

ISLE OF ANGLESEY COUNTY COUNCIL

REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	27 November 2014
SUBJECT :	Annual Update – Safeguarding Arrangements for Vulnerable Adults in Anglesey
PORTFOLIO HOLDER(S):	Councillor Kenneth P. Hughes
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1.0 RECOMMENDATIONS

- R1. To note the update regarding safeguarding noted in the attached report, Ynys Mon- Protection of Vulnerable Adults, Highlight Report 2013/14 -Appendix 1
- R2. To note and agree the developments noted in section 5 of the Highlight Report namely:-
- Adult Service and key partners recognise the need to agree and implement an action plan in preparation for the new safeguarding guidance as outlined in the Social Services (Wales) and Wellbeing Act.
 - Evaluation of alleged victims, families and alleged perpetrator's experiences of engagement with the process, with particular reference to the quality, intensity and effectiveness of communication throughout the investigative stages.
 - Strengthened case file audits to ensure compliance with national guidance with a view to securing consistency of approach across the services, and be well placed to cascade learning and improvement experiences with key partners.
 - In recognition of the enhanced Safeguarding role a local training plan will be developed and implemented, and evaluated by the POVA coordinator.
 - To recognise that the role of Advocacy is integral within the process, and that provision needs to be strengthened to be available across all service areas.
 - In recognition that Safeguarding issues may arise through quality issues within care provision whether that be in an individuals own home or within a residential setting, it is recommended that an appropriate business function be established within Adults Services to ensure that monitoring of contracts and care provision is robust.
- R3 To note the update regarding Safeguarding Adults Board Regional and Local Arrangements- Appendix 2

R4 To note and agree the Recommendations noted in section 3 of this report namely:-

- That Members agree that the statutory requirement to establish a Safeguarding Adults Board be discharged of behalf of the authority by the North Wales Safeguarding Adults Board.
- That Members agree the structure for the regional Adult Safeguarding Adults Board, to be known as the North Wales Safeguarding Adults Board (NWSAB) as shown in Section 4.8 of the . The NWSAB will be supported by regional function-based groups and sub-regional Delivery Groups.
- That Members agree that the new structure is to be established as soon as possible.
- That funding for the Adult Safeguarding Board be included within current budget discussions for 2015/16.

R5 To support continued member engagement in the overall Safeguarding Agenda.

2.0 REASONS

2.1 Safeguarding vulnerable adults is important to us. The Welsh Government expect us to achieve a balance between:

- Encouraging Independence

and

- Safeguarding Adults who may be prone to abuse

2.2 Safeguarding is a core part of the duty of Adult Social Services. It is therefore essential that we have in place structures and effective systems of work to achieve this goal. We are therefore committed to ensuring that structures and systems are sustainable and place safeguarding at the heart of our partnership working across the public sector, and in the care sector in general.

Safeguarding is not just a matter for statutory agencies,it should be all our business. Service Providers, Statutory bodies, the police and in fact all citizens have a role to play in this.

