homicide reviews have also been two more core areas of focus which have been heavily resourced throughout the period.

Data collated for 1 April 2015 to 31 March 2016 shows that the number of adult safeguarding concerns reported over the period was 2091. This compares to 1713 over the previous year - a very significant increase. This gives confidence to the board that the awareness of safeguarding is increasing across Dudley Borough.

During 2014-2015, some 726 (42.4%) of concerns were progressed through the safeguarding process as enquiries, this compares to 743 (35.5%) during 2015-2016 being progressed. This suggests that the screening process at first contact is effectively signposting concerns and using other resources to deal with issues effectively.

In summary, much work has been undertaken over the period which has built upon the board's successes to date and puts us in a good place from which to grow.





Message from our independent Chair

I am delighted to introduce the Annual Report of Dudley Safeguarding Adult Board (DSAB) covering our period of activity from April 2015 to March 2016 and commenting on our plans for our future work in 2016-17.

This document is intended to reach all the agencies and individuals for whom safeguarding is a primary responsibility, but will also be of interest to the general public. It is worth remembering that we all have a role in preventing harm and especially in safeguarding those adults who may be the most vulnerable to abuse, neglect and exploitation.

I would like to thank my predecessor, Roger Clayton who led the Board's work during the period covered by this report; Roger worked tirelessly to champion the adult safeguarding agenda across Dudley and prior to his departure, he established joint meetings between DSAB and Dudley Safeguarding Children Board to ensure cross cutting themes were considered by both Boards.

This report sets out the work coordinated by the Board to support improved safeguarding arrangements and practice during 2015-16. There has been significant activity across a range of functions including audit, training as well as communications. Two Safeguarding Adult Reviews have been independently carried and the learning will be used by Board partners to drive further improvement to safeguarding practice.

As the case studies illustrate, we are well on our journey to embedding Making Safeguarding Personal across the partner agencies although we recognise that we have more to do. There is a strong collective commitment to delivering safeguarding support that is person led and outcome focused.

Work for 2016-17 includes further developing our arrangements to gather and use the voice of adults with care and support needs to inform our work. I am also keen that we increase our understanding and oversight of the wider adult safeguarding system through scrutiny and analysis of multi-agency performance data.

I would like to place on record my thanks to all partners, including front line practitioners who have contributed to the work of the Board during the year and also to Anne Harris, head of adult safeguarding and Rebecca Fenton, business support officer, for the support they have provided to the DSAB during 2015-16

I look forward to working with you next year

Liz Murphy Independent Chair Dudley Safeguarding Adults Board July 2016

About Dudley Safeguarding Adults Board

The Board

The Dudley Safeguarding Adults Board is well established and provides strategic leadership for all of Dudley Borough's adult safeguarding work. It works to ensure there is a consistent response from a whole range of professionals to situations where there is actual or suspected adult abuse.

The Board also oversees and works to ensure the effectiveness of the arrangements made by individual agencies to safeguard adults from abuse. The Board does not look routinely at individual situations but does look at how partnerships work and the quality of the support offered to people being abused or at risk of abuse.

The Board is made up of representatives from Dudley Council, West Midlands Police, Dudley Clinical Commissioning Group (CCG), Dudley Group NHS Foundation Trust, Dudley Fire Service, Dudley & Walsall Mental Health Trust, Black Country Partnership Foundation Trust, Healthwatch as well as voluntary sector organisations. The Care Quality Commission attend and report on their activities at one Board meeting each year - in 2015 this was the June Board.

The Board held six meetings over the period (2015/16) and one joint meeting with the Dudley Safeguarding Children Board in March 2016. It also consists of four sub-groups each looking at Quality, Policy, Training and Safeguarding Adult Reviews.

The Board works to a business plan and forwards its annual report to council cabinet members. The Board also has a protocol with the Health & Wellbeing Board, Community Safety Partnership, and Local Safeguarding Children Board demonstrating how the boards work together to safeguard children, young people and adults at risk - please see Appendix B.

Who is an adult at risk?

The Care Act 2014 describes a person who should be protected by the safeguarding work in Dudley as someone who:

- Has needs for care & support (whether or not the local authority is meeting any of those needs)
- Is experiencing or is at risk of abuse or neglect and;
- As a result of those needs is unable to protect themselves against the abuse or neglect or risk of it.

How to report a concern that someone is or may be being abused

We continue to work hard to make sure that everyone within Dudley Borough is aware of the safeguarding reporting procedure.

We continue to have a central contact number where anyone (members of the public along with professional agencies) can report any concerns they may have.

This number is the councils Access Team (0300 555 0055). We also have an online reporting tool which people appear to prefer to use - this is highlighted **boldly** on Dudley's safeguarding website: www.safeguarding.dudley.gov.uk



The safeguard process

When a call is made to the Access Team regarding a safeguard concern, the information is collated and passed to a senior social worker and manager. They may then (dependent upon the information reported) gather further information before making a decision as to whether the person concerned meets the laid down safeguarding criteria. If the criteria is met the safeguard process will begin.

The information is subsequently passed to the most appropriate individuals to investigate, by the safeguard team who offer advice and support to staff and partners as to how to undertake their enquiries. If the person concerned is already allocated within a service for another reason, the concern will be passed directly to the allocated member of staff.

During 2015 examples of agencies undertaking safeguard investigations have included nurses looking at concerns around pressure ulcers care; commissioners looking at services that appeared to be neglecting the care of people they were providing care for and the police leading on cases where there was domestic or financial abuse and a crime was thought to have been committed.

The Care Act states that the local authority and other partners must co-operate with these enquiries. These enquiries are called Section 42 enquires and the results are fed back to the local authority as the Care Act gave lead responsibility to the local authority to coordinate this process.

In 2015 many agencies consolidated their safeguard teams to meet the requirements of The Care Act. Partnership has been vital to ensure the work is carried out in a co-ordinated manner.



The National Context

The Department of Health published a "statement of government policy" on Adult Safeguarding in May 2013.

The document set out six safeguard adult principles for boards to consider:

- **Empowerment**
- **Prevention**
- **Proportionality**
- **Protection**
- **Partnership**
- **Accountability**

Other key developments nationally have included:

- **The Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS) ensured that the Making Safeguard Personal (MSP) programme continued. Dudley had signed up to this in the previous year.**
- **The Care Quality Commission (CQC) had announced their new regulatory model towards the end of 2014. In 2015 it followed this model and asked the key questions that matter most to people who use services, listened to their responses and took action to protect them and ensure they had clear reliable and accessible information. The Chief Inspector introduced the "Mums Test" which requires inspections and inspection teams to consider whether the service is one they would be happy for someone they love and care for to use.**

Following inspection each service is now rated: Outstanding, Good, Requires Improvement or Inadequate.

The Care Act 2014

In our last annual report we focused on what the Board had done to prepare itself for the Care Act implementation which came into effect in April 2015.