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Date: 27.10.2014

APPENDIX 1- Ynys Mon- Protection of Vulnerable Adults, Highlight Report 2013/14

APPENDIX 2- SAFEGUARDING ADULTS BOARD REGIONAL AND LOCAL ARRANGEMENTS

APPENDIX 1

YNYYS MÔN **PROTECTION OF VULNERABLE ADULTS**

HIGHLIGHT REPORT 2013/14

1. Introduction – Key issues

- 1.1 The Wales Policy and Procedure for the Protection of Vulnerable Adults from abuse is intended to guide the safeguarding work of all those concerned with the welfare of vulnerable adults employed in the statutory, third and independent sectors in health, social care, the police and other services.
- 1.2 Good inter-agency working ensures that all referrals are managed effectively and efficiently aiming to continuously improve performance and safeguard the most vulnerable citizens of Ynys Mon.
- 1.3 The deployment of BCUHB Practice Development Team in support of care homes on the island is recognised as an effective intervention in improving care practice in the promotion of quality care and the minimisation of safeguarding referrals. In such cases professional nursing staff from BCUHB provide support to care homes in the form of training and guidance to ensure improvements in the standards of documentation and practice in support of good nursing care delivery. The full impact of their supportive role needs to be fully evaluated from both a practitioner and care provider perspective for ongoing investment.
- 1.4 We have continued to raise public awareness of the safeguarding agenda at a Corporate level and we have worked in partnership with other departments within the Council to promote the Corporate responsibility for safeguarding. Trading Standards recently launched a public awareness campaign regarding financial 'scams' Several cases had come to our attention of Older People being subjected to financial abuse from unscrupulous traders and scammers.
- 1.5 Key themes that emerge from referrals are issues around manual handling, Dementia care, medication management, poor knowledge by care providers of the pathways for timely referrals to specialist services, and financial abuse.
- 1.6 A newly appointed POVA Coordinator is now in post as a temporary measure pending the Local Authority finalising plans for the development of a Corporate Safeguarding Unit working across Adult and Children services

2. Training

- 2.1 The safeguarding of Adults and Children frameworks has been formally ingrained into the Corporate Induction process for all new employees.

2.2 Adult service has recognised that with the changing role of CSSIW specialist training in conducting investigations on a multi-agency basis is a key action to improve front-line practitioner confidence and practice as their roles continue to evolve.

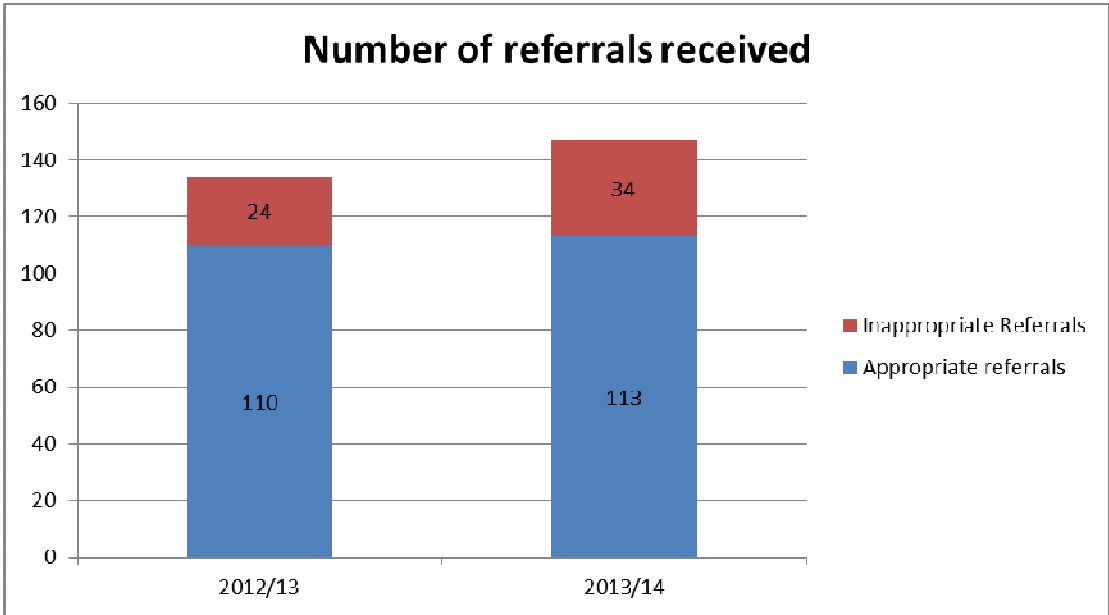
2.3 An ongoing training programme provides basic awareness training ensuring that care provider staff across the care sectors are aware of the Wales Policy and Procedures for Safeguarding Vulnerable Adults.

3. **Summary of POVA activity 2013/14**

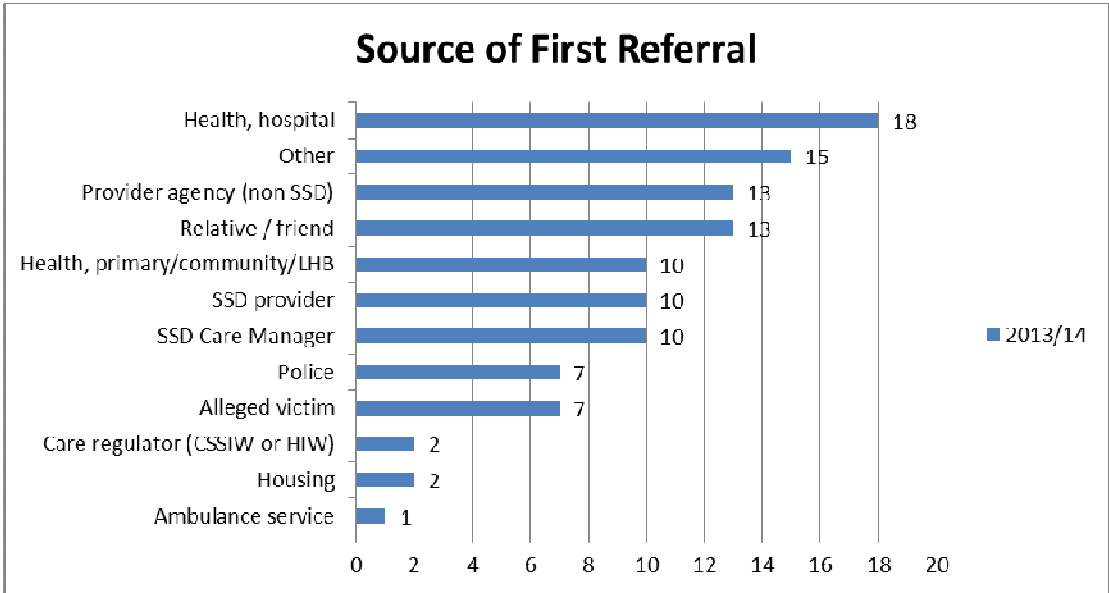
- 108 referrals out of a total of 147 referrals were processed through the formal POVA process. Therefore 23% were deemed to be inappropriate.
- Data suggests that the most typical victim is a female Older Person residing in their own home, subjected to emotional, psychological and physical abuse by a male perpetrator.
- The highest percentage of POVA referrals are for Older People closely followed by individuals with a Learning Disability.
- 15 Police investigations were conducted during 2013/14.
- Performance against National indicators in 2013/14 has been below that expected as a result of 10 individuals making informed choices about remaining in a situation of risk.

The number of referrals received

The referral rates for adult protection have increased during the last year (147 referrals having been received in 2013/14, as compared to 134 in 2012/13). The graph below illustrates the pattern of referrals over the past 2 years.



Source of referrals

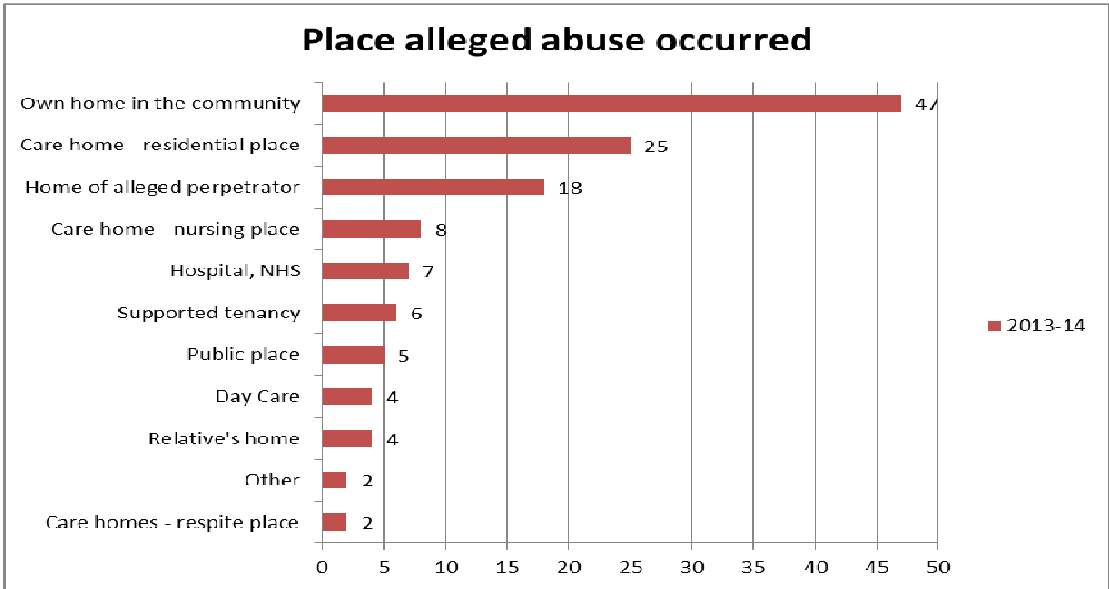


The highest number of referrals recorded were received from hospital admissions (18) followed closely by referrals from relatives (13) and care providers (10)