The main changes were:

- Adult Safeguard Boards had become statutory
- The formation of a Safeguard Adult Review Panel (SAR) to hear cases where an adult with care and support needs has died as a result of abuse or neglect, whether known or suspected and there is concern that partner agencies could have worked more effectively to protect them.
- Adult Safeguard Boards will be expected to produce an annual report and a business plan. This has already been in place in Dudley for seven years.
- Regional Developments

The West Midlands Safeguard Forum has met throughout 2015 and has continued to provide practical guidance on adult safeguarding and additional work to supplement the safeguard procedure issued to incorporate The Care Act in April 2015.

Further guidance on self-neglect, on Safeguard Adult Reviews, on People in Positions of trust have been worked on throughout this year.

The Black Country Local Authorities have also delivered joint training initiatives on self neglect and Deprivation of Liberty safeguards to the partnership workforces.

Our priorities for 2015/2016

We had set ourselves three key priorities for the period 2015/16. These were:

- **To keep adults safe and hear their voice**
- **To ensure adult safeguarding is made personal by the appropriate support at the right time and place**
- **To improve safeguard outcomes for adults, families and carers by ensuring effective partnership working and accountability**

We will look at our progress against these in this section.

Priority 1 - To keep adults safe and hear their voice

What did we say we would do?

- A Partner agencies to contribute to reporting outcomes for people in the safeguard process**
- B Review transition arrangements to look at the link between adults and children**
- C Share practice which recognises issues of mental capacity**
- D The board to consider financial and personnel pressures and how alternative resources can be used**

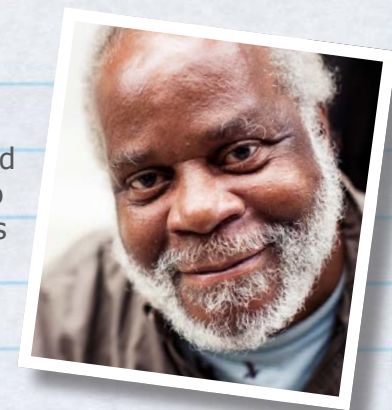
What did we do?

A - Partner agencies to contribute to reporting outcomes for people in the safeguard process

Dudley Council developed a means of recording safeguard incidents, recording the outcomes which victims hoped for against the outcomes actually achieved. This data was collated at the end of each quarter during this and showed a consistent pattern of outcomes of 59%, 50%, 60% and 58.9%

Case Study

Mr W - an elderly gentleman - alleged financial abuse by a family member and was supported by advocacy services to ask the family member to move out his home. He also indicated that he felt isolated during the day and accepted a day care placement which met his West Indian cultural and dietary needs.



Case Study

Mr X - an elderly gentleman with a diagnosis of dementia - alleged neglect and physical abuse from his partner and her son who lived with him. Advocacy were involved and a best interest decision was made that as he chose to live with his partner previously he would now be supported to manage the risk with the support of home care, day care and regular monitoring. Welfare Benefits were also involved to support him with managing his finances - along with dementia advisors to assist as his dementia deteriorated.

Case Study

Mr Y - a gentleman with a history of substance misuse and self neglect was admitted into residential care as he had developed cancer but was resistant to treatment. He was discussed at his GP practice by his GP, district nurse and social worker. A best interest meeting under Safeguarding was held as he had lost the capacity to make treatment decisions. Some of the professionals had known him previously and made their best efforts to ensure that his previous wishes were considered. A plan of care was established to ensure that his end of life care was appropriate to his previously expressed wishes and lifestyle. It was also agreed that he should remain at the home. This decision making process worked hard to adopt the principles of Making Safeguarding Personal by keeping the gentleman's wishes at the very centre of the process.



Case Study

Mr Z - a gentleman with a diagnosis of depression, supported by Dudley & Walsall Mental Health Trust to live in the community was not eating. Support workers had noted that there appeared to be a lack of food in his home. He indicated that money had been taken without his consent. He was supported to report this to the police and change his financial management. Additional support and monitoring was provided within his home to ensure he was, and felt, safe.



The Board's quality sub-group also conducted a multi-agency audit across many of the organisations on the Board - Police, Dudley Group NHS Foundation Trust, Dudley Council and Dudley & Walsall Mental Health Trust. Healthwatch also took part in this audit. This audit included checking how good partners were at asking the victim what outcomes they wanted. West Midlands Police and Dudley Group of Hospital made specific reference to the victims needs and engaged the person as they investigated the situation to try and ensure their outcomes were always met.



Challenges for 2016-17

The audit indicated that although some people had been specifically asked about what outcomes they wanted this information could have been better recorded. It noted positively however that where people did not have the capacity to express their own wishes, advocacy and carers were asked and fully involved in the process.

- **Both the data collected and the audit showed that partners were starting to ask people what outcomes they wanted but felt that this work must be continued in the future**
 - **An adult care team created in 2014 to look at people who are at risk of abuse through self-neglect, substance misuse and other lifestyle choices indicated that often people did not want to engage in being supported and this is a challenge to future service provision and to making safeguard personal.**
-

What did we do?

B - Review transition arrangements to look at the link between adults and children and to keep young people safe and hear their voice

In November 2015 we held an exercise to look at the stage in a young person's life where they move on from being a child to becoming an adult - a period known as 'transition'.

It looked at exactly how young people are kept safe and how their voices are heard. 35 colleagues from 20 agencies, including managers and operational staff, met. The exercise was led by West Midlands Police.

The exercise concluded that the following initiatives are positive moves for young people:

- A joined up partnership approach for young people subject to or at risk of childhood sexual exploitation
- Taxi firms were trained to be aware of safeguard issues and how to report any abuse observed
- Hotels - training and work with hotels took place to help staff identify issues of sexual exploitation
- An increased local use of restorative justice and out of care disposals

It also concluded that the following are areas which still need addressing:

- Closer links to be developed between child sexual exploitation and domestic abuse
- The flow of information sharing across partnerships to be improved
- A web-based directory of services for young people in transition to be developed



Challenges for 2016-17

In 2016/17 it is proposed that a multi-agency safeguard hub for both children and families and adults will be developed. This will support information sharing and ensure that the voice of young people is heard by both children and adult safeguarding partners.

What did we do?

C - Share practice which recognises issues of mental capacity and empowers people to live the life they choose.

The Care Act emphasized the need for advocacy services to support people through safeguard concerns where they needed this and enable these people to make their own choices, as much as possible.

The following achievements helped make positive moves towards achieving this over 2015/16:

- The Board asked advocacy services to attend a board meeting in May 2015. Here the services indicated that they had been invited to become involved much earlier when a safeguard incident occurred than they had in the previous year. The number of people who were supported by an advocate in 2015/2016 was 17.2% of total number of safeguard cases, whereas in 2014/2015 it had been 12.6%.
- Dudley Group Foundation Trust asked advocacy services to assist them in updating trust policies to ensure that mental capacity issues were addressed and to provide assistance to patients throughout the year who need support where they lacked capacity to make decisions about hospital treatment and future care needs. Case examples were presented to the Board to demonstrate this.
- Dudley Group NHS Hospital Foundation Trust, Dudley Council, Black Country Partnership Foundation Trust, Dudley & Walsall Mental Health Trust and Dudley Clinical Commissioning Group now ensure that their contracts specify compliance with the Mental Capacity Act and ensure that volunteers also have understanding of its importance within their work.
- An audit of partner's responses to safeguard procedures demonstrated a significant improvement from previous audits, with mental capacity highlighted within case records across partnerships in many of the random cases audited



Priority 2 - To ensure adult safeguarding is made personal by the appropriate support at the right time and place

What did we say we would do?

- A Engagement to ensure the Safeguard response is proportionate and empowers the person**
- B The Board will ensure that new elements of The Care Act - self neglect, domestic violence, modern slavery, advocacy, Prevent, and mental capacity are embedded in all partner agencies.**
- C A multi-agency audit to consider proportional decision making at the initial stages of a Safeguarding enquiry to learn lessons and share practice.**

What did we do?

A - Engagement to ensure the Safeguard response is proportionate and empowers the person

The Audit in December 2015 indicated that there appeared to be proportionality in response to safeguard concerns but felt partners needed to record outcomes more concisely and evidence they had advised the victim about the process.

A written script was developed by one of the Board's sub-groups - quality and performance - to assist people involved in the safeguard process.

B - The Board will ensure that new elements of The Care Act - self neglect, domestic violence, modern slavery, advocacy, Prevent, and mental capacity are embedded in all partner agencies.

There has been a real push for training over 2015/16 to ensure that the new elements of The Care Act are taken on board by partners.

- The Board also supported training for operational staff and partners on new aspects of The Care Act to increase their understanding of the issues about

domestic abuse, modern slavery and self neglect to ensure the appropriate support is provided to Dudley Borough residents.

- Domestic abuse training was provided in August 2015 in conjunction with the Community Safety Partnership, Sandwell Women's Aid and CHADD.
- Modern Slavery training was provided in November 2015, in conjunction with West Midlands Police. Self Neglect training was provided in February 2016, in conjunction with other Black Country local authorities.
- The number of cases that were collated for the year's safeguarding data set indicated that domestic abuse referrals had remained consistent from 2014 – 2015 but self neglect cases had increased from 6.1% of total cases in 2014 to 14% in 2015.

Case studies have demonstrated the importance that the council's housing services often play in complex safeguarding cases, supporting people who self-neglect, with the right support at the right time.

Case Study

Mr A - lived in a tent located in a wooded area in Dudley Borough. This lifestyle had a huge impact upon his physical and mental health and he was quite significantly neglecting himself. This situation was obviously less than ideal. He was in supported by the council's housing staff to move into a flat, and received continuing support to maintain the flat and attend GP appointments. His health has improved and he is now looking after himself.



C - A multi-agency audit to consider proportional decision making at the initial stages of a Safeguarding enquiry to learn lessons and share practice

In 2014 45.8% of safeguard issues raised had been dealt with under the safeguard process, in 2015 this had fallen to 35.5%. This is felt to demonstrate an understanding across partners of other processes which could support and help individuals before a crisis situation arises and which are more proportionate in meeting needs appropriately. For example, referring to Dudley CCG for medication management advice.



Challenges for 2016-17

The Care Act requirements continue to impact upon service delivery and the challenge to fully embed Making Safeguarding Personal and ensure outcomes are recorded at the outset remains a challenge for the coming year. As indicated partnerships are now strong, agencies have co-operated to deal with Section 42 enquiries but recognition of the pressures this places upon the organisations is becoming more apparent and will need to be monitored through the Board throughout 2016/2017.

Priority 3 -

To improve safeguard outcomes for adults, families and carers by ensuring effective partnership working and accountability

What did we say we would do?

- A Ensure senior and lay representation at the Board to facilitate the development of assurance structures within its framework.**
- B Partnership arrangements continue to work with local communities to develop awareness and support for hard to reach groups.**
- C To facilitate improved partnerships by ensuring effective resolution of professional differences an escalation policy is being developed.**

What did we do?

A - Ensure senior representation and lay representation at the Safeguard Board to facilitate development of assurance structures within its framework.

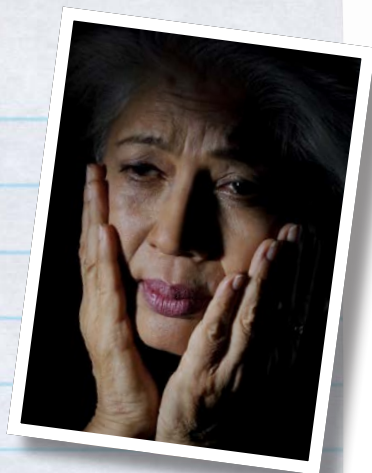
- In 2015 the Board has benefitted from the involvement and participation of a councillor at its Board meetings and training. This has been most supportive and raised the profile of the Board amongst other councillors which assisted in a training programme being established for councillors in 2016.
- The Board strengthened the relationship it has with West Midlands Police in 2015 with senior representation on the Board, a lead in the transition exercise and a participating member of the quality sub-group with active partnership in the audit in 2015.
- Some Board members attended an event in 2015 to consider national developments in lay representation to work out how best to achieve this across Dudley Borough.

B - Partnership arrangements continue to work with local communities to develop awareness and support for hard to reach groups.

- The Board advertised for a lay member with the Children Board and it is planned to have lay members in place by 2016/2017. Healthwatch also commenced work to develop links with local community groups to facilitate feedback to the Safeguard Board about the issues important to the local community.
- In 2015 Lye Community Project established in 1990 gave assurances to the Board about their work with the black minority ethnic (BME) population regarding safeguarding. Examples of safeguarding issues within this community include honour based violence, trafficking, forced marriage and those with no recourse to public funds. Staff at the project have highlighted risks to victims and to their families abroad and the issues of working in a close knit community where confidentiality has to be maintained.
- The Community Safety Partnership then undertook a piece of work with people who have no recourse to public funds to provide further information to partners about this.

Case Study

Mrs X - is a victim of domestic abuse whose husband physically and mentally abused her. If she tried to leave him she faced death threats from him because of family honour. She was supported by a range of safeguarding partners and was able to leave him. She was moved to a place of safety and now lives and works independently away from the local area.



- Throughout the year Dudley Clinical Commissioning Group and Dudley Council and Healthwatch have met every 2 months to examine services commissioned by the council where there are issues around adult abuse. The group has agreed a collective way forward to tackle the issues and reported back on progress or further concerns and held multi-agency safeguard meetings to inform the services of the required improvements needed with action plans.
- In April 2015 domestic abuse became part of the types of abuse now dealt with under Adult Safeguarding. A multi-agency group, MARAC, supported by partner agencies meet fortnightly to discuss the high risk domestic abuse categories that are supported by various partners within the borough and individuals may now have an advocate to support them through any court processes.

Case Study

Miss B - is a young woman who was admitted to hospital following an overdose. A member of staff from Dudley & Walsall Mental Health Trust noted on admission that she had bruises on her body and following one to one intervention she disclosed that she was a victim of domestic abuse. She was subsequently supported to report the abuse to the police and a refuge was found for her and her children with support from an independent domestic violence advocate. She is now living independently successfully.