Data suggests an enhanced awareness of the triggers for POVA referrals aligned to an improved understanding of the referral pathway, resulting from effective and systematic training across the sectors.

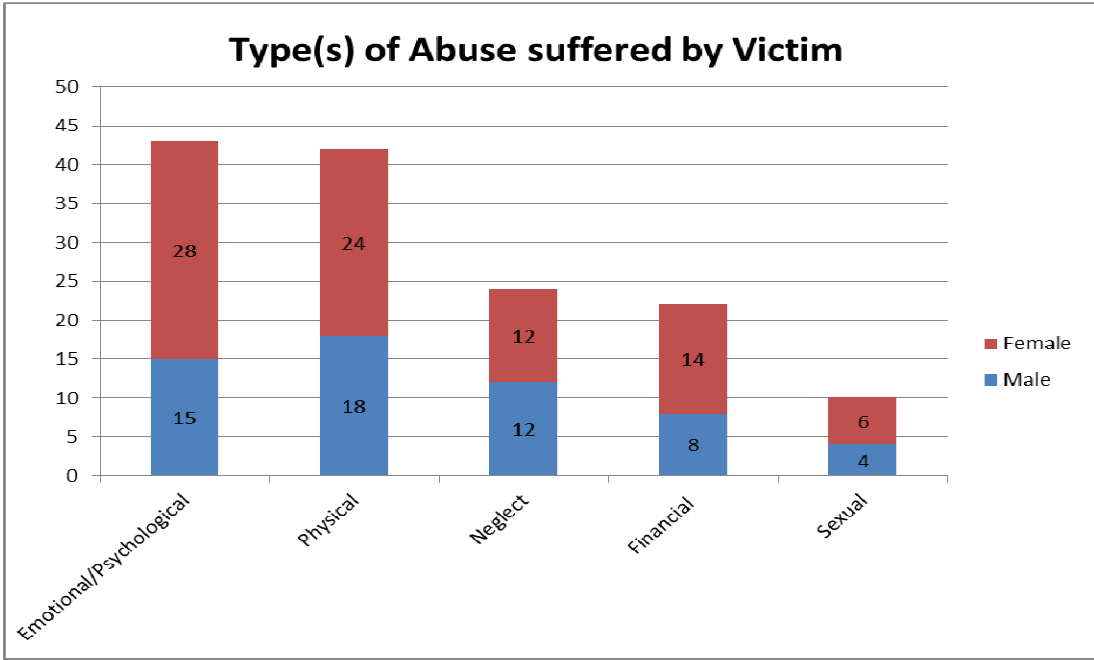
Analysis of data confirms that of those referrals received from hospital the highest proportion are for individuals who are at the point of referral receiving inpatient care.

Environment where abuse occurred.