- In June 2015 the Board undertook an assurance exercise with eight of its partners. These partners completed a self assessment based on the Department of Health's key safeguarding principles- empowerment, protection, prevention, proportionality, partnership and accountability. Once the assessments were returned they were screened to ensure no unacceptable risks were identified. The following good practice was observed:

Dudley Commissioning Group

- Strong links with providers through assurance visits and report to the CCG Board.
- A local integrated approach to health and social care provisions

Dudley Council - adult social care

- Strong communication network in respect of safeguarding information, particularly to senior managers
- Robust links with national and regional groups.

Dudley Council - community safety

- Effective preventative campaigns- loan sharks, domestic abuse
- The bringing together of anti-social behaviour and safeguarding/vulnerability issues through a meeting called Safer Estates

Dudley & Walsall Mental Health Partnership Trust

- The role of Experts by Experience to capture patients views
- Embedding learning from significant incidents.

Dudley Group NHS Foundation Trust

- A comprehensive and effective internal safeguard Board and annual report
- The identification of innovative methods of safeguard messages through payslips

Dudley Council - children's Services

- Desire to improve transition issues
- Opportunities to develop training

Black Country Partnership Foundation Trust

- This agency has a system in place to capture the experience of the victim of adult safeguarding and that care plans reflect patient involvement in decision making around their care
- The organisation has also developed its own leaflets, posters on Adult Safeguarding available in its offices for members of the public.
- This organisation is currently undergoing re-organisation and recognises that its policies and procedures will be updated to reflect that re-organisation and statutory responsibilities.



Challenges from the Assurance Exercise

- The need to resource the safeguard agenda and use data collected to inform information about the voice of the service user for partners.
- The need to improve the Safeguard Data information
- Capturing further the voice of the service user and listening and responding to it.
- Engagement with hard to reach groups
- Absence of GP leads and named GP for safeguarding.

Further Partnership Arrangements

- 2015 has also seen the partnership between the council's children's and adult services concerning the development of the multi-agency Safeguard Hub (MASH). Police, health, council housing and social care staff together with probation and substance misuse services are planning to co-locate together. The Children's MASH is to start in April 2016 followed by Adults in April 2017.
- The Care Act placed a responsibility to share safeguard enquiries so that the most appropriate agency deals with the concern. This happened in Dudley prior to The Care Act but partners have worked together to develop this in 2015. The council undertook the majority of assessments but other partners contributed too

- The Hospital and the CCG have dealt with health concerns such as concern over medicine management, pressure ulcer care.
- The council's commissioning service and CQC have looked at poor practice within organisations. They regularly look at issues such as late or missed calls, attitude of staff, poor training, and poor supervision. Sometimes the service has been suspended whilst work is carried out. The CQC often inspect a service where there are concerns too. Sometimes Experts by Experience - lay people are asked to comment too upon the service.
- Infection Control has looked at management of hygiene within services
- Police have looked at issues which may present a crime- financial abuse or neglect
- Dudley & Walsall Mental Health Trust have dealt with all patients known to their service and managed safeguard concerns within their service.

Safeguard issues overlap between partners and multi-agency enquires are co-ordinated and planned.

Other contributions from partners towards the development of safeguarding partners contribute significantly to the Board in developing the Safeguard agenda in many other ways. These include:

- The council's place directorate has worked with partners to secure £100,000 of additional funding to upgrade the accommodation for people fleeing domestic abuse
- The council's place directorate hold quarterly meetings to raise the profile of safeguarding and cascades information to local housing associations too. Housing staff have also been trained and established within the MASH.
- The council's adult & community learning team continues to update its procedures to safeguard learners who visit their premises with learning disabilities
- The various agencies on the Board that commission services within the borough have reviewed their contracts to ensure all providers comply with local safeguarding policy and procedures. All organisations have robust policies, procedures and processes to recognise and respond to concerns relating to persons in positions of trust

- Dudley CCG has established a Care Home Forum for health colleagues to share soft intelligence about ongoing safeguard concerns. This then reports into the Dudley Liaison meetings with the CQC
- West Midlands Police established a dedicated team of officers to cover the seven local authorities known as the Adult at Risk Team based at West Bromwich. To ensure that West Midlands Police record incident training has been delivered across the Forces Contact Centres so there is a consistent approach to referral



C - To facilitate improved partnerships by ensuring effective resolution of professional differences an escalation policy is being developed.

The Board recognised the need to have in place an escalation policy should there be professional difference which needed effective resolution. It established this in 2015. During this year the police and local authority effectively worked through both operational and strategic concerns to build upon the partnership it had and to ensure safeguard cases were dealt with appropriately. They achieved this through meetings, case analysis and training for operational staff.



Challenges for 2016-17

To strengthen section 42 enquiry work the policy and performance group developed a proforma to assist a consistent approach across partnerships.

Staff resources within organisations is vital to ensure the success of future partnerships, ensuring that staff are appropriately trained, supported and supervised to carry out the tasks required of them.

In 2015 partnership funding to the Board from agencies was made up as follows:

£16,480- Dudley Council

£20,000- Dudley Clinical Commissioning Group

£12,768- West Midlands Police

It is recognised that these funds do not include the training resources provided by partners and the manpower resources provided by the Board members to the Board and the work of sub groups.



Community Awareness of Adult Abuse in 2015

In 2015 we decided to consult with community groups to find out whether people across Dudley Borough understood what adult abuse is, what it means and how concerns can be reported. Consultation was led by Dudley Council's communications team and meetings were held with:

- Dudley Youth Council
- A group of people with dementia with their carers - the Me, Myself and I group.
- A housing tenants and residents group
- The Disability in Action group

Feedback from the groups indicated a limited understanding overall of what adult abuse constitutes and also of what the term safeguarding actually means, it was felt to be a jargonistic term. Once explained fully all stated that they would report concerns and most knew where to report these concerns. All felt that the website was a useful tool and wanted it to clearly show a definitive list of exactly what adult abuse is and can be, as well as having a clear reporting tool

Knowledge of the Safeguarding Board itself was limited despite our communication efforts across 2014/2015.

All groups felt it was their responsibility to report abuse and are happy to do this. Typically they would report to the Police, adult social care, Dudley Council Plus, GP, youth worker or a trusted adult.

Comments included:

"There is no one solution, use different channels to suit different people"

"If you see abuse or bullying you feel that it is your responsibility to help"

"I would worry about the consequences of reporting abuse"

What did we do as a result of this feedback?

- We updated the website
- We rewrote the safeguarding leaflets to make them easier to understand and to avoid jargon and the term safeguarding
- We rewrote an easy-ready Safeguard Leaflet outlining what abuse means.

Individual partners have taken opportunities to promote safeguarding:

- The council has promoted safeguarding awareness in its tenants magazine "Home Affairs" which is delivered to over 20,000 households.
- Healthwatch attends the Safeguarding Board and provides a platform to remind partners about the voice of the community. Their presence in the community also enables the issue of safeguarding to be a key issue for discussion.
- Dudley CCG have developed a Care Home Forum as well as fact sheets on domestic abuse and modern slavery to ensure that staff groups are fully aware of these issues

Incidence 2015/16

The Safeguarding Adults Board collates reporting data across the partnerships for an annual data report which is able to track the incidence of safeguarding issues and breaks down these incidents. The incidence below covers the period 1 April 2015 to 31 March 2016.

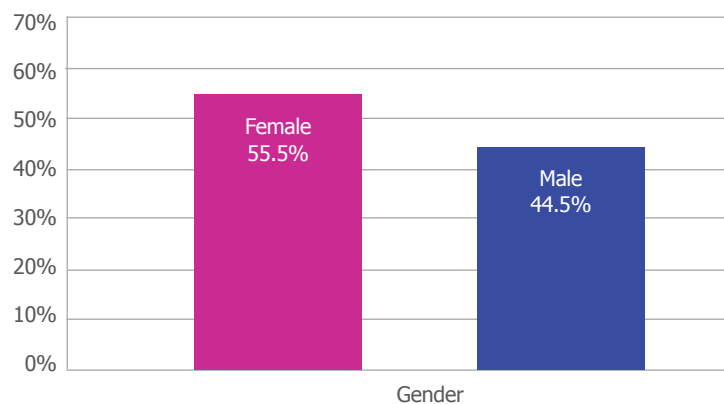
A breakdown of significant incidents

The number of adult safeguarding concerns reported over the period was 2091. This compares to 1713 over the previous year - a very significant increase. This gives confidence to the Board that the awareness of safeguarding is increasing across Dudley Borough.

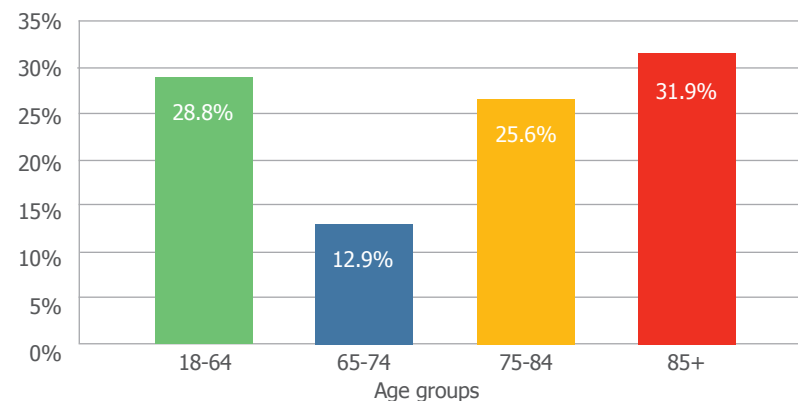
During 2014-2015, some 726 (42.4%) of concerns were progressed through the safeguarding process as enquiries, this compares to 743 (35.5%) during 2015-2016 being progressed. This suggests that the screening process at first contact is effectively signposting concerns and using other resources to deal with issues effectively.

The following graphs break down this reporting data and are comparable with pages 22 to 24 of the Dudley Safeguarding Adults Board Annual Report 2014/15.

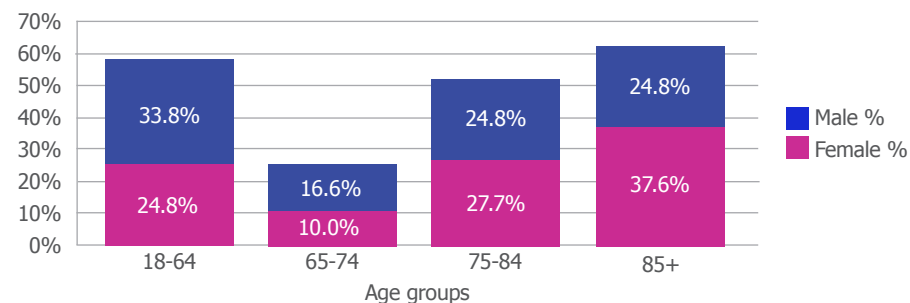
Safeguarding Incidents % By Gender



Safeguarding Incidents % By Age Group



Safeguarding Incidents % By Gender and Age Group



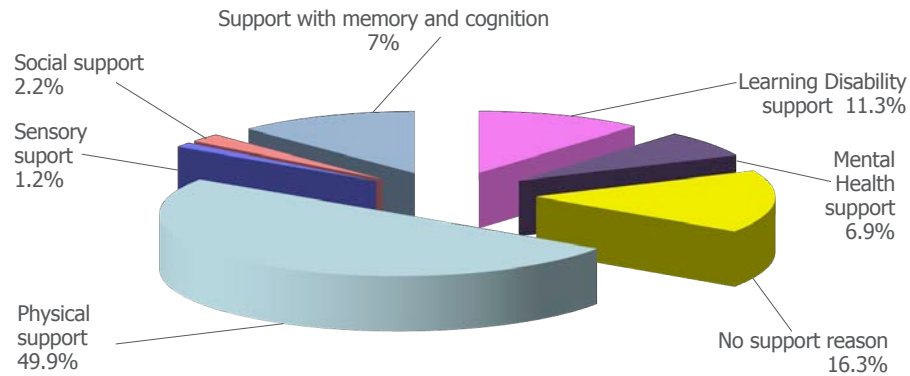
Overall, the majority of referrals were for females at 55.5%, with the majority of females falling into the 85+ age group, at 37.6% of all female enquiries.

The majority of all enquiries were also in the 85+ age group at 31.9%; however, the majority of enquiries for males were in the 18-64 age group at 33.8%. The Board is encouraged by the percentage of men in the younger age group and feel the stigma of reporting is being tackled as attitudes to abuse change.

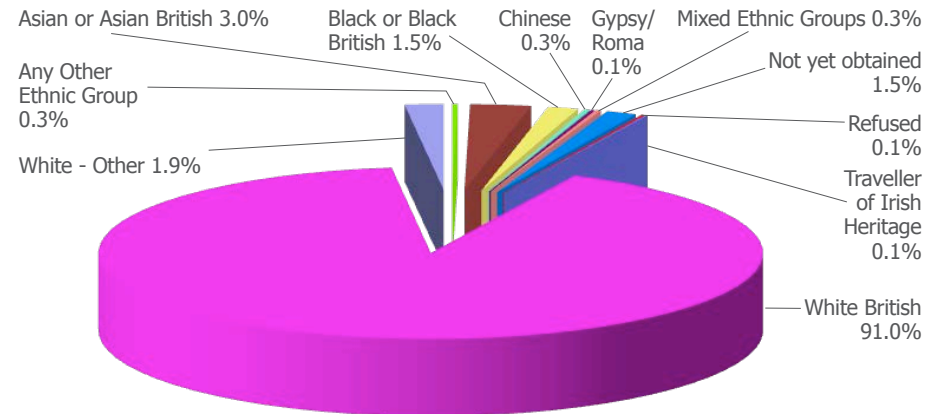
The majority of enquiries were recorded for people in the physical support category at 49.9%.