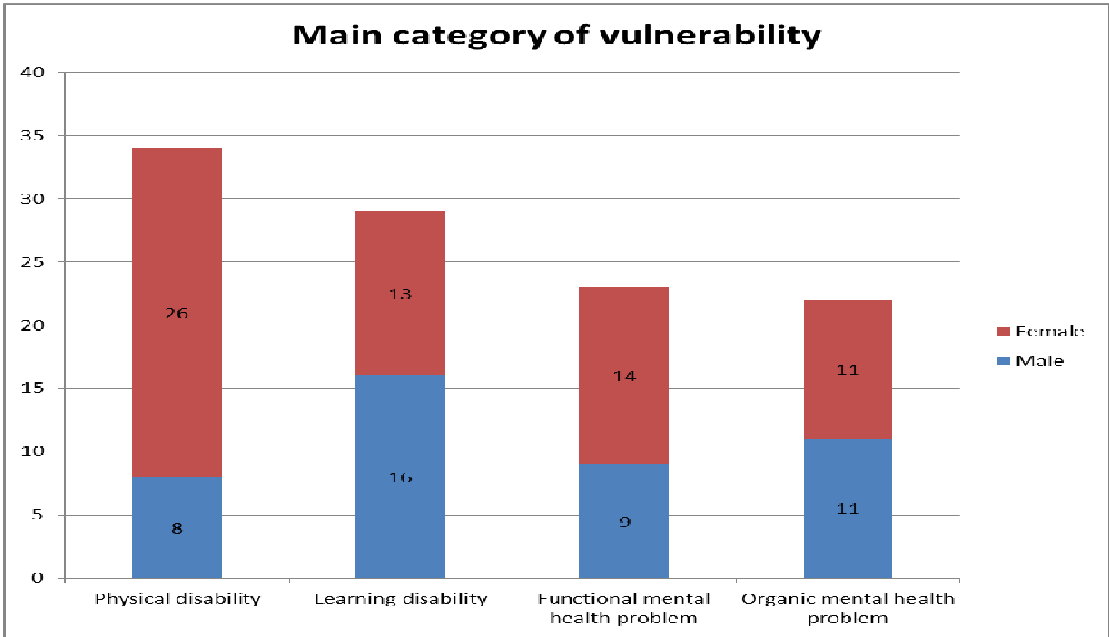


The highest percentage of abuse continues to be in an individual's own home closely followed by residential/nursing care and reflects previous year trends.

Types of Alleged Abuse



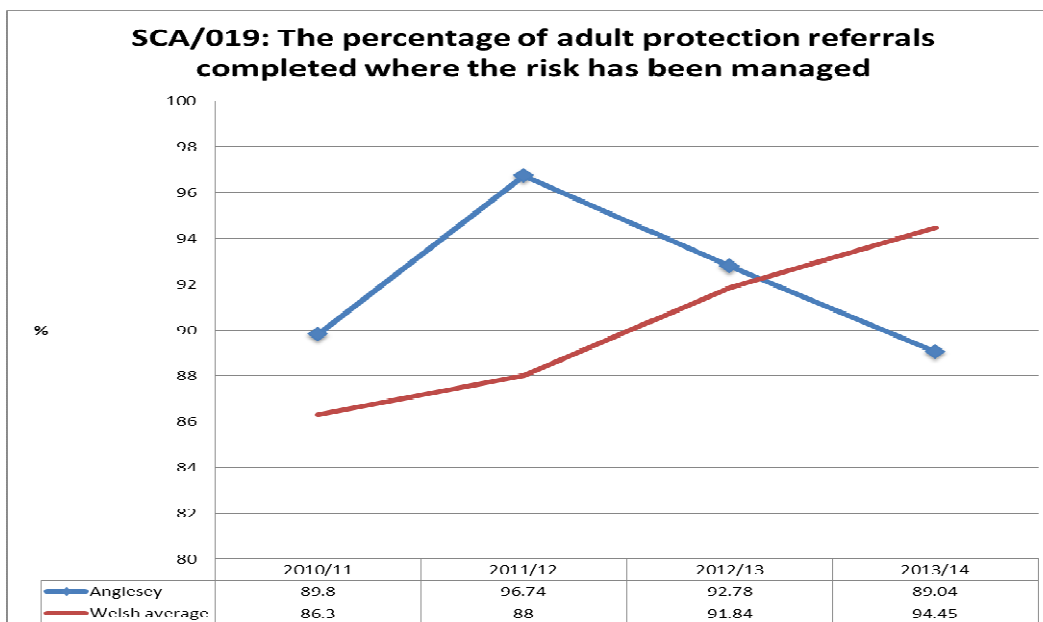
Category of Vulnerability



Data for Older people are included in the Physical Disability category

Performance Indicators.

Our performance in relation to managing risk in adult protection referrals received during 2013/14 reflects a downward trend with 10 alleged victims out of 90 declining the actions recommended by the Multi Disciplinary Team and therefore being classified as 'risk not managed'. Our performance data over the past 3 years is reflected in the following chart.