Also, the majority of enquiries were recorded for people in the White British ethnic origin group at 91% which is the same as for 2014-2015 at 91.7%

Safeguarding enquiries % By Primary Support Reason



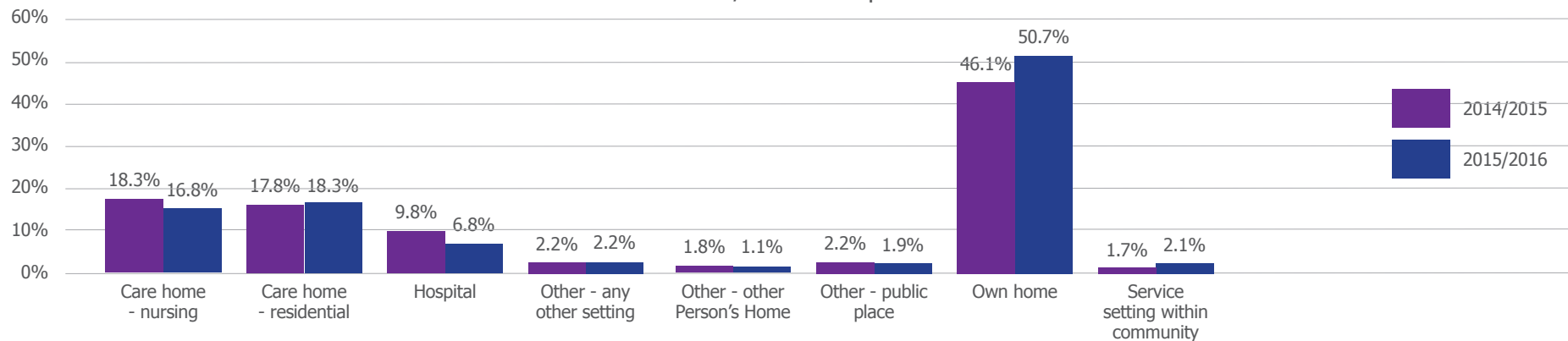
Safeguarding Incidents % By Ethnic Group



The majority of enquiries were recorded as taking place within the victims own home at 50.7%, a slight increase compared with 2014-2015 at 46.1%. Of these 365 enquiries taking place in their own home, 54% were for females. This demonstrates the need to focus awareness within the community as people are supported to live independently for longer. It also focuses the need for community and lay membership so the issues of abuse can be reported through community involvement.

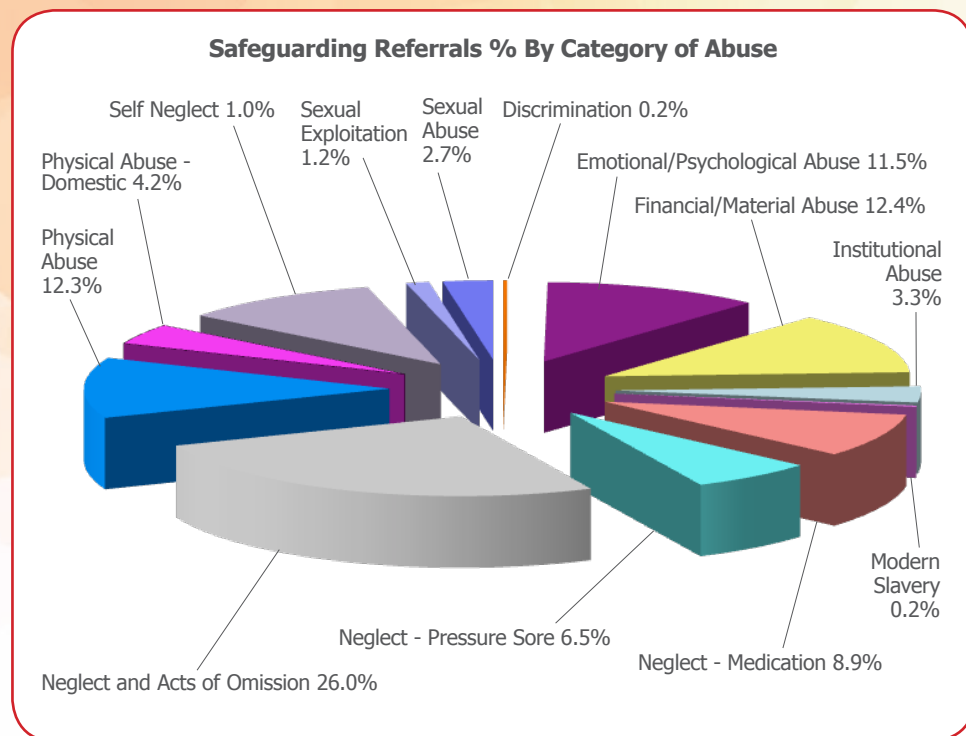
Safeguarding Incidents % By Location of Incident

The board recognises the high percentage of incidents within people's homes and focusses upon this in its 16/17 business plan



Acts of Omission often focus on lack of support within the community where care agencies fail to provide services. The role commissioning has played in 2015 demonstrates the importance of partner support to the safeguard process. Dudley Council's commissioning service has undertaken Section 42 enquiries and asked commission services to provide improvement plans which will be monitored.

The abuse category of 'neglect and acts of omission' was recorded as the highest proportion of all enquiries at 26% and similar to 2014-2015 at 29.5%, however, if all neglect categories are combined this figure increases to 41.4% and clearly forms the majority of abuse categories.

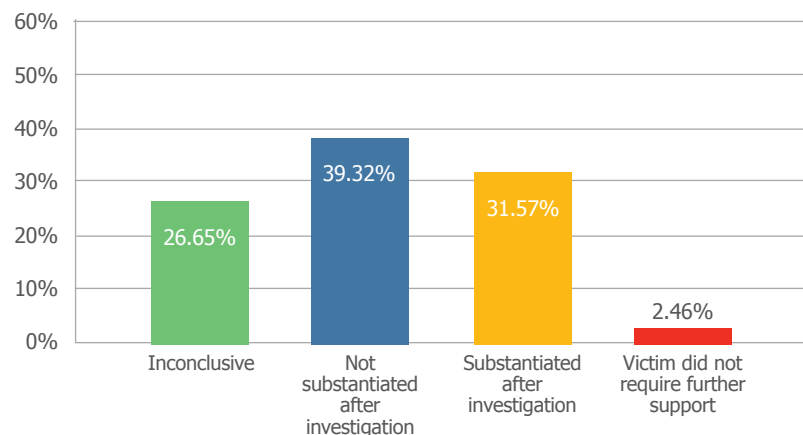


The board recognises the cumulative category of abuse and focusses on this in its 16/17 business plan.

The number of completed enquiries during the same time period, i.e. where all investigations have been completed and an outcome agreed, was 529 which is slightly less than during 2014-2015 at 567.



Completed Safeguarding Enquiries % By Outcome of incident



The majority of enquiries investigated, resulted in the abuse not being substantiated at 39.32% with 31.57% either fully or partially substantiated.

Although this data records information which is passed to the council there is much data collated by individual agencies around safeguarding which the Board intends to start collating every six months during 2016/2017.

Examples of this are:

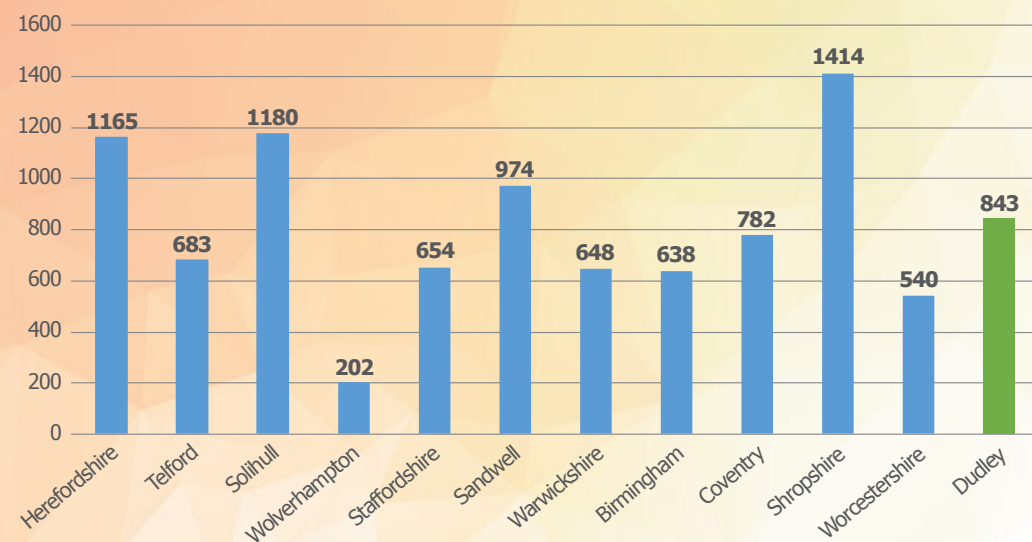
- The Fire Service in 2015/2016 had 64 cases referred to their vulnerable person's officer to offer support and advice to those most vulnerable in the community. The breakdown of issues of concern included:
 - Substance misuse risks, smoking and drinking - 16
 - Mobility issues - 22
 - Hoarding/Self Neglect - 21
 - Dementia - 7

These figures are not exhaustive but indicate the rising concern and input from services to support people who self neglect either through hoarding or substance misuse.

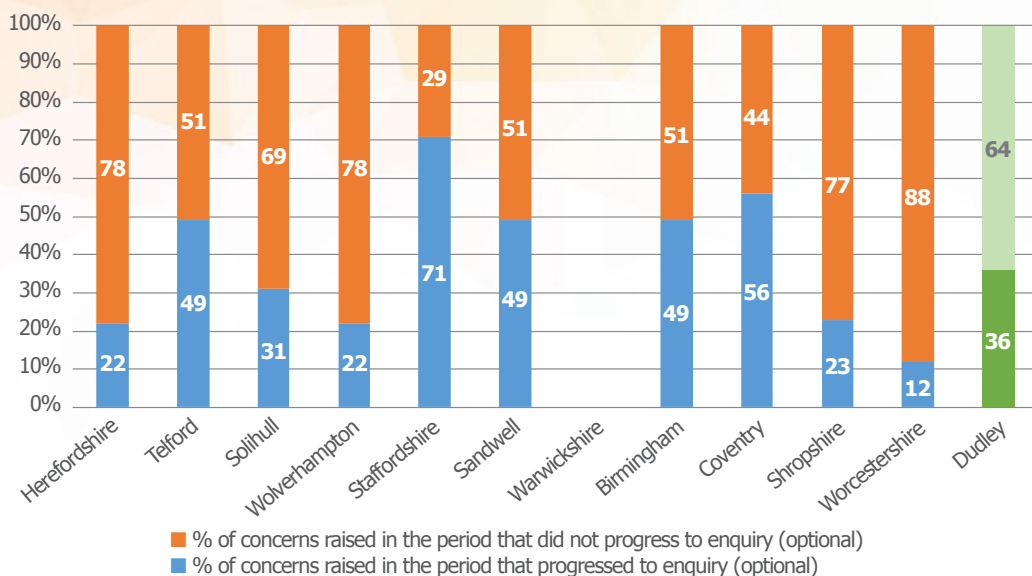
- West Midlands Police recorded 734 crimes which had a vulnerable adult offence type, which was 12% higher than the previous year. Of those 68 occurred in the Dudley area where the police led on the enquiry. West Midlands Police received 1998 calls for services from nursing and care homes across the region, of which 240 calls were from nursing and care homes in the Dudley Borough. Dudley has also seen an increase of cases in relation to domestic abuse. Dudley recorded 1669 crimes which was 11% higher than the previous year, which reflects greater awareness of domestic abuse and confidence to report it. This supported the Board's decision to develop training up on domestic abuse in 2015.
- Dudley CCG, as commissioners of Dudley & Walsall Mental Health Trust and Dudley Group Foundation Trust collate additional information about serious incidents and pressure ulcer care. Clearly this information is not always related to adult safeguarding issues but a development for 2016/2017 is to see how this can inform safeguarding practice and development within the partnerships.



Number of concerns raised (commenced) within the period as a rate per 100,000 population aged 18+ Regional



Conversion rate: % of concerns raised in the period that progressed to enquiry (optional)



Challenges for 2016-17

To develop a data set which reflects the breadth of activity across the partnerships and not just that collated by the council. This will be more inclusive for the partnership and will inform strategic development.

Local Authority Multi-Agency Training 2015/2016

Throughout 2015/16 there has been continual support for the multi-agency training for the Board agencies.

The courses delivered and administered include:

E-Learning Basic Awareness

Numbers trained in 2015: Council 444; Partners 1137

"Enjoyable, easy to follow informative training which has improved my understanding of working with vulnerable people"

Responding to and Preventing Abuse

21 courses run including bespoke sessions to build upon E-Learning basic awareness.

Numbers trained: Council 19 ; Partners 149

"This course will influence my practice"

"This is a very useful course and I will recommend it to my colleagues"

Practice Issues

A course for people who have management/supervisory responsibility for staff.

Numbers trained: council 17; Partners 35

"Attending the course will benefit the people I support"

"Good to keep abreast of changes – especially with the implications of the new Care Act"

Manager Safer Services

2 courses 23 delegates: Council 4; Partners 19

"I attended this course. It was useful and led to how we tracked and monitored outcomes"

"I launched an internal campaign and led 28 road shows across the business area."

"I developed an online alert for our website".

"We developed a Preventative Plan for the organisation looking at risks to staff and those who use the services, which helped us to plan to prevent abuse rather than just respond when it happened".

Who's after Your Money?

6 course run - 82 delegates: Council 61; Partners 18

This course is suitable for anyone who provides care or support to adults who live in their own home, recognising that this group of people experienced the highest rate of abuse in this and previous years.

Single Agency Training

Dudley & Walsall Mental Health Trust continues to develop its own training to its staff group on safeguarding, mental capacity and Prevent.

In 2015 the number of staff in the trust who had completed this was:

73% for mental capacity; 70% for prevent

Safeguarding Adult reviews

The Care Act states that an Adult Safeguard Board must arrange for there to be a review of any case involving any adult with needs for care and support if:

There is reasonable cause for concern about how an Adult Safeguard Board, members of it, or other persons with relevant functions, worked together to safeguard the adult and other conditions as one or two is met.