It is important to note that the fall in performance in 2013/14 in this regard reflects individuals decisions to remain in situations of risk. The council continues to work with all individuals to ensure they have options to reduce risks in all cases.

4. Case conferences

- 4.1 The number of referrals escalated into case conference remains proportionately low at an annual figure of 10, indicative of the risks being addressed and managed during the initial stages of multi-agency intervention.
- 4.2 Multi-agency case conferences provides opportunities to engage families and secure a jointly agreed safeguarding action plan. However and as performance data confirm in line with individual directives based on their Mental capacity it remains difficult to minimise the risks for all alleged victims.
- 4.3 It is notable that the involvement of victims, relatives and advocates at case conferences needs to be increased, and we have taken steps to ensure the fullest engagement of significant others at key stages during the investigative process.

5 Areas for development

- 5.1 Adult Service and key partners recognise the need to agree and implement an action plan in preparation for the new safeguarding guidance as outlined in the Social Services (Wales) and Wellbeing Act. The Gwynedd and Môn Safeguarding Board outline the mechanisms and drivers for changing practice which are operationalised by key service managers across the sectors. This is recognised as the prime role of the Vulnerable Adult Coordinator in partnership with key stakeholders.

- 5.2 A key action will be the evaluation of alleged victims, families and alleged perpetrator's experiences of engagement with the process, with particular reference to the quality, intensity and effectiveness of communication throughout the investigative stages.
- 5.3 We intend to strengthen our auditing of case files to ensure compliance with national guidance with a view to securing consistency of approach across the services, and be well placed to cascade learning and improvement experiences with key partners.
- 5.4 In recognition of the enhanced Safeguarding role a local training plan will be developed and implemented, and evaluated by the POVA coordinator.
- 5.5 We recognise that the role of Advocacy is integral within the process, and that provision needs to be strengthened to be available across all service areas.
- 5.6 We recognise that Safeguarding issues may arise through quality issues within care provision whether that be in an individual's own home or within a residential setting. It is recommended that an appropriate business function be established within Adults Services to ensure that monitoring of contracts and care provision is robust.

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APPENDIX 2

SAFEGUARDING ADULTS BOARD REGIONAL AND LOCAL ARRANGEMENTS

PURPOSE OF THE REPORT

- 1.1 This report asks Anglesey County Council to agree that the statutory requirement to establish a Safeguarding Adults Board be discharged of behalf of the authority by the North Wales Safeguarding Adults Board.

2. EXECUTIVE SUMMARY

- 2.1 Section 134 of the Social Services and Wellbeing Act (Wales) 2014 requires that Safeguarding Children Boards (SCBs) and Safeguarding Adults Boards (SABs) be set up. This will put the safeguarding of adults on to a statutory footing similar to that for safeguarding children.
- 2.2 Regulations will follow the act, and will set out those areas in Wales for which there are to be Safeguarding Boards (“Safeguarding Board areas”). Welsh Government has consistently said that safeguarding board areas will follow the public service footprint set by the Health Boards and Police Authorities: the six Counties that constitute North Wales.
- 2.3 Work has been underway to develop regional arrangements for both Children’s and Adult’s Boards in advance of the legislation, and a report on the proposed structure for Safeguarding Adults Boards was circulated to the relevant partner agencies in 2013. This report proposed a two-tier arrangement similar to that in operation for the children’s boards at the time.
- 2.4 Safeguarding Children Boards have been statutory since 2006, and joint sub-regional boards have been in place for some time. This has meant that the children’s boards were able to move towards regionalisation more quickly than the adult’s boards; however, this now means that the adult’s boards can learn from the experiences of the children’s boards.
- 2.5 In recognition of the size and diversity of the North Wales area, the children’s boards developed a model which kept the statutory functions of the existing sub-regional Local Safeguarding Children Boards (LSCBs) at the sub-regional level. In addition, a regional board was established whose function was to reduce duplication, share best practice, and provide strategic direction; this latter included directing four regional sub groups to carry out some of the functions of the boards. This was called the ‘two tier’ model. This model differed from that adopted across much of Wales where fully regional arrangements were put in place. The two-tier model and the fully regional model have both been evaluated by Sheffield University and a detailed report is available on request.
- 2.6 In response to the lessons learned from the operation of the two-tier system the children’s boards are now proposing to move away from this model towards a stronger regional board. In this revised model, the statutory functions will rest with the regional board, and the sub regional delivery groups will ensure that local practice meets local need. A report proposing this has been taken to the relevant partner agencies, and it is now proposed to adopt this revised model for the adult’s board.
- 2.7 At present therefore the existing multi-agency Adult Protection Board jointly held within Anglesey & Gwynedd will be superseded by the North Wales Adult Safeguarding Board. In its place, alongside the North Wales Safeguarding Adults Board will be a sub regional joint Safeguarding Adults Delivery Group in Anglesey & Gwynedd a structure that will be replicated in Denbighshire and Conwy and Flintshire and Wrexham