Condition 1

The adult has died and the Board knows or suspects that the death resulted from abuse or neglect.

Condition 2

The adult is still alive and the Board knows or suspects that the adult has experienced serious abuse or neglect.

The purpose of a Safeguarding Adults review is not to re-investigate or to apportion blame but it is to:

- Identify whether there are lessons to be learnt from the case in which local professionals and agencies work together to safeguard adults at risk.
- Identify what these lessons are and what is expected to change as a result within a given timescale.
- Inform and improve local inter-agency working
- Review the effectiveness of procedures and make recommendations for improvements.
- Prepare or commission an overview report which brings together and analyses the findings of the various reports from agencies in order to identify the learning points and make recommendations for future action.

In 2014 the Board had developed a Serious Adult Review (SAR) sub group to enable it to be in the best position to discharge its responsibilities. Also in 2014 the Board had two cases for a SAR. It eventually commissioned one as a SAR and an independent author was commissioned. Police and Coroners

Investigations were extensive and eventually lead to a prosecution in 2016. A learning event was held in February 2016 with a report presented to the Adult Safeguard Board in May 2016, which will be reported upon in the 2016 Annual Report following the production of an Action Plan. This case involved a man with dysphasia who choked to death in a supported living environment.

Another case involving a man, who was subject to a fire in his own property, was also considered by the SAR sub group. This case was managed by an Independent Management Review from one of the Board partners and will be presented to the Board in 2016.

A further death of a man with severe learning disabilities was also commissioned in this year. This too involved the person's death through a choking incident, whilst on holiday with carers. This case resulted in police prosecution and will be presented to the Board in 2016.

The learning from these situations has already impacted upon agencies with greater clarity about dysphasia plans and training; recording of assessment information; recognition of the importance of reviews and further agency collaboration being recommended in individual agency reports. These will contribute to the wider learning planned for 2016/2017 when the Board considers the findings from the Reviews.

The involvement of family members of the people who sadly died contributed significantly to the review process. Learning from their experiences has shaped agency thinking in a powerful way, recognising agency responsibilities not just to the victim but to family members too.



Challenges for 2016/2017

Learning from these reviews will be a key feature for the Board in 2016/2017 and how agencies respond and learn from those events will be important in the Board's development and partnerships.

Deprivation of Liberty Safeguards (DoLS)

A Supreme Court ruling in May 2014 extended the remit of people in residential home care, nursing home care and hospital beds who maybe eligible for Deprivation of Liberty Safeguards (DoLS).

It also introduced Community DoLS, which covers settings where a person is deprived of their liberty in their best interests to provide care and support; but is in the community such as supported living arrangements, adult placements or domestic settings. In these situations the council has to request a Deprivation of Liberty application through the Court of Protection.

It was expected nationally that this judgment would have a huge impact on the level of Deprivation of Liberty referrals, as care homes and hospitals needed to apply different thresholds to decide on whether they are depriving a person of their liberty. In anticipation of this increase five additional staff in Dudley was trained as Best Interests Assessors by June 2015 to complete the required assessments alongside their normal workload. A further four staff are undertaking training to be qualified during 2016. The Council also seconded a full time Best Interests assessor during this year.

The Department of Health provided councils with a grant towards training for staff and to provide support for the complex administrative process.

From April 2014 to March 2015, 615 applications and from April 2015 to March 2016 856 applications were received in Dudley. This compares to a total of 142 for 2013-2014.

There are also 75 applications for Community DoLS awaiting assessments.

Each local authority has experienced a significant backlog and ADASS together with the Regional DoLS Leads plan to adopt an approach to tackle the backlog in 2016 with emergency interim measures being put in place, with priority for DoLS including those people in hospital or those already subject to a DoLS which requires removal.

In Dudley in 2015 we completed 234 assessments and had 966 people who were subject to a Deprivation of Liberty Order with a further 600 awaiting assessments. This is comparable with many of the other authorities within the region and demonstrating the serious impact the Supreme Court subject has had on the Deprivation of Liberty Safeguard process.

A new scheme for Deprivation of Liberty Safeguards is being currently consulted upon for implementation in 2017.

As Community DoLS requires a different process via the Court of Protection social care staff have been trained in the process and local procedures developed which were implemented from January 2016. Additional staff have been appointed on a years contract to support the process.



Preventing Extremism

In order to safeguard our communities from engagement in or support for terrorism, partners in the Borough have adapted the Prevent Strategy which uses a range of measures to challenge extremism including:

- Supporting people who are at risk of being drawn into terrorism or extremism activities through a process known as 'Channel'.
- Working with and supporting community groups and social enterprise projects who provide services to vulnerable people.
- Supporting local schools and partner agencies through engagement, advice and training.

Referrals can come from a wide range of individuals and support provided could include mentoring, but is tailored to the specific needs of an individual.

An extensive training programme is planned for 2016/2017 and partner agencies have made their own arrangements to provide this specialist training to their staff groups.

The strategy for Prevent is monitored by the Home Office who provide funding for the post of a Prevent Coordinator to monitor the delivery of projects within the Borough. This will continue in 2016/2017.

Domestic Homicide Reviews

Domestic Homicide Reviews (DHRs) were established on a statutory basis under section 9 of the Domestic Violence, Crime and Victims Act 2004. This creates an expectation for borough's to undertake a multi-agency review following a domestic violence homicide. This provision came into force on 13th April 2011.

The Home Office Multi-agency Statutory Guidance for the Conduct of Domestic Homicide Reviews provides the framework and details for the conducting of reviews. There is a local process in place that "mirrors" this guidance. (The governance arrangements for DHRs sit with Community Safety Partnerships). Dudley's Core Group has representatives that take into account the safeguarding of adults. From when the DHR provision came into force on April 13th 2011 until December 2015 Dudley had had no deaths that met the circumstances of a DHR.

Sadly on 14th December, 2015 the Community Safety Partnership (CSP) received notification of the death of a 54 year old woman who had died in circumstances which West Midlands Police believed may have fitted the DHR Criteria. A DHR has commenced in respect of this death.

The purpose of a DHR is to:

- Establish what lessons are to be learned from the domestic homicide regarding the way in which local professionals and organisations work individually and together to safeguard victims;
- Identify clearly what those lessons are both within and between agencies, how and within what timescales they will be acted on, and what is expected to change as a result;
- Apply these lessons to service responses including changes to policies and procedures as appropriate
- Prevent domestic violence and abuse homicide and improve service responses for all domestic violence and abuse victims and their children through improved intra and inter-agency working.

On the conclusion of the review process, an overview report, executive summary and action plan will be produced. These documents will be presented to safe & sound Strategic Board; as the Chair is required to agree the content of these documents with the Responsible Authorities that are part of the CSP. The documents will then be submitted to the Home Office Quality Assurance Group for assessment. Actions will be progressed as appropriate.

This 2015 Annual Report has sought to demonstrate the activity of the board throughout the year. It identifies the collaboration of partners; the engagement with Dudley residents and the way organisations have dealt with incidents of abuse throughout the year.

The Strategic Business Plan Appendix A demonstrates action for future direction addressing the challenges identified within this report.