2.8 The Plan for the establishment of the Adult Safeguarding Board is currently being implemented, with initial meetings having occurred.

3. RECOMMENDATION(S)/OPTIONS

3.1 That Members agree that the statutory requirement to establish a Safeguarding Adults Board be discharged of behalf of the authority by the North Wales Safeguarding Adults Board.

3.2 That Members agree the structure for the regional Adult Safeguarding Adults Board, to be known as the North Wales Safeguarding Adults Board (NWSAB) as shown in Section 4.2 of the attached report at Appendix 1. The NWSAB will be supported by regional function-based groups and sub-regional Delivery Groups.

3.3 That Members agree that the new structure is to be established as soon as possible.

3.4 That funding for the Adult Safeguarding Board be included within current budget discussions for 2015/16.

4. BACKGROUND INFORMATION

4.1 Anglesey & Gwynedd have a joint Safeguarding Adults Board. Conwy CBC, Denbighshire CC, Flintshire CC, and Wrexham CBC each has an Adult Protection Committee (APC) which operates within the Local Authority boundary.

4.2 According to the Social Services and Wellbeing Bill (Wales) Act 2014 Act, the objectives of a Safeguarding Adults Board are:

- (a) to protect adults within its area who have needs for care and support (whether or not a local authority is meeting any of those needs): and
- (c) are experiencing, or are at risk of, abuse or neglect,
- (d) to prevent those adults within its area mentioned in paragraph (a)(i) from becoming at risk of abuse or neglect.

4.3 Regulations will follow the act, and will set out those areas in Wales for which there are to be Safeguarding Boards ("Safeguarding Board areas"). Statements released by the Deputy Minister for Children and Social Services from 2011 onwards have indicated a preference for the safeguarding board areas to follow the public service footprint set by the Health Boards and Police Authorities.

4.4 A Regional Safeguarding Adults seminar took place on in January 2013. Following the seminar, an options paper was developed and a preferred option identified. The preferred option followed the structure being developed for the Safeguarding Children's Boards, and proposed a two-tier structure with a regional board and three sub regional boards. The sub regional boards were to be created by the six local authorities forming joint boards. This structure already existed in Anglesey and Gwynedd.

4.5 The paper also proposed that elements such as training, performance and audit, policy, and serious case reviews should be undertaken regionally, again as was being developed for the Safeguarding Children Boards. A 'Common script' report was then circulated to partners for reporting purposes. The options paper and common script report was further discussed at the Social Services and Health Programme Board 2nd May 2013.

4.6 The North Wales Safeguarding Adults Board will:

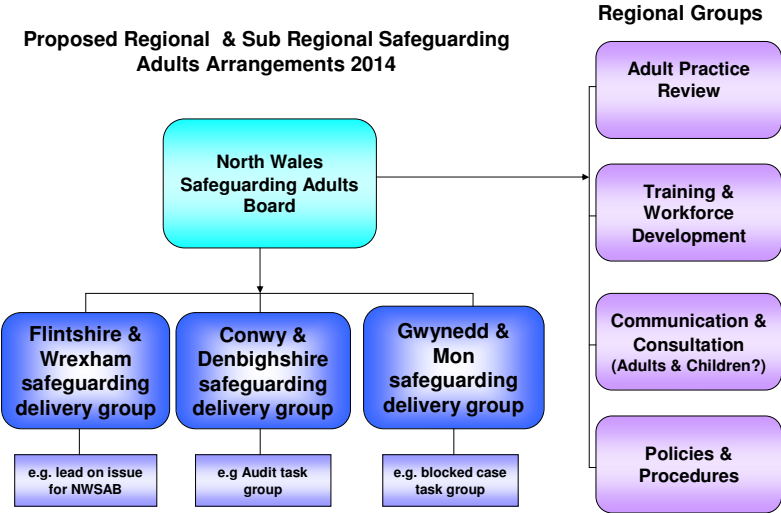
- Add value and improve outcomes for vulnerable adults in need of safeguarding and protection;
- Develop and provide a regional strategic direction;
- Direct and monitor regional groups for Training & Workforce Development, Policies & Procedures, Communications & Consultation and Adult Practice Reviews;
- Develop and monitor a performance management framework;
- Provide challenge & support to regional agencies and Local Authorities;
- Agree and manage the budget;
- Provide the interface with Welsh Government and the National Safeguarding Board.

4.6.2 The sub regional Adult Safeguarding Delivery Group will:

- Implement regional strategy & the business plan
- Co-ordinate & monitor sub-regional multi-agency activity;
- Examine local performance data, e.g: Outcomes, referrals, POVAs, escalating concerns, adult protection & support orders;
- Attendance at strategy meetings;
- Training uptake & impact;
- Conduct audits & provide quality assurance;
- Consider cases of special interest/ blocked cases/ near misses;
- Provide a local interpretation of regional protocols;
- Lead on issues at the request of the regional board.

4.7. These proposals have since been taken to the existing Adult Protection Committees and Anglesey and Gwynedd’s joint Safeguarding Adults Board.

4.8 Diagram 1 – Proposed Structure for North Wales Safeguarding Board



5.0 CONSULTATION

5.1 The regional Leadership Board considered and agreed a report outlining the changes to the Children’s Board arrangements, which noted that the Adults Board would be developed along the same model. All the relevant partners have also since received this report. The Joint Anglesey & Gwynedd Safeguarding Adult’s Board, and the local Adult Protection Committees across the remaining four Local Authority Areas have been consulted on the suggestions for change. Their comments have contributed to the final proposals.

6. RESOURCE IMPLICATIONS

- 6.1 The Adult Safeguarding Board is a statutory board and will need to be funded by contributions from its partners. This report asks for the funding of the Board to be included in the 2015/16 budget discussions.

7. RISK

- 7.1 The biggest risk for the Safeguarding Board and the Local Authority is the danger of a serious incident which finds that the Safeguarding Board or one or more of its partner agencies have failed in their duty to protect. Whilst in social care there is no such thing as zero risk, the new structure aims to ensure that partner agencies take all reasonable steps to safeguard adults at risk of abuse and neglect.
- 7.2 There is a risk that funding may not be agreed within the timescale identified, due to the difficulties of negotiating budgets across the six Local Authorities and the other statutory partners; Police, Health, Probation, and the Community Rehabilitation Companies.

8. DRIVERS AND IMPLICATIONS

- 8.1 Links to the Corporate Plan and Risk Register

Safeguarding Children Boards and Safeguarding Adults Boards are statutory boards that contribute to the delivery of the council's responsibilities for vulnerable children and adults.

- 8.2 Any equalities, sustainability and biodiversity implications

Safeguarding children and vulnerable adults aims to ensure that children and vulnerable adults from all backgrounds are not subject to neglect or abuse.

- 8.3 Effect/Impact on existing policies and procedures

Regionalisation may result in increased travel for some Safeguarding Board Members, but full use will be made of electronic communications where possible. The net reduction in the number of meetings across North Wales should result in less car travel and a lower carbon footprint.

- 8.4 Changes to the structure of the Safeguarding Boards have effect/ impact on existing policies and procedures

9. PUBLICATION

- 9.1 n/a

10. REASON(S) FOR RECOMMENDATION(S)

- 10.1 To reduce duplication and improve the efficiency and effectiveness of safeguarding boards across North Wales. Proposals will also meet the Welsh Government's requirements to establish safeguarding board.